

# SEQTA Engage

## PARENT AND CAREGIVER GUIDE



MERCEDES  
COLLEGE



Engage

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# WELCOME TO SEQTA ENGAGE

Welcome to SEQTA Engage, our communications and resources application for parents and caregivers. SEQTA Engage is the primary channel the College will use to communicate with you, and provides access to all of our other applications and parent/caregiver resources in one central location.

As a Mercedes College parent or guardian, SEQTA Engage allows you to:

- Receive direct messages from the College.
- See what is happening around the College by viewing daily notices.
- Access all of our applications under Mercedes Family Portals.
- Access Parent Guides and College Policies and Procedures under Documents.
- View your child's Timetable and message their teachers.
- Update your personal details that the College has on record.
- View financial information.

## 1 Access SEQTA Engage

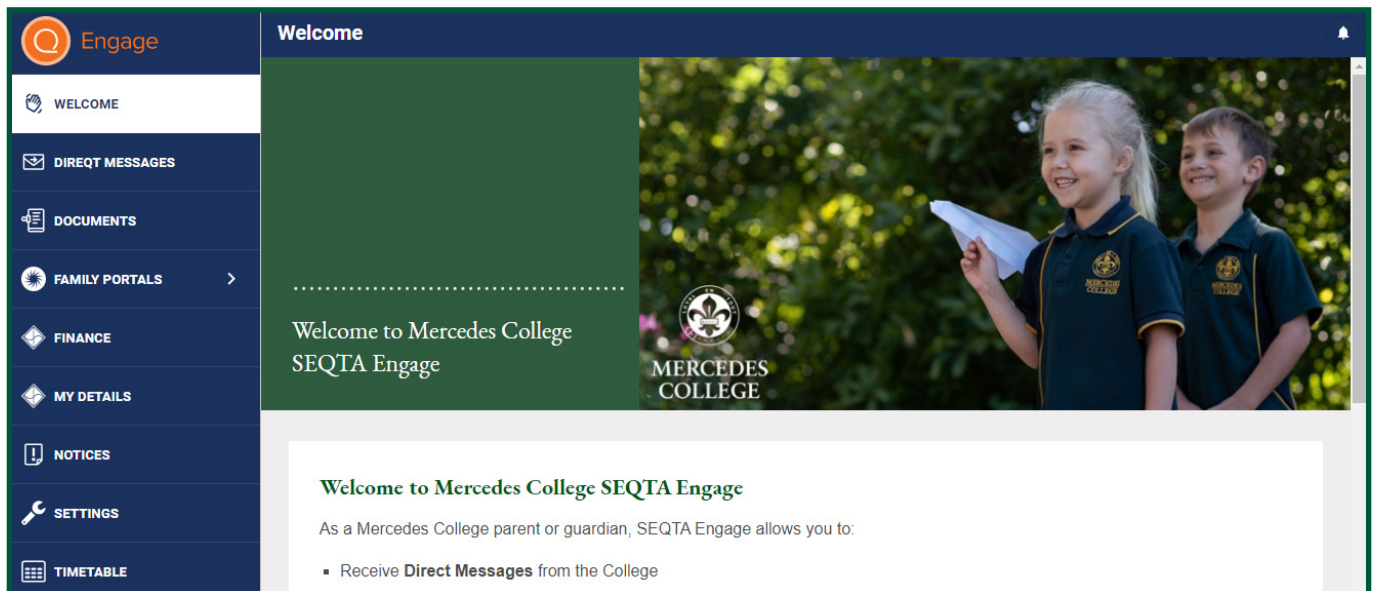
SEQTA Engage is available in any internet browser at [engage.mercedes.catholic.edu.au](https://engage.mercedes.catholic.edu.au) and directly on your phone or mobile device via the SEQTA Engage app.

To activate your account, you will receive a welcome email from SEQTA with a link to 'Set up your account now'. It is important that this email is **not shared with others** as it is linked to your personal SEQTA account and is unique to you. As such, we require a separate email address for each parent or caregiver to establish an account.

When you receive this email:

1. Click on your unique account set up link.
2. Set up your own username and password.
3. Head to [engage.mercedes.catholic.edu.au](https://engage.mercedes.catholic.edu.au) and login using the credentials you have just created.
4. You should now see the following welcome screen and have full access to SEQTA Engage.

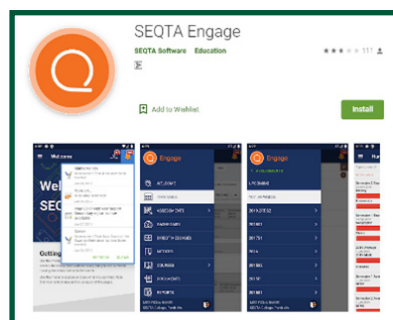
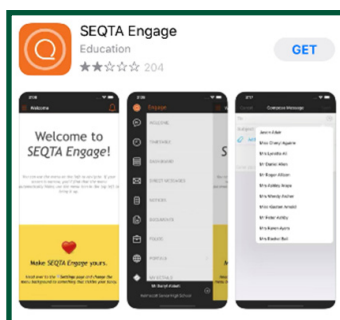
# WELCOME TO SEQTA ENGAGE




## 2 Connecting the mobile app

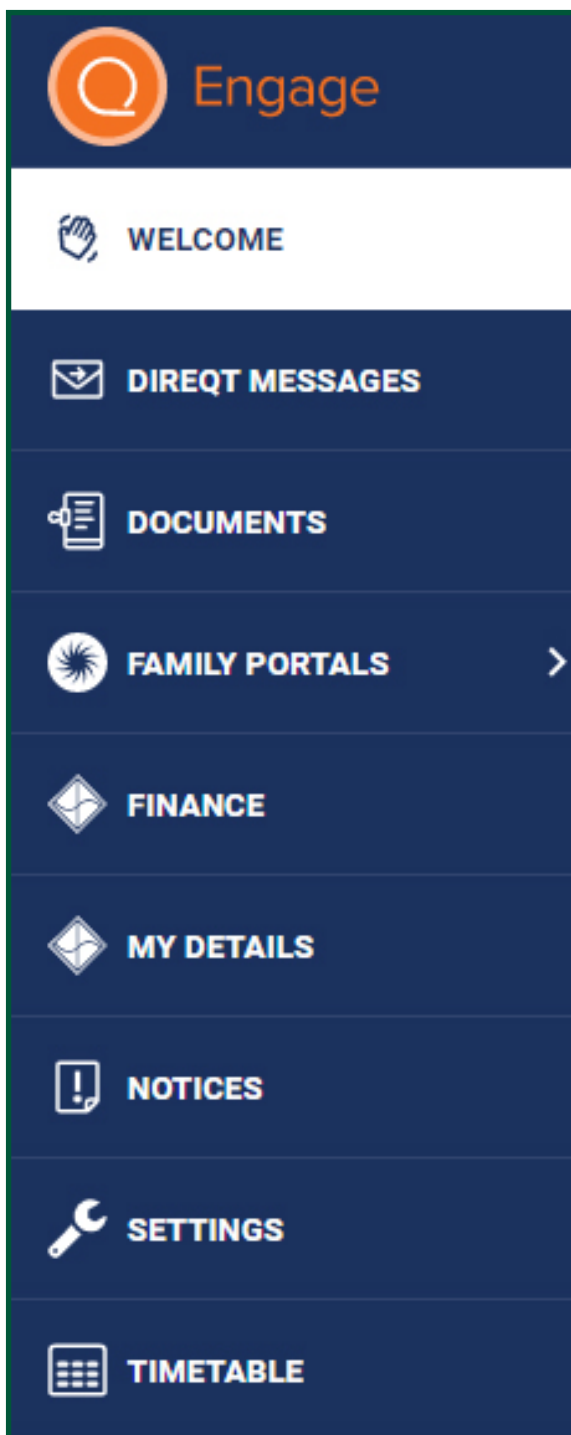
Once you have activated your account, search for 'SEQTA Engage' in the Google Play or App Store and download the iOS or Android app.

1. To connect your account to the app, login to SEQTA Engage in a web browser.
2. Go to 'Settings'.
3. Click 'Connect to Mobile App' and a QR code will be emailed to you.
4. Follow the instructions in the email and scan this QR code using the SEQTA Engage app on your mobile device to connect.



# NAVIGATING SEQTA ENGAGE

The navigation panel is accessed on the left-hand side of the SEQTA Engage web browser application or by clicking the menu option (  ) at the top left of the mobile app. Clicking outside of the menu will collapse the navigation panel again.



**Direqt Messages** is our primary method of communication. It functions similar to email and will send you a notification. Access your inbox here.

Access important **Documents** such as College policies, procedures and guides.

**Family Portals** provides access to our key parent resources and applications. See page 9 for more details.

**Finance** allows you to view your statements and receipt history. The mobile app offers a snapshot and your most recent statement. Past statements and receipts are available through the Engage website.

**My Details** allows you view and update the details the College has on record for you and your family. See page 10 for more details.

**Notices** provide information from staff without a notification. We recommend checking them frequently, and you can choose to only see notices relevant to your family.

Update your password in **Settings**.

View your child's school **Timetable** and send a message to their class or subject teachers.

# USING SEQTA ENGAGE

## 3 Direqt Messages

Direqt Messaging allows you to send and receive messages within the College.

To access your inbox, select '**Direqt Messages**' in the navigation bar. This function is similar to email. Messages can be sorted at the bottom by date, subject or sender and you have the option to reply when viewing a message.

To message your child's class or subject teacher, we recommend using the messaging function through the Timetable tab. However, if you need to message another member of staff, such as a programme coordinator, you can do so via the Direqt Messages menu.

### Sending a message

If the recipient is not in your child's timetable, select the staff member the message is to be sent to from the drop down menu on the right-hand side.

A staff listing is available in the Documents section to assist you with contacting the correct staff member.

### Shared department accounts

The following accounts are monitored by more than one staff member. They can be messaged as a 'staff member' in SEQTA Engage when you need to contact a department, rather than a specific person.

Principal's Office*	Attendance Officer
Head of Middle School*	Finance Office
Head of Senior School*	McAuley Office (Middle and Senior Schools)
Head of Junior School*	The Arts
Junior School Office	Sports Office

\*We ask that you message the Principal's Office and Heads of School accounts, rather than the members of staff directly, so their support staff can assist in promptly responding to you.

You can expect to receive a reply to your Direqt Message within 24 hours during the school week.

**SUBJECT:** Add a subject line.

**BCC:** Is ticked by default. Untick if sending a message to two or more staff members.

**ADD STAFF:** Start typing a staff member's name here to select them. The shared department accounts can also be messaged here.

**SEND:** Click to send the message.

The screenshot shows a 'Compose message' window. At the top left is a 'Cancel' button. The title bar says 'Compose message'. On the right is a 'Send' button. Below the title bar is a 'Subject...' field. Underneath is a checkbox labeled 'Keep recipient list private (BCC)' which is checked. A rich text editor toolbar is visible with options for bold, italic, underline, strikethrough, subscript, and superscript, as well as bulleted and numbered lists, indent, and link. Below the toolbar is a large text area for the message content. At the bottom of the text area are tabs for 'Simple editor', 'HTML editor', and 'Preview'. Below the text area is a file upload section with the text 'Drop files here to upload them' and an 'Add files' button. On the right side, there is a 'Select staff' dropdown menu and a 'Clear' button. Orange arrows point from the text labels to these specific elements: 'SUBJECT' to the subject field, 'BCC' to the checkbox, 'ADD STAFF' to the 'Select staff' dropdown, 'SEND' to the 'Send' button, 'Message' to the main text area, 'Attachments' to the 'Add files' button, and 'Recipients' to the 'Select staff' dropdown.

**Message:** Add your message here. Formatting tools are available above like an email.

**Attachments:** If required, PDF attachments can be added here.

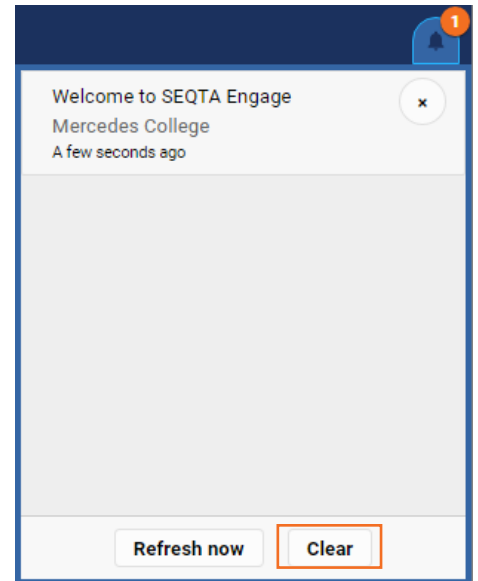
**Recipients:** Everyone the message will be sent to is listed here. Click the delete icon to remove individual recipients or 'Clear' to remove all.

# USING SEQTA ENGAGE

## 4 Notifications

When you receive a message, you will receive a notification within the SEQTA Engage app and as a push notification on your mobile device, if enabled, similar to an SMS or email. You will need to ensure SEQTA Engage has notification permissions on your device to send you a push notification.

Click the bell icon in the SEQTA Engage web or mobile app to check your notifications. This will list the message subject line and the sender. In the example below, the message was sent by Mercedes College, but should you receive a message from your child's class teacher or a programme coordinator, it will list their name.



**Notification bell**

You have 1 unread notification (a new message).

### How to clear notifications

New notifications appear bold and are unbolded once they have been clicked. However, the number on the notification bell (pictured above) will not change. To reset this back to zero, and remove all notifications, click the notification bell and then click the "clear" button. Messages can still be found in your inbox once they have been removed from the notifications section.

### Email reminders

Should you receive a notification, but not check SEQTA Engage within a certain timeframe, you will receive an email promoting you to check SEQTA Engage.

To avoid an email reminder, click the 'clear' button to remove all notifications or the "x" button next to an individual notification when you have seen it.

## 5 Documents

In the Documents section you will find important College documents such as policies, procedures and guides. The library view can be customised to display all documents or only those within a specific category. This can be set by clicking on the 'Options' drop down menu under the Documents banner.

Documents have been added in either Word or PDF formats. Your PC or mobile will need a PDF reader for you to be able to access documents in this format.



# USING SEQTA ENGAGE

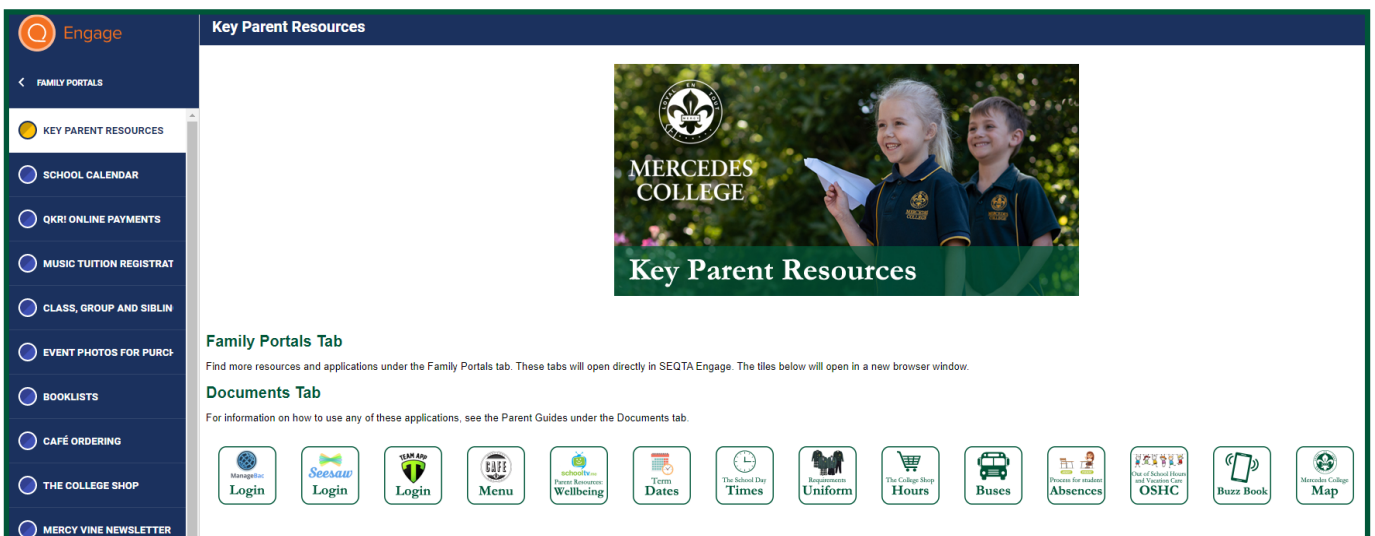
## 6 Family Portals

Within the Family Portals, you will find key resources and our applications all in one location including:

College Calendar	Team App Login and Guide	Transport Information
ManageBac Login and Guide	College Shop Hours	College Website
School Day Times	Café Ordering	Term Dates
Qkr! Online Payments	Café Menu	College Map
Seesaw login and Guide	OSHC details	School photos
Uniform Requirements	Newsletter	Absentee information
Booklists	School TV	Buzz Book

Items under the Key Parent Resources tab (**yellow dot**) will open in a new internet browser window.

Items under Family Portals in the left-hand navigation bar (**blue dots**) will open within SEQTA Engage.



## 7 Finance

Within the Finance tab, view your receipt and statement history for your family account, and view any outstanding balances.

**Mobile app features:** This tab offers a finance snapshot and your most recent statement (scroll to the bottom and click 'last statement' to open) in the SEQTA Engage mobile app. Full functionality, including retrieving past statements and receipts, is **available through the website** at [engage.mercedes.catholic.edu.au](https://engage.mercedes.catholic.edu.au).

**Note:** If you receive an error saying you do not have access, click 'My Details' and then go to 'Finance'. Doing so will authenticate your access and load your finance details.

# USING SEQTA ENGAGE

## 8 My Details

In this section, you will find the details the College has recorded for you and your family. This includes personal, contact and occupation details for parents/caregivers, and personal, medical/healthcare, emergency contacts, and photo consent details for students.

Each person's details are listed separately. Select the person (parent/caregiver or student) you wish to view from the drop down menu.

### Edit details

To change any of these details, click 'Edit' on the right-hand side of each section. Once you have checked all information is correct, click 'Save'. If you make a mistake and would like to start again, click 'Cancel' to remove your changes.

When you submit changes through the My Details page they must be approved by the school before the record will be updated. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school by phone if your changes are urgent.

## 9 Notices

Notices provide information from staff about what's happening around the College, upcoming events, reminders and helpful tips. The noticeboard includes a lot of the information previously distributed in the Mercy Vine newsletter.

Unlike Direct Messages, new notices will **not send you a notification**.

While important information will always be messaged to you, additional communications will be posted as a notice to avoid sending you too many notifications. We recommend checking notices frequently, and you have the ability to disable those that are not relevant to your family.

For example, while some parents/caregivers may like to see everything happening in the school, if you only have a child in the Junior School, you might choose to only view Junior School, Sport and Whole College notices.

### How to customise the notices you see

By default, all notices currently available will be visible to you. If you would like to disable some categories so they do not appear, click the 'Options' drop down menu and disable the categories you do not wish to see.

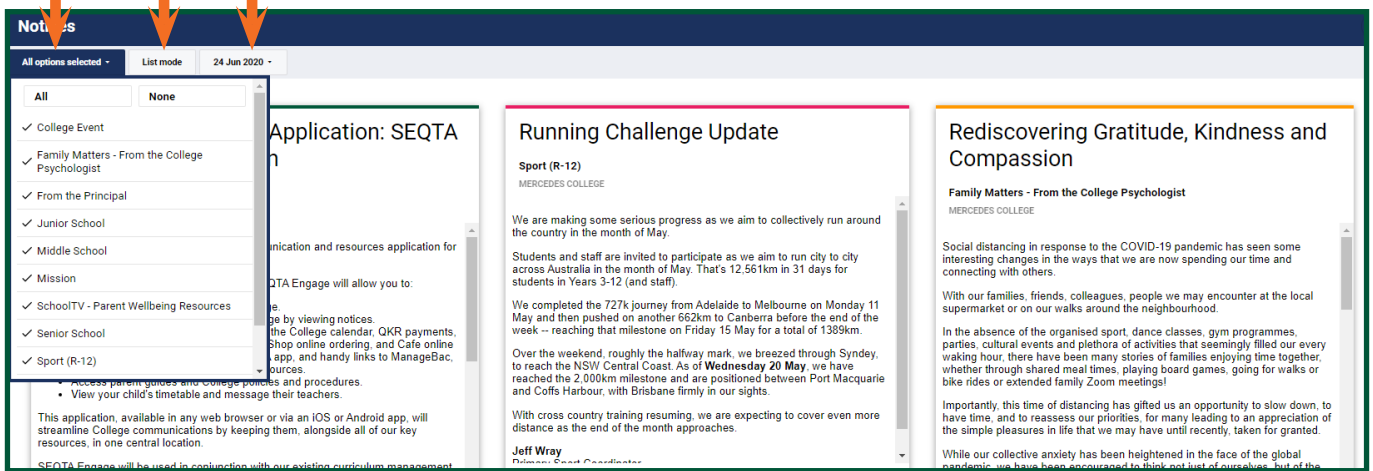
**Note:** this effectively unsubscribes you from that category. You will not see any notices tagged to that category unless you re-select it.

# USING SEQTA ENGAGE

**Categories:** Select / unselect the notice categories that will appear. They are all selected by default.

**List mode:** Have notices appear on top of each other rather than side-by-side.

**Date:** Notices automatically disappear after a set time to make way for new posts. Change the date to see past notices as they appeared on that day.

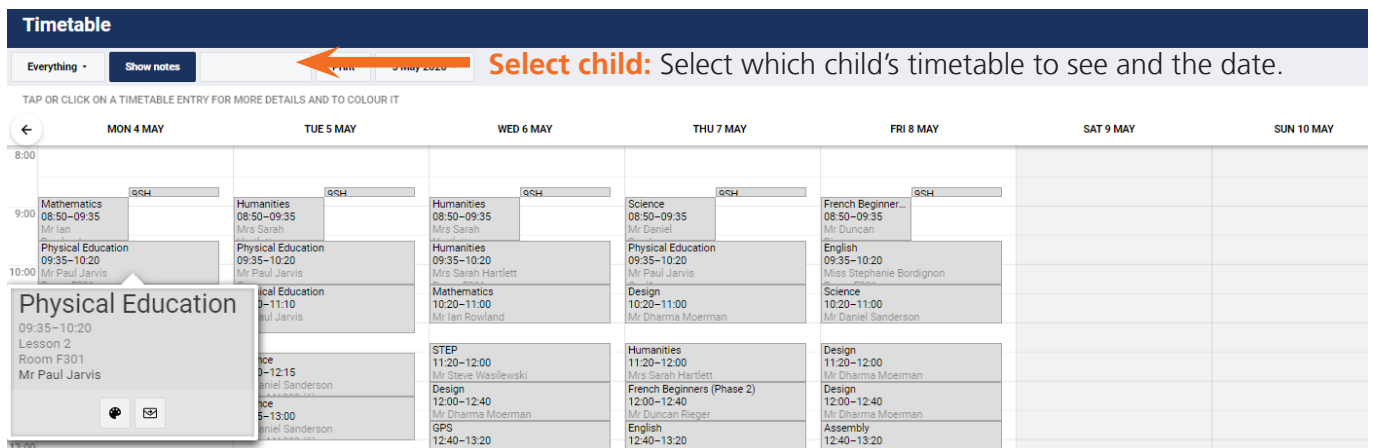


## 10 Timetable

Access your child's school timetable to see their lessons for the day and their teacher for that lesson. If you have two or more children at the College, select a child from the drop down menu to see their timetable.

To message a subject teacher, click on that lesson and click the message (✉) button. This will create a new Direct Message and automatically assign that teacher as the recipient.

Each subject also has a customise (⚙) button icon. This allows you to change the colour of each subject.





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