



HOW TO LOG IN TO PARENT LOUNGE

Arethusa College has launched a new online hub – Parent Lounge – where parents can access important information and services to support their young person/people.

Parent Lounge is part of the secure school management platform TASS (the alpha school system) that our College and many schools across Australia use to manage student and College information and parent communications.

Through Parent Lounge, parents and carers will initially be able to:

- view and download academic reports of their young person/people
- report student absences and late arrivals.

LOGGING INTO PARENT LOUNGE FOR THE FIRST TIME

Parents and carers should have received an email from parentlounge@arethusa.qld.edu with the following information on 13 October:

- **Parent Lounge web link:** <https://arethusa.qld.tass.cloud/parentlounge/index.cfm>
- **Username:** <<Parent Code>>
- **Password:** <<Parent Lounge Password>>

Parents and carers are urged to record and keep their Parent Code in a place where they can readily access it in the future if needed.

Email not received

If you have not received an email with your login details, please undertake the following steps first:

- check your junk/rubbish or other email folders for the email
- undertake a search of your email folders using the words 'Parent Lounge' or the email parentlounge@arethusa.qld.edu.au; and
- go to your email platform settings and set parentlounge@arethusa.qld.edu.au as a trusted/safe sender.

If, after completing the steps above, you still cannot find the email, please email parentlounge@arethusa.qld.edu.au or contact your Campus Support Officer so that they can follow up with our IT team.

Instructions to login

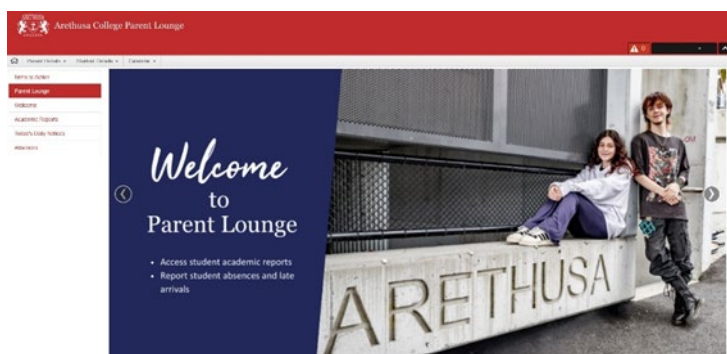
If you received the email from parentlounge@arethusa.qld.edu.au, when you click on the Parent Lounge web link, it will take you to the following login screen.



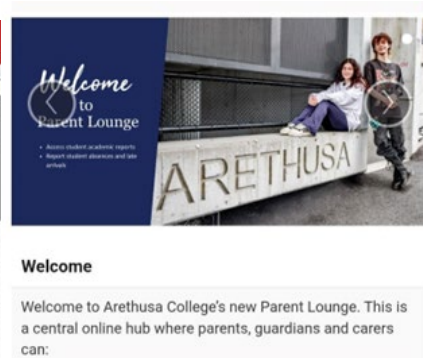
Type in the *Username* and *Password* supplied in the email from parentlounge@arethusa.qld.edu.au to log in for the first time.

After successfully logging in, you will be taken to the home page of Parent Lounge.

Desktop view



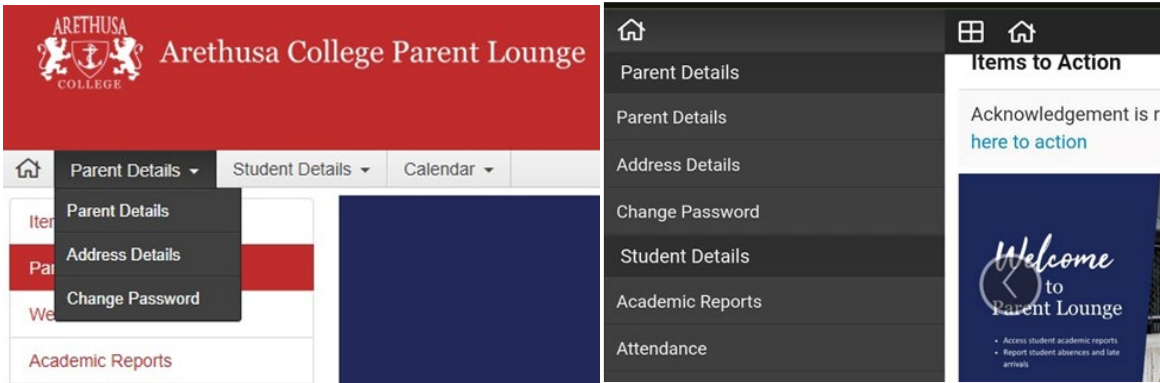
Mobile view



Immediately after logging in, to ensure the security of your account, click on the tab, *Parent Details*, and select, *Change Password*, as per the screen below.

Desktop view

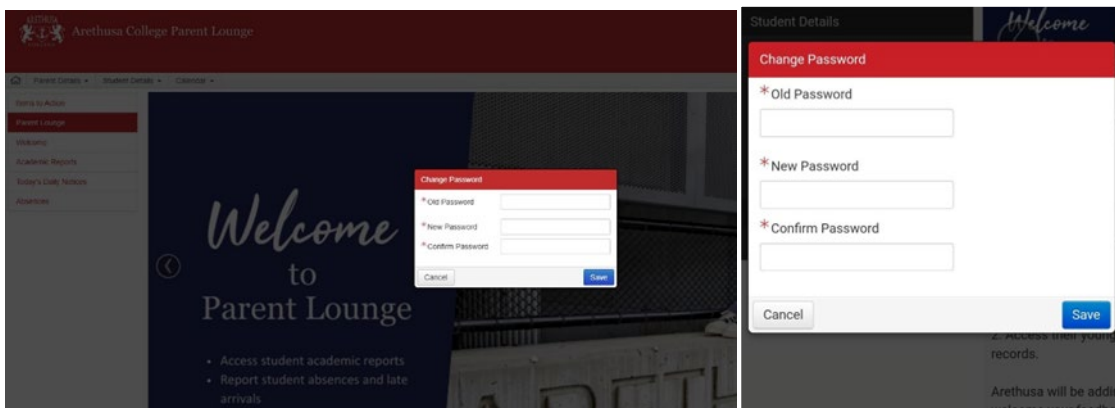
Mobile view



After you select, *Change Password*, the screen below will pop up. Type in the *Password* provided in the email, then type in a new password that only you know. Type it again to *Confirm Password* and then press *Save*.

Desktop view

Mobile view




FORGOT YOUR PASSWORD

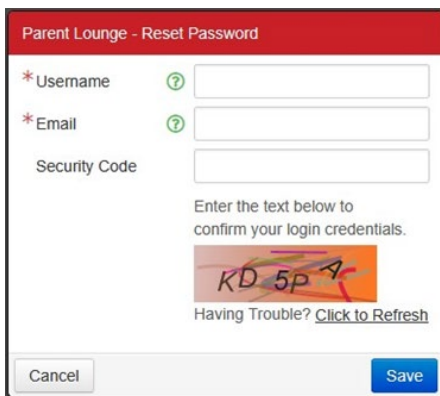
If after logging in and using Parent Lounge you forget your password, please follow the instructions below.

Click on the Parent Lounge web link: <https://arethusa.qld.tass.cloud/parentlounge/index.cfm>

When the login screen below pops up, click on *Forgot Password* at the top of the screen.



You will be taken to the screen below.



In *Username*, type in the **Parent Code** you were supplied in the email from parentlounge@arethusa.qld.edu.au on 13 October. Then type in your *Email* and the *Security Code* made up of letters and numbers from the picture on the screen.

After pressing save, you will receive the following email.



When you click on the link you will be taken to the pop-up window below. Type in a *New Password* that you will remember and type it in again to *Confirm Password*. Then press *Save*.



This guide and our guide on 'How to Report a Student Absence' are both available on the Arethusa College website here: <https://www.arethusa.qld.edu.au/parent-lounge/>

We hope to expand the information and services available on Parent Lounge once parents and carers are comfortable using it. We therefore welcome your feedback via parentlounge@arethusa.qld.edu.au