

NAVIGATING THE *my.helena* DASHBOARD

Frequently Asked Questions

1. What is my.helena?

The my.helena dashboard is your window into your child's life at Helena College. It gives you access to all the information you need with one log in. You'll be able to see your child's academic information, as well as find direct links to the Tass Parent Lounge and more.

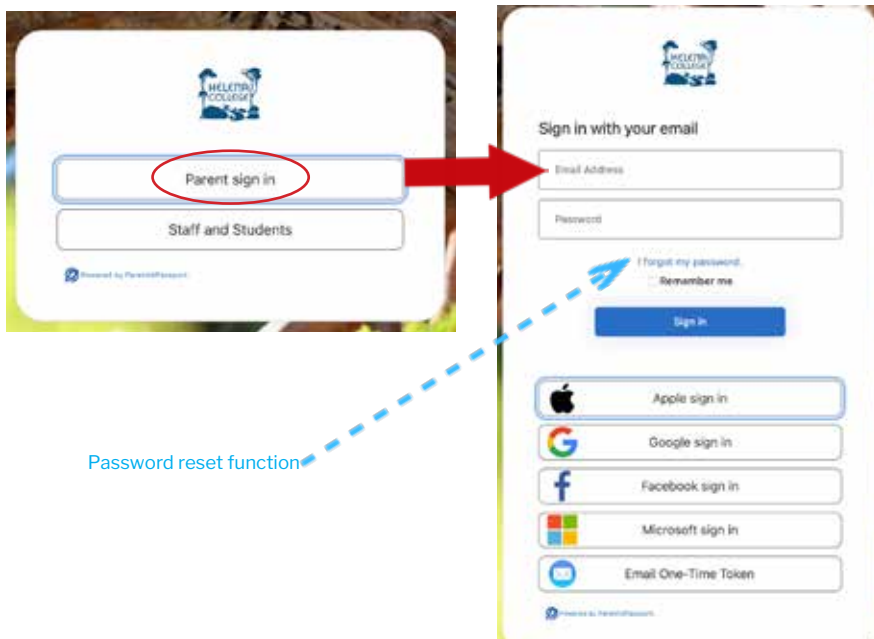
2. What can parents see and do with my.helena?

Through the my.helena dashboard, you can:

- See a personalised home screen relating only to your family
- View news and events from around the College
- See what your child is learning and the work they must submit
- Stay informed about co-curricular activities
- Receive parent and class communication
- Access the school calendar, timetables and more
- View all course materials and your child's submitted work
- Link directly to the Tass Parent Lounge, where you can update key information about your child and your family.

3. How do I log on to my.helena?

You can access the my.helena Dashboard at my.helena.wa.edu.au. This link is also located on every page of the [College website](#), in the top navigation bar.



When the my.helena window opens, click on the button marked *Parent sign in*. This will open a second screen, in which you will need to select your preferred method of signing in, as per the launch email.

All current parents will receive an email with log in instructions by no later than 1 February 2025.

Parents of students starting later in the year will receive this information prior to their students first day on campus.

4. Will students use my.helena?

Students in Years 6 to 12 will also use my.helena to access similar information to what parents are viewing, as well as view the daily notices, access class learning materials, submit completed work, and read their teachers' feedback. Students will use their normal school username and password. New students will be provided with a log in when they receive their allocated laptop.

5. How often should I log in to my.helena?

We encourage parents to log in often to read the new notices, view their child's upcoming assessments and see their results. You will also be emailed a regular summary of updates/news relevant to your family.

6. Is there an app for my.helena?

All users - parents, students and staff - are able to add their my.helena dashboard to their phone's homescreen should they wish to do so.

iPhone Instructions

1. Go to your preferred internet browser (e.g. Google Chrome, Safari etc.) on your phone, and enter the my.helena address (url) <https://my.helena.wa.edu.au>
2. Tap the share icon in the browser
3. An option screen will pop up. Scroll down until you find the option that says 'Add to Homescreen'.
4. Tap 'Add to Homescreen'
5. Use your log in credentials to access

Android Instructions

1. Go to your preferred internet browser (e.g. Google Chrome) on your phone, and enter the my.helena address (url) <https://my.helena.wa.edu.au>
 2. Tap the menu icon (three dots in upper right hand corner)
 3. An option screen will pop up. Scroll down until you find the option that says 'Add to Homescreen'.
 4. Tap 'Add to Homescreen'
 5. Save the link with the name my.helena and then Chrome will add it to your home screen.
 6. Use your log in credential to access
- *NOTE 1: For other browsers, such as Samsung, then instead of three dots, you will see three horizontal lines (known as a hamburger menu).*
 - *NOTE 2: If 'Add to homescreen' is not available, but you see the option 'install app', leave the page and go to your wifi connection, and temporarily change it to airplane mode. Then go back to the link, and start at Step 1. When you have completed step 5, you can turn airplane mode off.*

7. I am having problems with my log in details. What can I do?

Open the my.helena dashboard using the direct link from our website (top right hand corner), or using the window you have previously saved to your phone's homescreen (see question 6 above). If you have forgotten your password, or wish to reset your password, the process is as follows:

- Tap or click on the *Parent Sign In* button, which open the login page
- Tap or click on '*I forgot my password*' link on the login page (see graphic on page 1)
- A new screen will open up
- Enter your email address*. This will be the same email address that you have registered with the school.
- Follow the on screen instructions to reset your password

*If you have changed email address recently, email studentrecords@helena.wa.edu.au and advise them of the change prior to attempting to reset your password.

If you are still unable to log on, please email itsupport@helena.wa.edu.au

8. What will I see when I login to the my.helena dashboard?

The my.helena dashboard is personalised, so you will only see news and information relevant to your family. As such, the dashboard won't be exactly the same for every family. Please be aware that the dashboard is constantly evolving, so don't be alarmed if your dashboard is slightly different each time you login to my.helena.

The my.helena dashboard will feature the Helena College branding and school colours. The layout may vary slightly, with only the components relevant to you and your child. The image below is an example only.

The image shows a screenshot of the my.helena dashboard. At the top, there is a navigation bar with icons for Classes, Timetable, Assessments, Courses, News, Calendar, Groups, Resources, Badges, and Pastoral. A red arrow points to the 'CALENDAR' icon. To the right of the navigation bar is a user profile picture and a red notification bell icon with a red arrow pointing to it, labeled 'NOTIFICATIONS Click to see and to change settings'. Below the navigation bar, the dashboard is personalized for 'Ms Jenni Reed'. It features a grid of 'TILES' for 'My Details', 'Forms & Policies', 'House Pages', 'Junior Campus', 'Senior Campus', and 'Year Level Pages'. A red arrow points to this grid, labeled 'TILES'. Below the tiles is a 'NEWS FEED' section with a red arrow pointing to it, labeled 'NEWS FEED'. The news feed includes items like 'School Musical' and 'Harmony Day'. To the right of the news feed is a 'MY STUDENTS' section with a red arrow pointing to it, labeled 'MY STUDENTS'. This section lists students like 'Jana Reed' and 'Tim Reed', each with a profile picture and a set of icons for 'Timetable', 'Calendar', 'Due Work', 'Grades', 'Pastoral Care', 'ePortfolio', and 'Achievements'.

Key Components of the Dashboard

Please be aware that as dashboards are tailored to each family, there will be variations. For example, a family children in Junior School will see different options to a family with children in Senior School, and families with children on both campuses will see elements of both. There will also be variations based on the campus and year group of the student.

We encourage you to explore the features of your family's dashboard, which **may** include:

- The **Tiles** will give you useful quick access to key items such as the Parent Lounge, RollCall and the relevant Year Group and Campus communications.
- The **Side Menu** (not visible in the above image) will provide quick links to key sections of the dashboard. You will be able to customise this to prioritise what you want to see first.
- The **School Notices/News Items** will provide parent notifications and news items related to their family.
- The **School Calendar** includes all school-related events, and is drawn from the College's two Google calendars (DC and GFC).
- **My Students** will include each of your children's timetables, assessment dates and due dates for work.
- You can also join **Groups**. For some, you will be given access immediately. For others, approval may be required. These may be related to the co-curricular or extra-curricular clubs and activities your child is involved in, such as Robotics, Sports, Junior School Electives and more.
- You can also customise your **Notifications** panel. Click on the cog wheel icon next to the Notifications heading. Simply select which type of information you want to be notified about, and where you want to see the notification via email, on your device, or both.

Who do I contact if I need more help with my.helena?

Your first port of call will be the dedicated Parent Tools page on our website. The contact details for further support is also available on the [help page](#).