

Oxley College Portal and App FAQs as of 4 May 2023

FAQs

Where can I access the App?

You will have received bespoke Portal login details, once you have logged into the Portal, and updated your login details, you are ready to download the App and login in.

Apple App Store:

<https://apps.apple.com/us/app/oxley-college/id6446185379>

Google Play:

<https://play.google.com/store/apps/details?id=au.edu.nsw.oxley.schoolapp>

Why is the App set up like this?

We have worked with industry experts and App developers Digistorm to build the App and integrate it into the Edumate Platform, that is the Portal. They are leaders in the field who have made many similar Apps for other schools and have researched the user journey, legal and security requirements and developed a thorough understanding of the best, simplest way to achieve our goals of an easy-to-use, digital, instant method of communication with our families.

I have signed a permission note and now can't see the details again - where are they? Once you have clicked to accept and made payment (if required) for an excursion via the App all the details around this will sit under the 'Events' button and then under your child's name.

I logged into the App but I can't access any information.

You will need to ensure that you have logged into the Portal on your PC first, and then you can access the App.

Please note that all users will need to log into the Portal first, change their password information and then use the updated information in the Portal and the App.

I have received an error message.

If you have received an error message, please reset your portal password.

One of my Children has left Oxley and I can still see them in the Portal and App.

You will be able to see them in there as they will live on in our records as an old Oxleyan, until your family has finished all enrolments at Oxley.

How secure is my child's data?

Edumate who own and manage the portal, explain their security settings [here](#).