

## SEQTA - FAQ

SEQTA is an all-in-one collaborative website and learning management system that facilitates the engagement between parents, students and teachers inside and outside of school.

### **Which SEQTA is the right one?**

Engage.jc.wa.edu.au is for parent users. Learn.jc.wa.edu.au is for students.

### **One or more children are not visible on my Parent account.**

Enrolment details including parent contact details are stored on a per-child basis and it's these details that match parent accounts to child accounts.

If you can only see one student from multiple children currently enrolled, there is likely a discrepancy the records linked to your account. You can contact our IT support or fill out a student information update form to make sure that your details are consistent for each child.

If you find that there is no visible information on SEQTA related to your child, do not worry. The parent account has simply lost its association with the student account. You will need to contact IT to resolve this.

### **What is my/my child's SEQTA login?**

For students their SEQTA login uses the same single sign on details as their other school accounts, so your child's username is their firstname.lastname with their school password.

For parents, a welcome email is sent to the account listed under your name on the student's enrolment form, simply follow the link within to access your account. Welcome emails are valid for a week after they are sent, so if the link expires or if you did not receive another, simply contact our IT helpdesk to resolve this.