29 January 2021

Dear Parent/Caregiver

In 2019, Rostrevor College implemented Consent2Go to improve the process for our parents/caregivers in providing the College with the most up-to-date information regarding their son's medical or other related information, and to provide electronic consent to excursion, tours etc. This greatly improves our ability to manage College excursions and events as well as Co-curricular teams and fixtures.

In using Consent2Go, the College no longer sends excursion forms home with students. If you do not have an email address or internet access, please advise the College.

Consent2Go is a direct provider of services to the College, which requires all providers to comply with national and State privacy compliance and security requirements. Consent2Go does not use this information for any purpose other than as requested by the College.

The diagram on the right shows the content of the email you will receive when your son is invited to attend an excursion/incursion. By simply clicking on the blue box you will be automatically connected to the system.

There is no username or password required. All information is stored in accordance with the Australian privacy requirements.

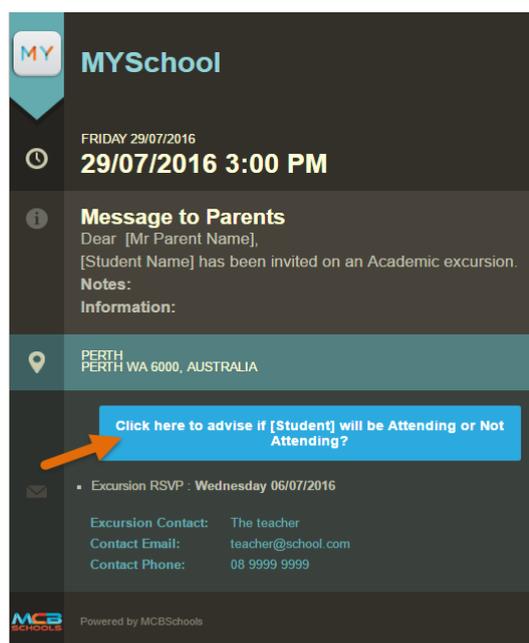**Families can change their son's medical information in Consent 2 Go at any time.**

**Should you need to make any changes to your <u>contact details</u>, this can be notified via email to: contactdetails@rostrevor.sa.edu.au**

**A 'Frequently Asked Questions/Troubleshooting Guide' is attached.**

If you require further information, please contact Amanda Harfield (aharfield@rostrevor.sa.edu.au or 8364 8289) or Jan Hurley (jhurley@rostrevor.sa.edu.au or 8364 8303)**.**

Yours faithfully

Jan Hurley
Business Manager

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Rostrevor College *(est. 1923)*
ABN 63 001 070 495

**A CATHOLIC ALL BOYS' DAY & BOARDING COLLEGE IN THE EDMUND RICE TRADITION**
Reception to Year 12

**FREQUENTLY ASKED QUESTIONS/TROUBLESHOOTING CONSENT2GO**

**How do I access Consent2Go?**

As a parent using Consent2Go, you will not need to log in or use a password to access Consent2Go and your son's information. When required, the College will send you an email that contains a personalised web link that allows you to respond to excursion invitations and/or update your son's information.

**Why am I stuck on a page of the Student Profile Update?**

To complete the profile update, certain fields, or pieces of information, are required to be answered. If one of these fields has been left blank or filled in incorrectly you will be presented with an error that reads: *"Submission Incomplete. Please ensure you have completed all required fields before proceeding to the next page. Thank you."* When the error appears, you will be directed to the incomplete field which will also be highlighted by a surrounding red line. Enter information as required and then scroll to the bottom of the page to click **Next**.

If you have entered information into all the fields and none are highlighted by the red line, but you cannot progress to the second page by clicking **Next**, please contact the Consent2Go Support Team for assistance.

**Why can't I see my son's other parent/guardian in Consent2Go?**

When viewing page 1 of the profile update (Contact Details) your personal information will always appear first. When you can only see your details, this means that your son's other parent/guardian has not elected to share their information with you.

All personal information is not shared between parents/guardians unless this has been consented to via the question *"Can [other parent/guardian name] review and edit my details?"* If the other parent/guardian **does not** consent to share their details with you, you will see a statement that says *"[Other parent/guardian name]'s details have not been shared."*

**Why are some emails addressed solely to my son's other parent/guardian?**

If you are sharing the same email address with your son's other parent/guardian, you will only receive one copy of the excursion invitation. This email will be addressed to the parent/guardian who is listed first under your son's student profile.

If this is the case with your details, it is recommended that you use a different email address for your contact details, so you can receive your own copy of each communication from the College. To update this, please contact **contactdetails@rostrevor.sa.edu.au**

**Why didn't I receive an email?**

There are a variety of reasons why you may not have received communication from the College. As a first step, please confirm with the College that they have sent an email.

If you are sure that the College has sent an email to you that you have not received, ensure to refresh your email inbox and check your junk/trash folders for the email.

If either of these avenues does not lead to your receiving an email, please contact the College or the Consent2Go Support Team for further assistance.

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**Emails from Consent2Go are ending up in my junk/spam folder. How do I fix this?**

For parents using a free web based email service such as Hotmail, Gmail and Yahoo, please add noreply@rostrevor.sa.edu.au to your contacts to ensure emails are accepted into your inbox and not the junk or promotional folders.

Hotmail – Add to People

Gmail – Add to Contacts

Yahoo – Add to Contacts

If an email has already been sent, please search for noreply@rostrevor.sa.edu.au, click on the sender and locate the 'Add to Contact' option.

**How do I protect my privacy?**

As a parent using Consent2Go, there are two ways to manage your privacy settings. Both are accessible on **page 1** of an excursion invitation or a profile update.

Firstly, above any of your personal details is a tick box that reads "Private". If you check this box it will flag your personal details as confidential to the College; they cannot share your information with any companies or organisations outside of the College.

Secondly, below your personal details is a question that reads: *"Can [other parent/guardian name] review and edit my details?".* By selecting **No** to this question, you indicate that your personal details cannot be shared with the other parent/guardian listed for your child. Under no circumstances will they be able to view or edit any of your personal information.

The College's Privacy Policy is available here.