



How to Guide – Parent Portal

Go to the Holy Cross Website. <http://www.holycross.qld.edu.au/>

Click on '**Parent Portal**' at the bottom of the page.

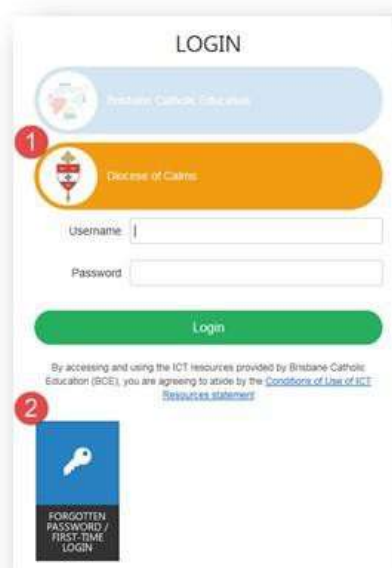


This will send you to the below login screen



SETTING UP LOGIN

Select **Diocese of Cairns** (1) and select **Forgotten Password/First-Time Login button** (2)



Select the link under the **Parents** heading titled **choose your own password online**



Password Self-Service

Students
You need to contact the relevant staff member at your school to have your password reset.

Staff
If you have recorded a mobile phone number under Personal Contacts in WSS, you can [reset your password online](#) using a one-time SMS code.
Otherwise you can contact the Service Desk [online](#) or email helpdesk@cns.catholic.edu.au to have your password reset.

Parents
First time logging in? You can [choose your own password online](#) using a one-time email code. You need to use the same email address you have recorded at your child's school.
Forgotten your password? You can reset it [here](#) – again, it's important to use the email address you have recorded at your child's school.

Enter the personal email address that you have provided to the school and click **Next**. *Note: The email address required is the one that received the 'Parent Portal Launch' email.*



Password Self-Service

Password Reset & First-Time Logon

Please enter your email address or username

Username Formats:
Staff: username or username@cns.catholic.edu.au (eg jsmith or jsmith@cns.catholic.edu.au)
Parents and Visitors: Email address supplied to your school

Next

Check your email account for a security code, enter the corresponding security code in the **Verify your Identity** screen that follows and click **Next**. *Note: do not copy and paste, ensure you type the code in*



Password Self-Service

Password Reset: Choose Your New Password

(Resetting password for [redacted])

Enter a new password:

Re-enter the password:

Next **Cancel**

On the **Password Reset** form enter your desired password in both boxes before clicking **Next**.

Now that you have set your password you can now login to the Parent Portal by following this link
<https://extranet.cns.bne.catholic.edu.au/parent/holycross/Pages/default.aspx>