

Quick reference guide on logging into the parent dashboard

The parent dashboard is used by applicants to apply for placement in selective high schools and opportunity classes for high potential and gifted students. The parent dashboard is also used by applicants to view applications, send/receive messages relating to an application and respond to any outcomes (including late applications) depending on [key dates](#) which apply.

This quick reference guide provides information and instructions on how to login to the parent dashboard as a registered user using two-factor authentication. For added security, a confirmation code will be sent to your email address each time you log in to ensure it is you logging into the system.

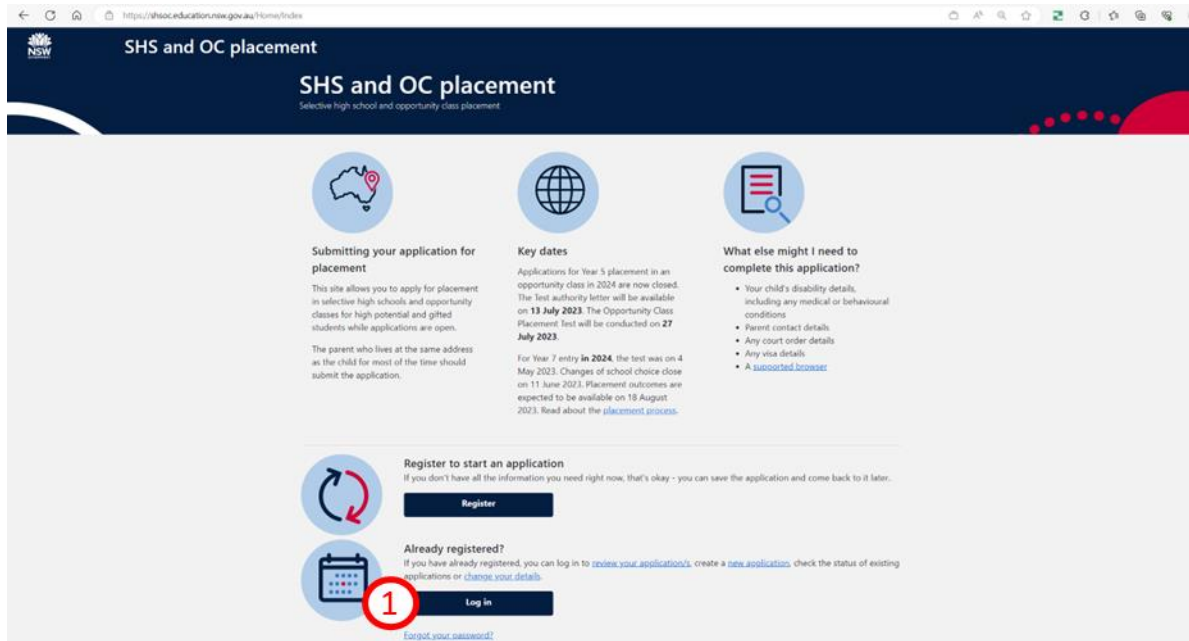
This guide includes:

- [logging into the parent dashboard](#)
- [troubleshooting.](#)

Select any dot point above to be re-directed to the relevant section of this document or scroll down for more information on the full process. More information on the application process can be found on the department website.

Logging into the parent dashboard

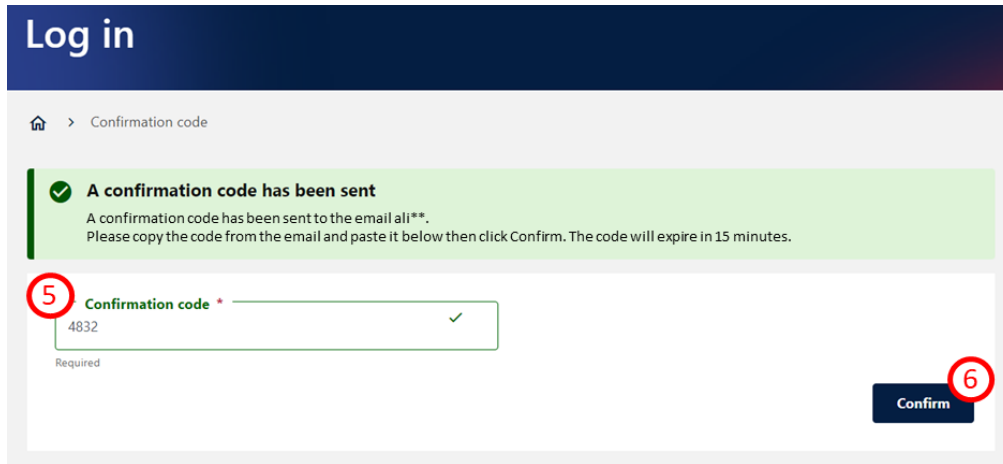
1. Go to <https://shsoc.education.nsw.gov.au/> and select 'Log in' from the lower section of the page.



2. Enter the registered email address linked to the application you would like to access.
3. Enter the password.
4. Select 'Log in'.

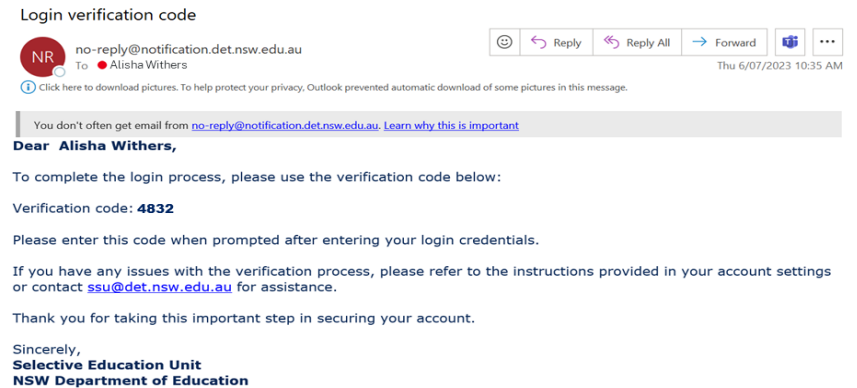
The screenshot shows a login page with a dark blue header containing the text "Log in". Below the header is a breadcrumb trail: a home icon followed by "> Log in". The main content area contains two input fields. The first field is labeled "Email" with a red circle containing the number "2" next to it. The text "alisha.withers@emailme.com.au" is entered in the field, and a green checkmark is visible on the right side. Below the email field is the word "Required". The second field is labeled "Password" with a red circle containing the number "3" next to it. The password is masked with dots, and a green checkmark is visible on the right side. Below the password field is the word "Required". To the left of the password field is a blue link that says "Forgot your password?". In the bottom right corner of the form area, there is a dark blue button with the text "Log in" and a red circle containing the number "4" next to it.

- If correct log in details were entered, a confirmation code will be sent to the email address used to log in. Enter the code received via email into the space provided. A sample of the email can be found below. This added layer of security has been implemented to ensure it is you logging in to the system each time.
- Select 'Confirm' once the code has been entered.

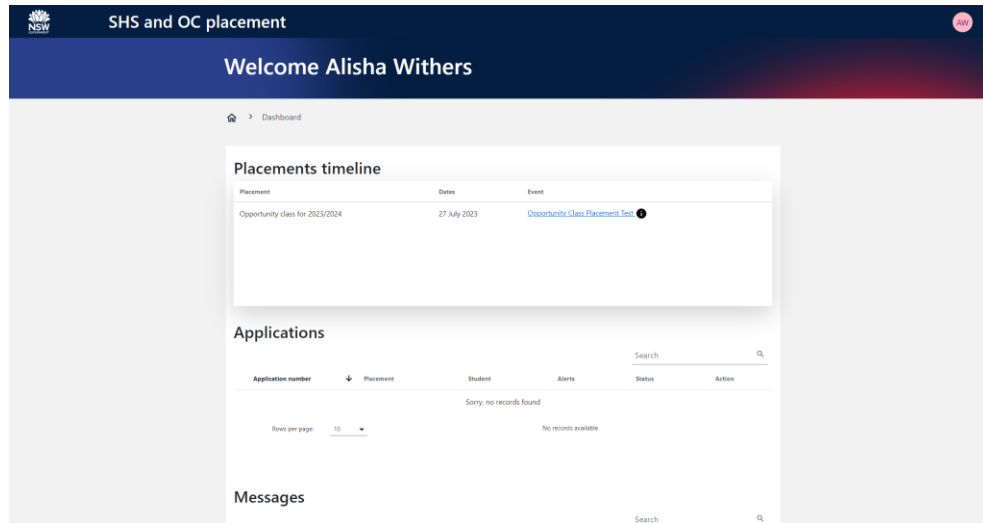


The screenshot shows a 'Log in' page with a dark blue header. Below the header, there is a breadcrumb trail: 'Confirmation code'. A green notification box states: 'A confirmation code has been sent. A confirmation code has been sent to the email address used to log in. Please copy the code from the email and paste it below then click Confirm. The code will expire in 15 minutes.' Below this, there is a text input field labeled 'Confirmation code *' with the value '4832' and a green checkmark. A red circle with the number '5' is around the input field. Below the input field, it says 'Required'. To the right of the input field is a dark blue button labeled 'Confirm' with a red circle and the number '6' around it.

Sample: Login verification code email



7. You will be taken to the parent dashboard home page. You will need to follow these steps each time you log in.

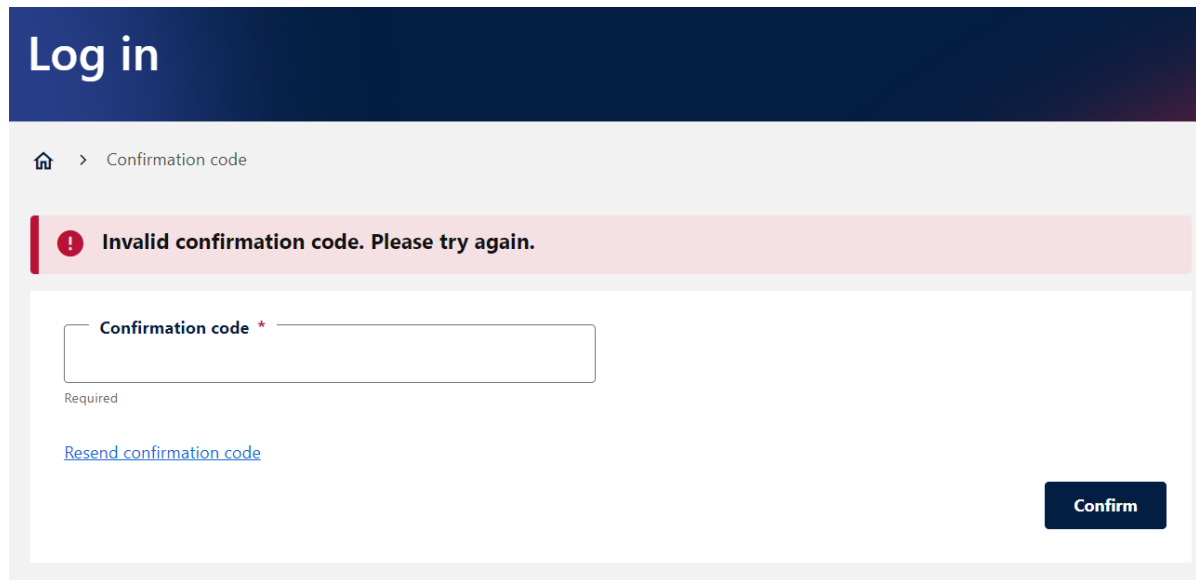


Troubleshooting:

If you require assistance which is not covered in this quick reference guide, email the Unit at ssu@det.nsw.edu.au.

If an invalid confirmation code is entered:

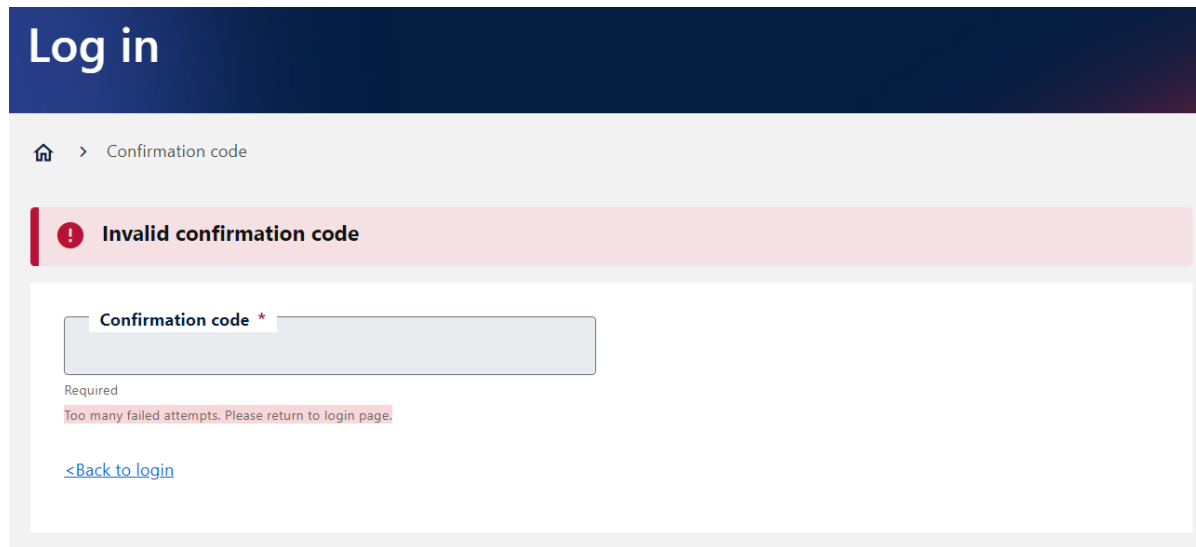
If an invalid confirmation code is entered into the parent dashboard during the log in process, an error will appear. You will have 3 attempts to enter a valid confirmation code. You may also select 'Resend confirmation code' to receive a new confirmation code (via email) to enter.



The screenshot shows a web interface for logging in. At the top, there is a dark blue header with the text "Log in" in white. Below the header, there is a breadcrumb trail: a home icon followed by "> Confirmation code". A prominent red error message is displayed in a light red box: "Invalid confirmation code. Please try again." Below the error message, there is a text input field labeled "Confirmation code *". Underneath the input field, the word "Required" is written in a smaller font. To the left of the input field, there is a blue link that says "Resend confirmation code". At the bottom right of the form area, there is a dark blue button with the text "Confirm" in white.

If 3 invalid confirmation code attempts have been received:

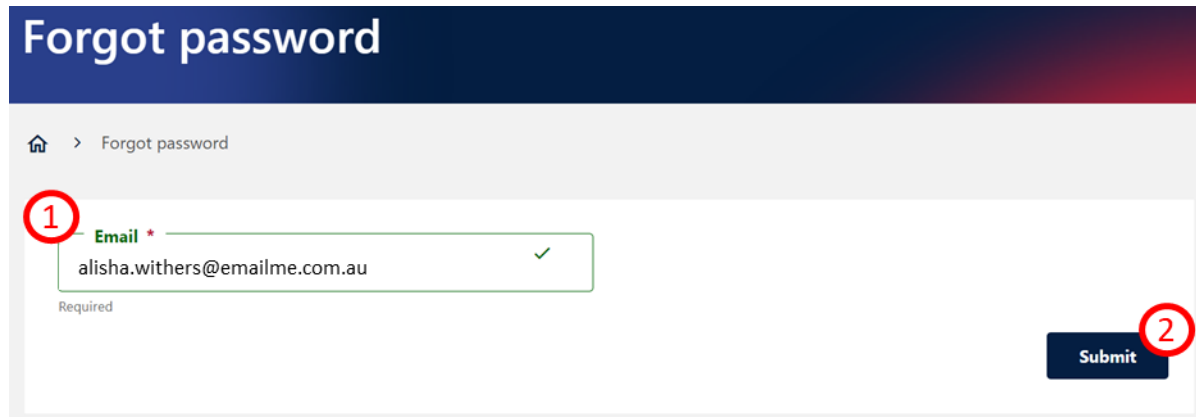
Once 3 invalid confirmation code attempts have been made, you will be prompted to return to the login page. You will need to re-start the log in process with the correct details to successfully login. **Note:** Each confirmation code will remain valid for 15 minutes.



The screenshot shows a web interface for logging in. At the top, there is a dark blue header with the text "Log in" in white. Below the header, there is a breadcrumb trail: a home icon followed by "> Confirmation code". A prominent red error message bar with a white exclamation mark icon contains the text "Invalid confirmation code". Below this, there is a form field labeled "Confirmation code *" with a red asterisk. The field is empty. Below the field, the word "Required" is written in small text. A red error message below the field reads "Too many failed attempts. Please return to login page." At the bottom of the form area, there is a blue link that says "<Back to login".

Forgot your password?

You may select 'Forgot your password?' at any time from the login page. Once selected, you must enter your email address in the space provided (1) and select 'Submit' (2).



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A reset password link will be sent to the registered email address. Click on the link that has been sent to the email account to reset your password. **Note:** This link will remain valid for two hours.

