



## PARENT LOUNGE 'HOW TO' | UPDATE ADDRESS

We have put together a simple step-by-step guide together to demonstrate how to update your family's personal details.

### STEP 1: LOG IN TO MY.HELENA

My.helena: <https://my.helena.wa.edu.au/login/>

If you need help with logging in, please see the [Parent Tools](#) page on the College website.

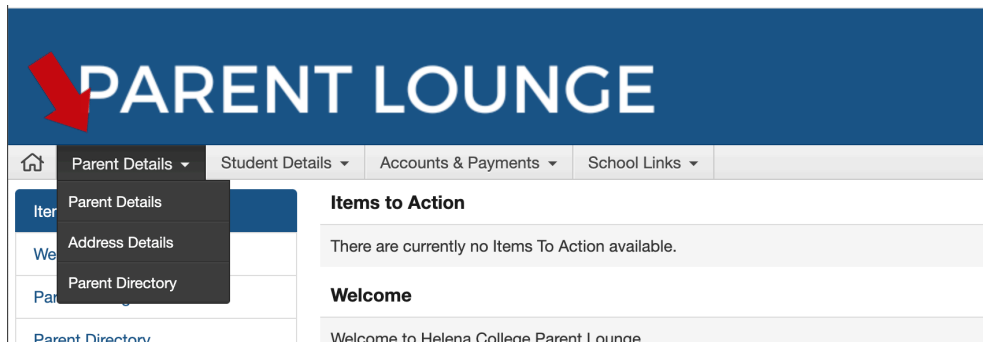
### STEP 2: NAVIGATE TO THE TASS PARENT LOUNGE

In my.helena (browser version) you will see the TASS in the top navigation bar. Tap or click on that, which will automatically take you through to the Parent Lounge. Please note that home screen are customised to each family, so may slightly different to the example below.



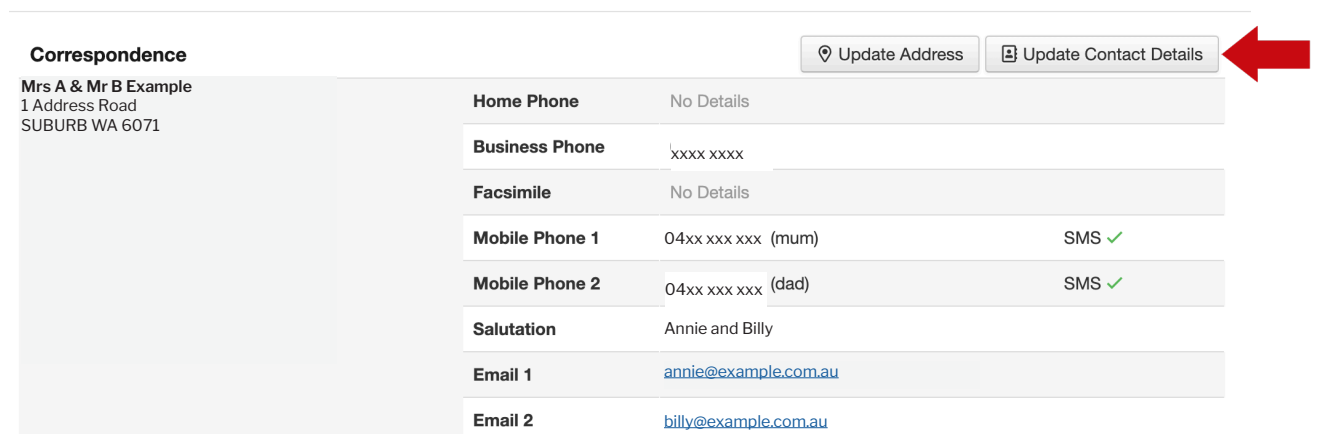
### STEP 3: REVIEW THE INFORMATION

On the home screen, click on Parent Details menu in the Navigation bar, and select 'Address Details'. This will bring up the address and contact details currently on record for your family.



### STEP 4: UPDATE DETAILS

If the information is correct and up to date, simply proceed to the next step. If the information needs to be amended, please make the changes using the [Update Contact Details](#) or the [Update Address](#) button.



This will bring up a new window in which you can update/amend the information as required. Once you have made the necessary changes, click on the **Submit Changes** button.

Correspondence - Update Contact Details

\*Name Mrs A & Mrs B Example

Salutation Annie and Billy

Home Phone

Business Phone 0892989100

Facsimile

Mobile 1 04xx xxx xxx (mum) SMS

Mobile 2 04xx xxx xxx (dad) SMS

Email 1 annie.new@example.com.au

Email 2 billy@example.com.au

< Cancel Submit Changes

Correspondence - Update Address

\*Name Mrs A & Mrs B Example

Address Search

Address 10 Road Avenue

Town/Suburb GLEN FORREST

State / Postcode WA 6071

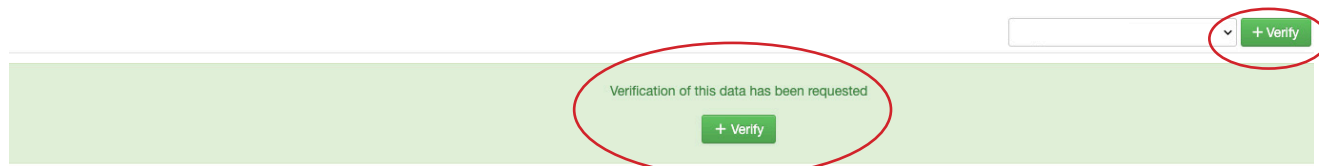
Country

< Cancel Submit Changes

## STEP 4: NEXT STEPS

Once you have submitted the changes, a 'success' message will pop up. Your changes may take up to 24 hours to be visible on the Parent Lounge.

In some cases, the next time you log in, you may be required to verify changes. If you have recently updated your child's medical information, you may be asked to verify the changes or to verify that the existing information is up to date. Once you are happy that all the information is correct, please click on the green **VERIFY** button.



If you have any difficulties with making changes to your address or contact details, please contact Student Records at [studentrecords@helena.wa.edu.au](mailto:studentrecords@helena.wa.edu.au).