



Parent Teacher Online (PTO)



Parent Guide

PTO Contact Numbers

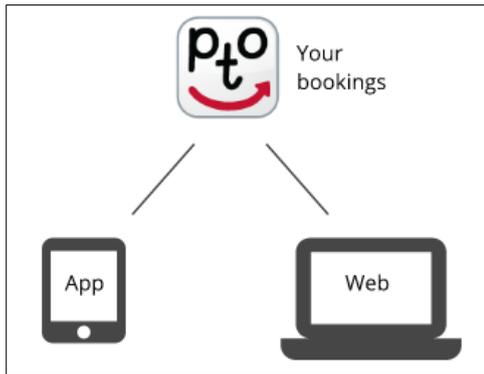
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Introduction

Below are instructions for booking Parent Teacher Meetings, this is an internet-based booking system called Parent Teacher On-Line (PTO).



- ❖ You can use the web version of PTO or the PTO app, or even both.
- ❖ Both connect to our secure central server where your bookings are stored.
- ❖ If you change bookings on one of these (e.g. web PTO), the other one (e.g. your phone with the PTO app) won't see the changes until you refresh.
- ❖ The only time you might see a difference is if your mobile device cannot connect to the server (because it has no Wi-Fi or data connection). In this case, the mobile device will display your bookings as it last saw them. This is a feature of the design that allows you to see your bookings on your phone even if it has no data connection.

Important Information

The system displays only your child/children.

Appointments can be made on either day for students regardless of their year group. Please make only one appointment for each of your child's classes.

Interview time slots are limited. The earlier you can login to the PTO system and book – the more options you will have.

Bookings will default to 'automatic mode' but can swap to 'manual mode'. As time slots are limited please do not generate appointments for all teachers and then not attend.

You will only see time slots which are **available** at the time you are using the system. As time slots are booked for teachers, those timeslots are no longer displayed as available. PTO prevents double-booking of teachers or parents/guardians.

When you have made all the bookings you require, you should download/email a report of your bookings in time order. Please have access to this report on the day. You can log in and change bookings up to 9am on the day of the booking.

If you see this symbol  displayed alongside the class name, it means this teacher would especially like you to book an interview.

Other parents may be making bookings at the same time that you are using the system. It is possible that a timeslot is displayed to you as available, but then booked by another parent shortly afterwards. If you then attempt to book this timeslot it will not be available and a message will be displayed to indicate this.

Interpreters are available for your interviews, select your language from the drop down menu at the top of the page.

PTO Web User Guide

PTO has a fresh new look for 2020, which was launched last Friday. The main changes you will notice are to the user experience. With cleaner, more intuitive screen layouts, the actual process you will follow will be basically same but will make it even easier to get around.

Please follow these steps to log in to PTO and make your interview bookings on your PC/Laptop or iPad:

Access the PTO system by:

- click the icon located on Canning Vale College Website <https://cvc.wa.edu.au/>

or

- type in the web address into the browser of your computer <https://booking.parentteacheronline.com.au?school=14886>

Parent Access – to retrieve your login details directly from the PTO Website to your email by following these steps:

1. Go to the PTO website
2. Select Obtain PIN/Password link
3. Enter the email address on record with the school
4. Click 'Send Email' - An email will be sent to the email address, providing it matches the data uploaded by the school.

Contact the school if you are definitely on the correct login page for your school, and you are unable to request your login details.

If you do not receive your successfully-requested login email within 1-2 minutes, check your spam/junk folder, and mark as 'Not Spam/Not Junk' for easier access in the future.

Contact the school if you do not receive your requested login email to check the email address we have on our system.

5. In the email sent by PTO, click the long link in the contents. This link will automatically log you in to the PTO.
6. You will be asked to confirm your registered email address. Click on 'Continue to bookings' to proceed. Bookings are defaulted to 'Manual Booking Mode', this can be changed to 'Automatic Booking Mode' for convenience.

Selecting an Interpreter

Interpreters are available for your interviews

Before making a booking time, select your language from the drop down menu at the top of the page

Once a language is selected an alert page will appear. Click OK to continue

To Print or Email the bookings you have made (highly recommended)

Click 'Download / Email Bookings' in the top right hand corner

When you have finished with your bookings Click 'Logout' located on the top right hand side of screen



PTO Mobile App User Guide – this is not in the new look format but works the same as the Web

The Parent Teacher Online by CountryNet Software Pty Ltd System App access:

Install the free PTO app from the [apple app store](#) or the [google play store](#)



Select Region – **Australia** then tap **'Done'**

Tap **Add School** enter the school code which is **14886** then tap **'OK'** choose **'Canning Vale College'**

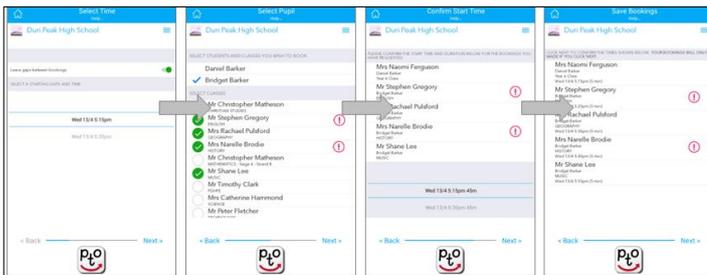
You will need to retrieve your own login details **Send login details** by entering the email address that is on record with the school.

If you already know your login details, then enter your login and PIN

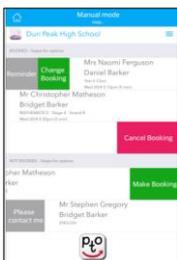
Most of the screens in the app have a 'help' button at the top. When you run the app later, it will bypass the login screen for this school if your login details are still valid.

Making Bookings

After entering your login details correctly, if you don't have any bookings you will see the "automatic mode" booking screen. This allows you to make bookings using a simple 3-step process where you select your starting time, the classes you wish to book, and then confirm the bookings.



If you already have bookings when you log in using the app, you will see those bookings on the screen in "manual mode". Any classes NOT booked will also be shown underneath your booked classes. You can swipe bookings left or right to cancel, change or set a reminder. You can swipe unbooked classes to make a new booking.



You can switch between manual and automatic modes using the menu button near the top right of the screen.



Logging out

You can log out of your school in the PTO app by clicking the menu near the top right of the screen and clicking the logout button. This removes your stored login details and your bookings for that school, if any, from the app. If you do this, you will need to log in again if you want to view or change your bookings.

Frequently Asked Questions

I am having problems logging in?

Please contact your school directly if you can't find the login logo or link, or if you are having trouble logging in to PTO. Check that your school has released the system for parent access — it will say on the login screen "This system is currently unavailable to parents" if it hasn't yet been released or has been closed for any other reason.

How do I know my bookings are confirmed/saved?

Canning Vale College PTO defaults to 'manual mode' but you can swap to 'automatic mode'.

Bookings are made AND CONFIRMED and will be shown at the top of the screen in time order with a green background. The bookings that you see on the PDF report and at the top of the screen are confirmed. There is no 'save' action or button as this is not required.

When you have made all the bookings you require, you should download/email a report of your bookings in time order. Please have access to this report on the day. You can log in and change bookings up to 9am on the day of the booking.

Why are meetings times short?

The length of meetings are 10 minutes in length, this is to allow as many parents to have an appointment. Make an alternative arrangement with a teacher on a separate date and time if you want to discuss a matter in more detail.

Why are there no times/not enough times left for the teachers I want to see?

This is because the teacher has limited booking times or the teachers are fully booked. If you can't get suitable times with the teacher's, you can make alternatives arrangements with the teacher directly.

How can I see my bookings in time order? Can I email my bookings to myself?

Bookings are made AND CONFIRMED and are shown at the top of the screen in time order with a green background. You can also download or email a PDF report of your bookings in time order using the 'download / email bookings' button at the top right of the page.

Why am I missing/have the wrong name/wrong student/class/teacher information?

Please contact your school directly for help with this problem. Your school is able to check and correct the information in PTO which has been uploaded from the school's records.

Please Note: Course changes after the 2 March will not be altered in PTO. If you would like to speak with your child's New Teacher, please make alternative arrangements at a later date.

Why do the teacher times say 'No times available'?

PTO shows you the times that are available for teachers. This includes all scheduled times but excludes all the times for that teacher that are already booked by other parents, and times that you have already booked with other teachers (i.e. you cannot double-book yourself). Schools can also block certain times as unavailable for a teacher if necessary. Occasionally all of a teacher's times are blocked out if the teacher is, for example, sick or on other leave. If you are seeing no times available for a teacher and you need to see this teacher urgently, please contact that teacher directly.

Where are the teacher locations or the school map?

The location of teachers will appear on the booking page in PTO and on your booking reports PDF. A map is provided in PTO and will appear at the top of the booking page 'download location map'.

What if I do not have internet access?

Administration staff have the ability to "Act as a Parent" to book teacher meetings on your behalf, please phone or email the school.

What if I have lost or forgotten my login details?

You can obtain your PIN/Password on the PTO login page, enter your email address and PTO will then send an email with the login details. The email address entered *must match* the email address stored on the PTO system. If you enter a non-matching email address a message will be displayed to contact your school.