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1. Introduction

This guide introduces the Department of Education Portal Services. It is designed to provide school based staff with an overview of the different services and applications available through the Department of Education Portal.

What is a Portal?
A Portal is a website that provides access to most of the information, tools and applications you need to participate as a member of the Department of Education community - all with a single sign-on. The Portal is customised and personalised for you based on your role within the Department.

Pre-requisites for using the Department of Education Portal
- an e-number (HRMIS ID) and Portal password
- access to a computer and the internet.

Need more information?
- For technical support please call the Customer Service Centre on 9264 5555, or 1800 012 828 for country callers.
- To obtain a Portal password, please seek assistance from your school administrator.
- For step by step instructions on how to use the Portal, refer to the Portal Services: User Guide found in the Online Help link of the Portal.
- For other queries related to the Portal, email E-schooling@education.wa.edu.au.
2. Accessing the Department of Education Portal

- Open your internet browser by double clicking the **Internet Explorer** icon on your desktop or selecting **Internet Explorer** from the Start menu.
- Type in: [http://portal.det.wa.edu.au](http://portal.det.wa.edu.au) in the address bar.
- The **Department of Education Portal** log in page will be displayed.

**Notifications:** Information about scheduled changes and Portal maintenance.

**Online Documents:** Portal information and user guides.

**Gallery:** Photographs of WA Department of Education schools.

**News:** Recent Department of Education news and information.
3. Portal login

- Type the Portal URL into your web browser: http://portal.det.wa.edu.au

- The Portal Services Login page will open. Note: you may want to save this page in your Favourites list by clicking on the Favourites menu, selecting Add to Favourites, then clicking OK.

- Click the log in button.

- The Sign In window will open

- Enter your username (this is your staff e-number and is not case sensitive).

- Enter your password (this is the same as your HRMIS password and is case sensitive). Note: if you are unsure of your e-number or password, please seek assistance from your school administrator.

- Click the I have read and understand the Appropriate Use of Online Services information checkbox.

- Click login.
The Department of Education Portal My Portal (home) page will open.
4. Overview of the Portal

The Department of Education Portal will open with the **My Portal** page. This is similar to a home page. The Portal has tabs across the top to assist with navigation to other pages of the Portal. There are also a number of **Portlets** (framed blue boxes) on each page that link to information, tools and services.

**Note:** different users will have access to different services.

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**Tabs:**
Click the tabs across the top of the Portal to access different Portal pages.

*These tabs are visible on every page.*

**Portlets:**
Are ‘boxes’ framed with a heading banner.

*They are discrete information areas on the Portal page that deliver specific dynamic content.*

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The top right of the page has some links that are visible all of the time:

**Department Intranet:** click to launch the intranet.

**Online help:** this links to documents to assist with the use of Portal services

**Change password:** this link enables you to change your Portal password

**Logout:** click to logout of the Portal
4.1. My Portal Tab

The Portal will open with the **My Portal** page by default.

The top right of the **My Portal** page banner has some rotating images that are also links to project and resource websites.

- Click the image (or the link beneath the image) to go to a selected site.

The left column of the Portal remains consistent regardless of the page you are viewing. It has **Portlets** for the following:

4.1.1. Notifications

This portlet provides a link to information about **Online Services Maintenance** (eg when certain services in the Portal are unavailable due to upgrades).
4.1.2. Password Maintenance

This Portlet provides a link to assist you in changing your Portal password and setting/changing your user validation question. Refer to the section on Password Management for further information.

4.1.3. Quick Links

This Portlet provides a links to services including the Department of Education phonebook, Intranet and Department of Education project websites.
4.1.4. Application List

- This Portlet has links to useful applications.
- The DET Account Manager (DAM) tool enables teachers to access and reset student passwords. If you have been provisioned with this application refer to the DET Account Manager (DAM) user guide in the Online Help link for further information.

4.1.5. Centra

- This Portlet provides a link to Centra, the Department of Education’s web conferencing service.
4.1.6. Favourites

- Click the **Customize** link to add your favourite websites to this Portlet. These favourite links will be accessible from any computer you access the Portal from. *Refer to the section on Customising Portlets for further information.*
4.1.7. Email and Calendar

This Portlet provides access to your Department of Education Email and Calendar account.

The Email and Calendar account allows you to send and receive email communications, sort and organise emails, set up and view calendar events, create contact lists and manage tasks.
After clicking on the **Click here to access your @education Email and Calendar account** link, you will be prompted to sign in again using your @education email address (or e-number) and password (this will be the same as your Portal password).

Click Sign in

Use the links on the left hand side to access:
- Mail
- Calendar
- Contacts
- Tasks

For further information or assistance in using the Microsoft Outlook Web App for your @education Email and Calendar account, click on the following link: [http://help.outlook.com/](http://help.outlook.com/)
4.1.8. News flash

This Portlet provides access to important Department of Education news.

4.1.9. Intranet News

This Portlet will display other news, including any News of the Day and ED-e-mail communications.
4.1.10. Weather Forecast

This Portlet provides information on the forecast from your local region. You are able to change the locations settings by clicking the Customize link.
4.2. Resources Tab

Click the **Resources Tab** at the top left of the Portal to open the **Resources** page.

- You will notice that the left column displays the same Portlets as the **My Portal** Tab.
- The **middle column** provides access to **DET Resources Online**.

### 4.2.1. DET Resources Online

A search engine for Department of Education resources.

1. Type in a search query in the search bar.
2. A list of applicable resources will be displayed.
3. Click **View** to open the resource, **Details** for more information, **Download** to save the resource, or **Link to class** to save your resource for your class to access.

You can filter the search results using the checkboxes in the left hand column.

### 4.2.2. Student Resources

- If you **link** a resource to your **class**, the resources will be displayed under this Portlet, as well as on the Student Portal.
4.2.3. Copyright and Technical Support

- Links to information and policies regarding the access and use of resources.

4.2.4. Browse by Curriculum

- Links to featured and recommended resources according to phase of development and learning area on the Teaching and Learning website at http://det.wa.edu.au/k12resources/.
4.2.5. Finding Digital Teaching Resources

- Links to resources catalogues and information about how to find resources related to Australian Curriculum.

**Finding Digital Teaching Resources**

- View Catalogues of Resources
- About NDLRN resources
- How to search for Australian Curriculum Resources

4.2.6. Scootle

- Links to Scootle: an Australian Curriculum resource bank.

- In order to access Scootle, you will need to register using your Department of Education email. Click the link and follow the prompts.

- If you require assistance click the link at the bottom of the Portlet.
4.2.7. AustLit
- Access to AustLit and support materials.

Access to AustLit within your school network should occur automatically.
To access AustLit from home or from outside the school network click [here](#) for instructions.
Need help? Click [here](#).

4.2.8. Curriculum Leadership
- Access to a free electronic journal for education leaders.

Curriculum Leadership is a free electronic journal for leaders in education, published fortnightly by Education Services Australia. It aims to provide comprehensive coverage of issues concerning school education leaders and teacher educators.

To register for an email alert [Click here](#).
4.3. Professional Learning Tab

To access the Online Professional Learning system, click the Professional Learning Tab at the top of the Portal. The Online Professional Learning System is the Department’s Online Professional Learning service for teachers, administrators and support staff.

- You will notice that the left column displays the same Portlets as the My Portal Tab.
- The middle column on this page has the following Portlets:

  4.3.1. OPL Alert
  - This portlet provides important information about how to correctly use and access the online courses.
4.3.2. OPL Enrolled Courses
This Portlet lists the online course that you have enrolled in, but have not yet completed. The course status will be listed as:
- **Incomplete** if you have attempted the course, but have not yet finished it.
- **Not Attempted** if you have enrolled in the course, but have not yet accessed it.

- To view an enrolled course, click the **play** link.
- The course will automatically be loaded.
- You may choose to exit at any point and return to the course at a later time. To exit the course click the home icon at the top right of the screen.
- If you no longer wish to complete the course, you can unenrol in the course. The course will then appear in the **OPL Course Catalogue** Portlet.

4.3.3. OPL Completed Courses
This Portlet lists the online course that you have completed. The completion date will also be listed. The course status will be listed as:
- **Passed** if you finished the course and passed the assessment module.
- **Completed** if you finished the course and were not required to complete an assessment module.

- You can replay a completed course at any time by selecting the **play** link.
4.3.4. Teachers Have Class!

This Portlet provides access to the Department’s free online professional learning program to support teachers to integrate ICT into teaching and learning.

- You can also access help documents and user guides.

- For further information email: E-schooling@education.wa.edu.au

- The right column of this page has the following Portlets:

4.3.5. OPL Course Catalogue

- A list of professional learning courses available for you to enrol in.

- Click the enrol button to register for the course. The course will then appear in the OPL Enrolled Courses section for you to access.

4.3.6. OPL Technical Help

- Click the links to access support materials and software downloads.

- For queries related to Online Professional Learning, email OPL@education.wa.edu.au

4.3.7. OPL Reports

- Click the link for a summary of your enrolled and completed courses, including time taken, score, status and completion date.
4.4. Reporting to Parents Tab

To access the Reporting to Parents application click the Reporting to Parents Tab at the top of the Portal. Reporting to Parents is an online system to record student achievement. For more information access the Reporting to Parents website at http://www.det.wa.edu.au/curriculumsupport/reportingtoparents/

4.4.1. Quick Access
- Quick links to the Reporting to Parents system.

4.4.2. Support Library
- Click the links to access support materials, including help guides, user manuals and an Online Professional Learning course.

4.4.3. Availability
- Information related to when the Reporting to Parents system is available, and when there will be routine maintenance.

4.4.4. Support
- Contact details of the Customer Service Centre should you require any support: 9264 5555, or 1800 012 828 for country callers, or email customer.servicecentre@education.wa.edu.au.

4.4.5. Related Links
- Additional links to sites which may assist teachers when reporting student achievement.
5. Portal Logout

It is very important to log out after using the Department of Education Portal.

- Click the **Logout** link at the top of the Portal.
- A **Security Warning** window will pop up.
  - Click **Yes**.
  - You will be returned to the Portal log in page.
  - To close the browser, click close (the ‘X’ in the top right of your screen).
6. Portal Password Management

Password management refers to how you look after your Department of Education Single Sign-On password. This includes the following actions:

- changing your password when it expires, or whenever you decide to
- setting up your user validation question and answer
- using your saved question and answer to reset your password, if you forget it.

6.1. Department of Education Single Sign-On Account

All Department staff and students have a Single Sign-On account. The purpose of the Department’s Single sign-On account is to reduce the number of different usernames and passwords you need to access Department systems.

Please note that the following systems use your Department of Education Single Sign-On account:

- HRMIS
- Department of Education email and calendar account
- Portal
- Reporting to Parents
- Resources online
- certain Department websites.
6.2. User Validation Question

You can set up a User Validation question and answer. The purpose of this question and answer is to allow you to identify yourself to the system and reset your password, should you forget it. This gives you a convenient means of resetting your password.

To set a User Validation question:

- Click the Change User Validation Question link in the Password Maintenance Portlet in the left column of the Portal.

- The Change User Validation Question window opens.

  - Enter your e-number.
  - Enter your current password.
  - Click next.
- Select a **User Validation Question** from the drop down menu.
- Enter your **New User Validation Answer**.
- Click the **Change User Validation Question** button.

You will receive confirmation that your **User Validation Question** has been successfully change.

Click **close**.
6.3. Forgot My Password

Once you have set up a User Validation question and answer, you will be able to reset your own password without calling the Customer Service Centre.

If you have forgotten your password:

- From the Sign In page, click the Forgot Your Password? Link.
- The Forgot Your Password window will open.
- Enter your e-number or email address.
- Click next.
- The **User Validation Question** you previously entered will be displayed.
- Enter your **User Validation Answer**.
- Click **Next**.

- Enter a **New Password**.
- **Confirm** by entering the **New Password** again.
- Click **Change Password**.
- You will receive a message saying that your password has been successfully changed. This will also change your HRMIS and Department of Education email and calendar account passwords.
6.4. Changing Passwords

You will be required to change your password at regular intervals. This is a security measure intended to make it harder for others to guess your password. You will be prompted to change your password before it expires.

Passwords must be set according to the Department of Education password policy. This policy requires that passwords:

- must contain at least 6 characters
- contain at least 1 digit
- contain at least one upper case character
- contain at least one lower case character
- can not use any of your previous 20 passwords.

To change your password:

Click the **Change Password** link in the **Password Maintenance** Portlet in the left column of the Portal, or the **Change Password** link found at the top right of the Portal.
The Change Password window will open.

- Enter your User ID (your e-number).
- Enter your Current Password.
- Click Next.

- Enter a New Password.
- Confirm by entering the New Password again.
- Click Change Password.

You will receive a message saying that your password has been successfully changed. This will change your HRMIS and Department of Education email and calendar account passwords.
7. Online Help

The **Online Help** available in the Portal links to user guides for the Portal, Department of Education Account Manager and related topics.

- Click the **Online Help** link at the top right of the Portal.
- The **Online Help** window will open.
- A range of support documents are available.
- You can read the documents on screen, or they can be printed or saved on your local computer.
- Click **Close** to return to the Portal.
8. Customising a Portlet

Some of the Portlets in the Portal can be customised to change the information that is delivered in the Portlet. The following Portlets can be customised:

- Weather Forecast
- Favourites.

These Portlets are both found in the My Portal Tab.

8.1. Customising the Weather Forecast Portlet

Click the **Customize** link in the heading bar of the Weather Forecast Portlet.

**Weather Forecast**

**Perth**

- **Friday, Dec 06**
  - Mostly sunny
  - 27 °C
  - 15 °C

- **Saturday, Dec 07**
  - Sunny
  - 29 °C
  - 16 °C
- The **Weather Forecast Portlet Settings** window opens.

  Use the drop down **Location** menu to select a region to display (these are drawn from the Bureau of Meteorology).

  Click **Apply** to save the settings.

  Click the **OK** to return to the Portal.
8.2. Customising the Favourites Portlet

Click the **Customize** link in the heading bar of the **Favourites** Portlet.
• The Favourite Portlet Settings window will open.

• Use the Name and URL fields to enter the name and web addresses of your favourite websites.

• Click Add to add a site to your favourites list.

• Click Apply to save the settings.

• Click the OK to return to the Portal.

Note: These favourite links will be accessible from any computer that you access the Portal from.

• You can change the order of your favourite websites by using the arrow buttons.

• You can remove a website by clicking on the button.
9. Expanding or Collapsing a Portlet

Within the Portal pages you can click the expand/collapse icon to view or hide the contents of certain Portlets. These Portlets can be ‘rolled up’ or collapsed to save space on your Department of Education Portal, and then ‘rolled down’ or expanded when you want to view the contents.

10. FAQ’s

Is the Department of Education Portal secure?
Yes, the login page is secured using 128 bit SSL encryption.

What is a Portlet?
Each Portlet is a discrete information area in the Portal page that delivers dynamic content. Typically the Portal page will have Portlets for email and calendar, applications, favourites, news, etc.

How do I find the Syllabus materials and Recommended Resources, including NAPLAN resources?
Syllabus materials and Recommended Resources can be accessed from the Portal in two places:

1. The banner on the My Portal (home page of the Portal) has rotating ‘image screens’ on the right.

   Click the K-12 Resources image when it is displayed.

2. A link to the K-10 Syllabus and Recommended Resources site can be found in the Quick Links Portlet in the left column of the Portal.
What do I do if I can't log in to the Portal?

- If you can't log in to the Portal because you have forgotten your username (e-number) contact your school administration for assistance.

- If you can't log in because you have forgotten your password you will need to click the **Forgot your Password?** link on the Portal **Sign In** page. Follow the steps from here to change your password (if you have set a **User Validation Question**).

- If you can't log in because you have forgotten your password and you have **not** set a **User Validation Question**, contact the customer Service Centre for Assistance on 9264 5555, or 1800 012 828 for country callers.

What do I do if I get locked out?

Contact your school administrator or the Customer Service Centre for assistance on 9264 5555, or 1800 012 828 for country callers.

I can't remember my password.

Refer to the steps in 'What do I do if I can't log in to the Portal?'.

Can I access the Portal from a Mac?

Yes.

Can I access the Portal from home?

Yes, if your computer is connected to the internet.
Why can’t I see all the Tabs and Portlets shown in the Portal User Guide?
Different users have access to different tools, services and applications. Some of the tools and services may not be ‘switched on’ for your school. If you have a query about a particular service, email E-schooling@education.wa.edu.au.

Do students have a Portal?
Yes. Students are able to access the Student Portal using a single sign on username and password. The Student Portal template gives access to email, calendar and Online Curriculum Services applications. If your school has not been given access to these services, the students will not be able to access them. If you would like your students to access the Student Portal, speak to your school administration regarding student usernames and passwords, or email E-schooling@education.wa.edu.au for further information.