



MLMC Portals User Guide for Parents

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Online Parent Portals

Mount Lilydale Mercy College has a Parent Portal that provides a wide range of services to families that facilitates communication between school and home.

In 2024, the College will utilise the Online Portals of Compass and Parent Portal (Synergetic). Below is a list of features each of these Online Portals offer our families.

The College also provides the MLMC Shop to make adhoc payments.

In order for communication with families to run smoothly, it is important that you advise the College as soon as possible if your contact details change, particularly email and mobile phone numbers. Refer to the Updating Personal and Medical Details section in this booklet.

Compass

The College utilises Compass as our school management system. Features include:

- Student Attendance Notifications (absences)
- Consent for Events (incursions, excursions, camps)
- Emailing teachers
- View your child's Learning Tasks
- View your child's Reports
- Student Timetable
- Book Teacher Conferences (parent/teacher interviews)
- College Calendar
- Newsfeed
- Correspondence and Communication

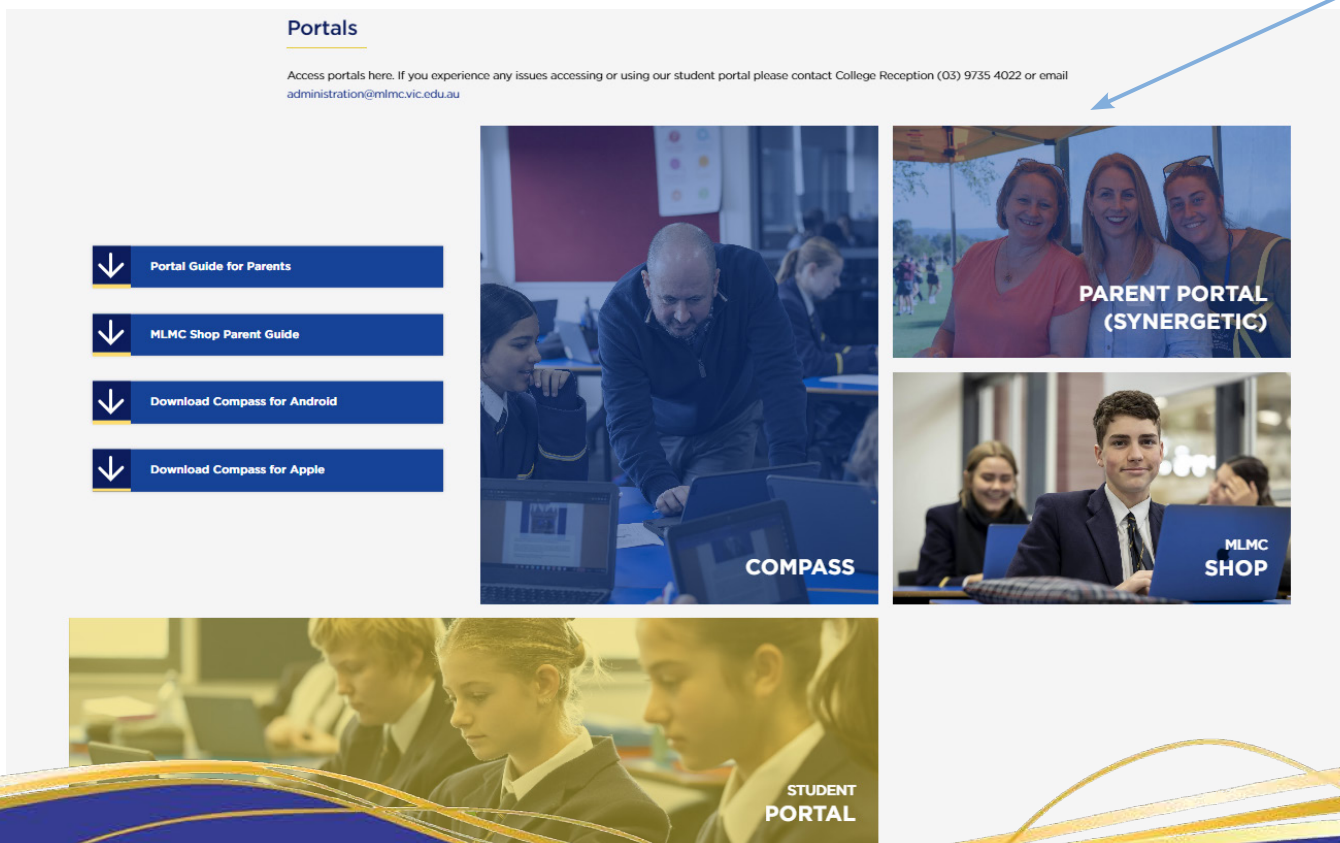
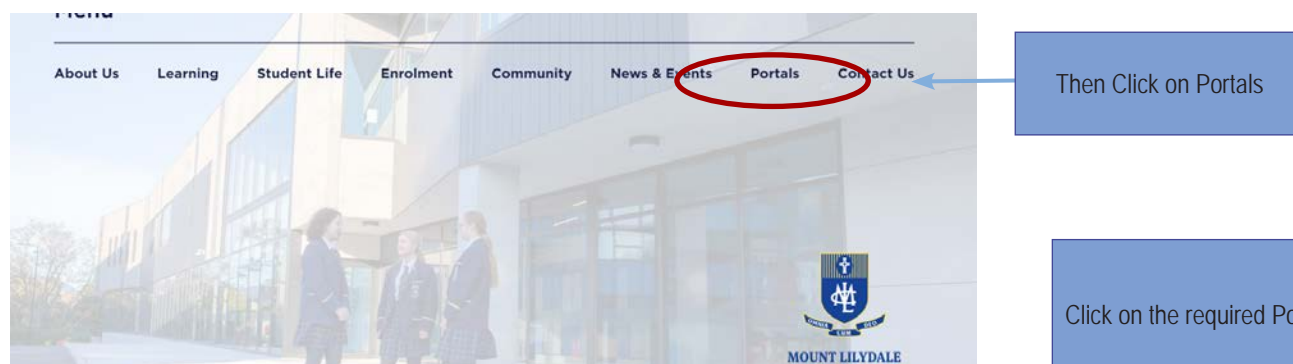
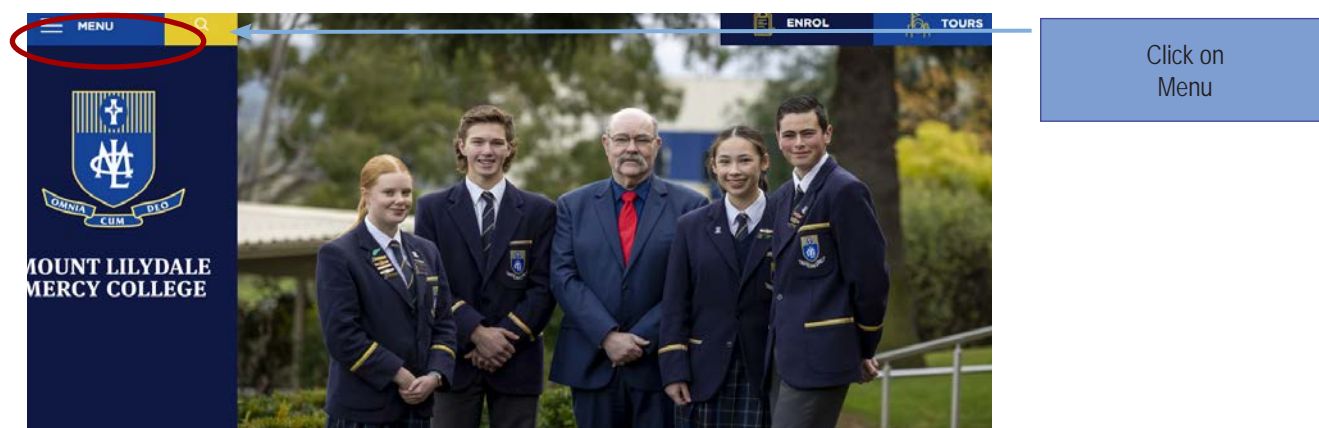
Parent Portal (Synergetic)

The Parent Portal is connected to the College's student administration system and is currently used for:

- Viewing and Updating Medical Information
- Fee Statements
- Payments
- Correspondence and Communication
- Viewing and Updating Personal Information

How to Access Portals

Both Online Portals can be accessed via the Mount Lilydale Mercy College website - www.mlmc.vic.edu.au



Compass

Compass is Mount Lilydale Mercy College's school management system that allows parents and guardians to access up to date information about their child's progress. Compass allows you to monitor your child's attendance (absences), advise of any absences, late arrivals or early leaving, provide consent for excursions/incursions/camps, communicate with your child's teacher, view your child's timetable and school calendar, view learning tasks and reports, and book teacher conferences (parent/teacher interviews).

Compass provide an online guide to assist parents and guardians in learning the features of the system <https://www.compass.education/guide>

Compass can be accessed via the website <https://mlmc-vic.compass.education/> or via the App. The App can be downloaded from the App Store (Android and IOS).

Login details for Compass will be emailed to parents and guardians.

Parent Portal

The Parent Portal (Synergetic) is another of Mount Lilydale Mercy College's school management systems that allows parents and guardians to view and update medical information, view fee statements, make payments, and view and update personal information.

This portal can be accessed via the College website <https://www.mlmc.vic.edu.au/portals>

Login details for Parent Portal (Synergetic) will be emailed to parents and guardians.

Select the relevant Portal and this will launch the login screen

Portals

Access portals here. If you experience any issues accessing or using our student portal please contact College Reception (03) 9735 4022 or email administration@mlmc.vic.edu.au

- ↓ Portal Guide for Parents
- ↓ MLMC Shop Parent Guide
- ↓ Download Compass for Android
- ↓ Download Compass for Apple

COMPASS

PARENT PORTAL (SYNERGETIC)

MLMC SHOP

STUDENT PORTAL

Viewing and Updating Medical Information

It is important that you provide the College with your child's medical information **BEFORE** they commence at the College.

For new students to the College, this must be completed prior to Orientation Day.

When completing MEDICAL/EMERGENCY CONTACTS, please provide at least TWO additional emergency contacts, other than your child's parents / guardians.

It is important that medical information be uploaded or updated as soon as possible. This must be completed for new students before Orientation Day. The best way to update information is to use the 'My Details' tab on the Parent Portal. Any changes will be submitted to the College for approval. If there are any details not listed or you are unable to edit it on the My Details tab, please contact the College on 9735 4022.

Mount Lilydale Mercy College

Finance Payments Events Docs Contact Us **My Account** **My Details** Forms and Information Logout Communications

Spouse 1 Family Spouse 2 Family **Student 2 Family**

When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days. IMPORTANT Reminder: Please provide a minimum of 2 Emergency Contacts. Parent(s) or Guardian(s) will always be contacted by Mount Lilydale Mercy College in the case of an emergency. Additional contacts are required only if we are unable to contact parents/guardians

Personal
Medical
Additional Healthcare Information
Abilities

Name [Edit](#)

Given: Student 2 Given2: Surname: Family
Preferred Name: Student 2 Preferred Formal Name: Student 2 Previous Surname: Birth Surname:

Click on the My Details tab to access information

Select the name of the person you wish to view/update details for

Mount Lilydale Mercy College

Finance Payments Events Docs Contact Us **My Account** **My Details** Forms and Information Logout Communications

Spouse 1 Family Spouse 2 Family **Student 2 Family**


When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days. IMPORTANT Reminder: Please provide a minimum of 2 Emergency Contacts. Parent(s) or Guardian(s) will always be contacted by Mount Lilydale Mercy College in the case of an emergency. Additional contacts are required only if we are unable to contact parents/guardians

Personal
Medical
Additional Healthcare Information
Abilities

Medical Conditions [Edit](#)

☒ Attention Deficit (Hyperactivity) Disorder
☒ Allergies
☒ Anaphylaxis
☒ Anxiety
☒ ASD (Autism Spectrum Disorder)
☒ Asthma
☒ Coeliac / Gluten Free

Click on the menus on the left to navigate through the information screens

 **Mount Lilydale Mercy College**

Home Payments Events Docs Contact Us My Account **My Details** Forms and Information Logout Communications

Spouse 1 Family Spouse2 Family **Student 2 Family**

When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days. **IMPORTANT Reminder:** Please provide a minimum of 2 Emergency Contacts. Parent(s) or Guardian(s) will always be contacted by Mount Lilydale Mercy College in the case of an emergency. Additional contacts are required only if we are unable to contact parents/guardians

Personal
Medical
Additional Healthcare Information
Abilities

Medical Conditions

☐ Attention Deficit (Hyperactivity) Disorder

☐ Allergies

☐ Anaphylaxis

☐ Anxiety

☐ ASD (Autism Spectrum Disorder)

☐ Asthma

☐ Coeliac / Gluten Free

[Edit](#)

To upload/update details, click on the Edit button in each section

Update the required fields, then click Save

Ongoing Medical and General Consents

[Save](#) [Cancel](#)

You have not provided the following consents:

☐ Paracetamol

☐ Anti Histamine Consent

☐ Ibuprofen consent

Emergency Contacts



In the event of an emergency, a child's parents / guardians are always the first point of contact the College will make. If we are unable to contact parents / guardians we will make contact with listed emergency contacts.

It is therefore important that you nominate emergency contacts other than the child's parents / guardians. We ask that you provide at least TWO Emergency Contacts, you can list up to three.

Personal

Medical

Additional Healthcare Information

Abilities

Emergency Contacts

Emergency Contact 1:

Name:

Phone:

Alternative Phone:

Address:

Relationship:

Emergency Contact 2:

Name:

Phone:

Alternative Phone:

Address:

Relationship:

Edit

Emergency Contacts are added under the Additional Healthcare Information section

College Fee Payments

College Fee details can be found on the Finance tab, balances and transaction history can be viewed and payments can be made.

Mount Lilydale Mercy College

Finance | Payments | Events | Docs | Contact Us | My Account | My Details | Forms and Information | Logout

Welcome: [View Student Account](#) [Make a Payment](#)

Total Owning/Overdue: \$0.00
Overall Balance: \$0.00
Your last visit before today was on 25/07/2019 03:43pm

Last statement date: 16/01/2019
Last statement amount: \$0.00

Receipt & Statement History | Transaction History

Date	Receipt no	Amount	Payment Method	Transaction description
26/02/2019	1321	\$0.00	E.F.T.	Receipt - C/Card Payment 26/02/2019
30/07/2018	1137	\$0.00	E.F.T.	Receipt
28/03/2018	1137	\$0.00	Cash	Receipt
21/03/2018	1137	\$0.00	E.F.T.	Receipt
20/03/2018	1137	\$0.00	MasterCard	Online Receipts import - VISAMASTERCARD

Statement History

Date	Statement no	Due date	Balance	Statement description	Last viewed
16/01/2019	1335		\$0.00	Annual Tuition Fees Prepaid and Quarterly	N/A
31/12/2018	1321		\$0.00	End of Statements Balances 31/12/2018	N/A
18/01/2018	1137		\$0.00	Annual Fees - Arrangements: Pre Paid & Qtrly	26/03/2018
13/01/2017	1010		\$0.00	Annual Fees - Prepaid	5/01/2015
16/01/2016	897		\$0.00	Annual Fees - Quarterly	N/A

[Last statement](#)

Receipts and historical statements can be viewed here.

Your transaction history can be viewed here

Mount Lilydale Mercy College

Finance | Payments | Events | Docs | Contact Us | My Account | My Details | Forms and Information | Logout

Welcome: [View Student Account](#) [Make a Payment](#)

Total Owning/Overdue: \$0.00
Overall Balance: \$0.00
Your last visit before today was on 25/07/2019 03:43pm

Last statement date: 16/01/2019
Last statement amount: \$0.00

Receipt & Statement History | **Transaction History**

Date	Statement no	Amount	Balance	Description
4/03/2019	0	\$0.00	\$0.00	Prompt Discount - Early Payment Discount
26/02/2019	0	\$0.00	\$0.00	Receipt - C/Card Payment 26/02/2019
11/01/2019	1335	\$0.00	\$0.00	Tuition Fee Year 11 (Bancroft)
19/07/2018	1321	\$0.00	\$0.00	Tuition Fee - Refund: Tuition Fees Discount (Bancroft)
19/07/2018	1321	\$0.00	\$0.00	Prompt Discount - Early Payment Discount (Bancroft)
19/07/2018	1321	\$0.00	\$0.00	Adjustment Tuition Fee - Refund: Tuition Fees Discount (Bancroft)
26/02/2018	1321	\$0.00	\$0.00	Prompt Discount - Early Payment Discount
26/02/2018	1321	\$0.00	\$0.00	Receipt
12/01/2018	1137	\$0.00	\$0.00	Tuition Fee Year 10 (Bancroft)
12/01/2018	1137	\$0.00	\$0.00	Student Discount (Bancroft)
12/01/2018	1137	\$0.00	\$0.00	Tuition Fee Year 11 (Bancroft)
20/02/2017	1136	\$0.00	\$0.00	Receipt - BPay Payment 20/02/2017
13/02/2017	1136	\$0.00	\$0.00	Prompt Discount - Early Payment Discount
13/01/2017	1010	\$0.00	\$0.00	Tuition Fee Year 11 (Bancroft)
9/03/2016	895	\$0.00	\$0.00	Prompt Discount - Early Payment Discount
5/03/2016	905	\$0.00	\$0.00	Receipt
22/02/2016	905	\$0.00	\$0.00	Receipt
14/01/2016	897	\$0.00	\$0.00	Tuition Fee Year 11 (Bancroft)
16/06/2015	885	\$0.00	\$0.00	Charge Device - Reverse Charge (Year 10/11)
1/05/2015	885	\$0.00	\$0.00	Receipt

Note

Payments for IT repairs, replacement ID cards, badges and lockers can be made via the MLMC Shop at mlmshop.mlmc.vic.edu.au

Communications/Docs

Communications are posted online regularly regarding various matters and can be found on the Docs Tab. An SMS or email will be sent to notify you when a document is loaded on the Parent Portal, however, we would encourage parents to get into the habit of checking the portals regularly.

Mount Lilydale Mercy College

Finance Payments Events Docs Contact Us My Account My Details Forms and Information Logout

Document Date Range: Last 12 Months Refresh

Administration	Type	Created	Download	Open
2019 A Guide to Re-enrolment	PDF	30/07/2018 3:00:25 PM		Open
2019 Subject Selection Access Guide	PDF	31/07/2018 1:21:04 PM		Open
2019 VCE VCAL & VET Course Guide	PDF	1/08/2018 3:12:10 PM		Open
2019 Parent Subject Selection Information Letter	PDF	2/08/2018 11:23:28 AM		Open
2019 Student Subject Selection Information Letter	PDF	2/08/2018 11:23:55 AM		Open
Update - Year 11 2019 Subject Selection Interviews	PDF	7/08/2018 2:00:19 PM		Open
Prayers Speech Festival Information Letter	PDF	8/08/2018 3:40:12 PM		Open
The Dublin Pilgrimage for Young Mercy Leaders Information	PDF	10/08/2018 10:20:18 AM		Open
Year 10 'Experience Days' Information Letter	PDF	15/08/2018 12:36:33 PM		Open
Cross Country Carnival Information Letter	PDF	16/08/2018 3:09:31 PM		Open
Parent Letter - Interim Reports & SPIA Term 3 2018	PDF	27/08/2018 2:04:14 PM		Open
Flyer - Adolescents and Social Media	PDF	27/08/2018 3:44:15 PM		Open
2019 Debutante Ball Information Letter	PDF	7/09/2018 11:21:42 AM		Open
2019 FAQ Debutante Ball	PDF	7/09/2018 11:23:37 AM		Open

Click on the Docs to view a list of documents available

Documents are specific to each contact, click on names to view their documents. Click on each name to view the documents

Mark Smith
Janet Smith
Gemma Smith (8)
Maggie Smith (9)

Tip!
The most recent documents will appear at the bottom of the list

Mount Lilydale Mercy College

Finance Payments Events Docs Contact Us My Account My Details Forms and Information Logout

Document Date Range: Last 12 Months Refresh

Administration	Type	Created	Download	Open
Australian Government School Funding Letter	PDF	21/09/2018 5:36:02 PM		Open
2019 College Fees Letter & Payment Schedule	PDF	22/10/2018 9:51:00 AM		Open
2018 Government Funding Flyer	PDF	22/11/2018 11:30:03 AM		Open

From time to time, letters may be addressed directly to parents, such as Fee Letters. These can be found by selecting the names of a parent / guardian

Mark Smith
Janet Smith
Gemma Smith (8)
Maggie Smith (9)

Tip!
You may need to scroll across the screen to view the list of names



Viewing and Updating Personal Details

It is important that personal information is updated as soon as there are any changes. We recommend that you update any personal information using My Details, available in the Parent Portal . Any changes will be submitted for approval by the College. If there is any information not listed or unable to be edited on the My Details tab, please contact the College Registrar's Office on 9735 4022.

Mount Lilydale Mercy College

Finance Payments Events Docs Contact Us My Account **My Details** Forms and Information Logout

When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within 5 working days. IMPORTANT Reminder: Please provide a minimum of 2 Emergency Contacts. Parent(s) or Guardian(s) will always be contacted by Mount Lilydale Mercy College in the case of an emergency. Emergency contacts are required only if we are unable to contact parents/guardians

Personal

Name [Edit](#)

Given: Given2: Surname:

Preferred Name: Preferred Formal Name: Previous Surname: Birth Surname:

Personal Details [Edit](#)

Date of Birth: Gender:

Mobile Phone:

Email:

Click on the My Details tab to access information

Select the name of the person you are wishing to view / update details for

Parent / Guardian details and home contact information can be viewed in the same way.

The image displays three sequential screenshots of the Mount Lilydale Mercy College 'My Details' web portal, illustrating how to navigate between different sections of a user's profile.

Top Screenshot: Shows the 'My Details' page with the 'Personal' section selected in the left-hand menu. A red circle highlights the 'Personal' menu item. A blue callout box points to the 'Personal' section with the text: "Select the name of the person you are wishing to view / update details for".

Middle Screenshot: Shows the 'My Details' page with the 'Addresses' section selected in the left-hand menu. A red circle highlights the 'Addresses' menu item. A blue callout box points to the 'Addresses' section with the text: "Click on the menus on the left to navigate through information screens".

Bottom Screenshot: Shows the 'My Details' page with the 'Occupation' section selected in the left-hand menu. A red circle highlights the 'Occupation' menu item.

The 'My Details' page includes a navigation bar with links: Timetable, Finance, Payments, Events, Interviews, Docs, Contact Us, My Account, My Details, and Logout. A warning message states: "When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days."

The 'Personal' section includes fields for Name (Title, Given, Given2, Surname, Suffix, Preferred Name, Preferred Formal Name, Previous Surname, Birth Surname), Date of Birth, Mobile Phone, Country of Birth (Australia), and Nationality (Australian).

The 'Addresses' section includes fields for Address 1, Address 2, Address 3, Suburb, State (Victoria), Postcode, Country, Home Phone, Home Fax, and Alternative Home Phone. A checkbox indicates "Same as Home Address".

The 'Occupation' section includes fields for Occupation Description, Company, Industry (Not Selected), Work Phone, Work Mobile Phone, Work Fax, and Work Email. The 'Occupation Address' section includes fields for Address Line 1, Address Line 2, Address Line 3, Suburb, State, Postcode, and Country.

Updating Personal Details

Mount Lilydale Mercy College

When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days.

Personal
Addresses
Occupation

Address

Address 1: Address 2: Address 3:

Suburb: State: Victoria Postcode: Country:

Home Phone: Home Fax: Alternative Home Phone:

Postal Address

Same as Home Address

Mount Lilydale Mercy College

When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days.

Personal
Addresses
Occupation

Address

Address 1: Address 2: Address 3:

Suburb: State: Postcode: Country:

Home Phone: Home Fax: Alternative Home Phone:

Postal Address

Same as Home Address

Mount Lilydale Mercy College

Display: ☒ Unread/Unactioned ☐ Read/Actioned

Submitted changes to 'My Details' have been processed

Submitted changes to 'My Details' have been processed
3 items have been accepted.

Field Changed	New Value	Previous Value	Status
Communion flag	True	False	Accepted
Reconciliation flag	True	False	Accepted
Confirmation flag	True	False	Accepted

Mark as read

Tip!
Details will not update instantly.
Updated information will be visible once approved by a College administration officer.
You can track updates by clicking on the flag in the top right corner.

Updating a Change of Address

Keeping your address updated with the College is extremely important for communication purposes. Any change of address can be updated via the My Account tab of the Parent Portal.

To update a change of address, you must go to the My Account Tab

Mount Lilydale Mercy College

Finance Payments Events Docs Contact Us **My Account** My Details Forms and Information Logout

Update Your Contact Details below if required

Name: Mrs J Smith
Mobile: XXXX XXX XXX
Email: jsmith@mlmc.com

Address Change:

Other Notes:

Submit

You must have parent / guardian's name selected for the field to come up

Mark Smith
Janet Smith
Gemma Smith
Maggie Smith

Please ensure the College is kept up to date with your latest personal information at all times. Thank you.

MLMC Shop

- The College has a safe and secure payment app for families to pay for adhoc charges such as Device Repairs, Chromebook charges, student ID card replacements and our coffee cards that are used with our Catherine's Cafe van.
- This app will be used for many other ad hoc payments throughout the year as we continue to reduce cash handling at the College.







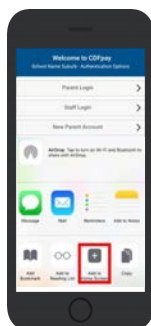
NEW PARENT GUIDE: Mount Lilydale Mercy College








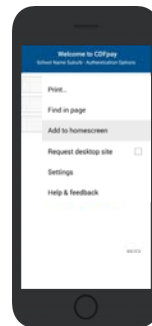
Adding Icon to Apple iPhone

- ⇒ Browse to <https://mlmcs.shop.mlmc.vic.edu.au> in Safari.
- ⇒ Or scan QR Code using your phone camera to browse to URL.
- ⇒ In Safari  tap the **BOOKMARK ICON**. 
- ⇒ Choose the **ADD TO HOMESCREEN** icon. 
- ⇒ You can then place the icon on your desired screen. 



Adding Icon to Android Phone

- ⇒ Browse to <https://mlmcs.shop.mlmc.vic.edu.au> in Chrome.
- ⇒ Or scan QR Code using your phone camera to browse to URL.
- ⇒ In Chrome  tap the Menu option 
- ⇒ Choose the **ADD TO HOMESCREEN** icon.
- ⇒ You can then place the icon on your desired screen. 





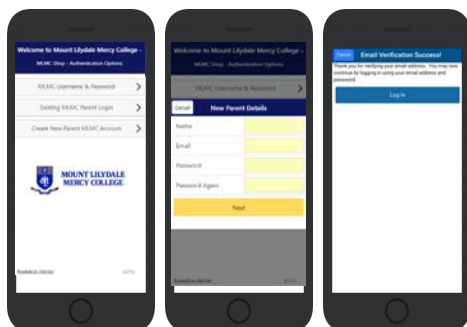
NEW PARENT GUIDE: Mount Lilydale Mercy College





Create your CDFpay Account

- ⇒ Browse to <https://mlmcs.shop.mlmc.vic.edu.au>
- ⇒ Select Create **Create New MLMC Parent Account**.
- ⇒ Enter your full **Full Name**, **Email**, **Password** choose **Next**
- ⇒ Check your Email inbox for a **Email Verification** link.
- ⇒ Login with your new CDFpay account.



Verify your Account & Add Children

- ⇒ To add a child to your account, type **First and Last Name**.
- ⇒ Select **Year Level** for your child.
- ⇒ Choose **Add Another Student** if required.
- ⇒ You are now ready to place orders using **CDFpay**.





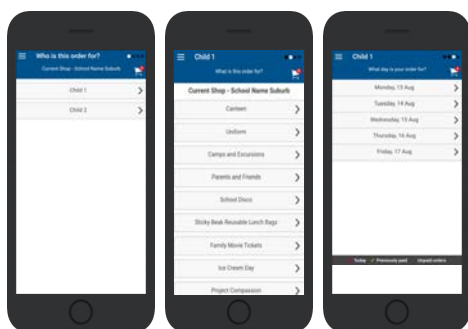
NEW PARENT GUIDE: Mount Lilydale Mercy College



CDFpay

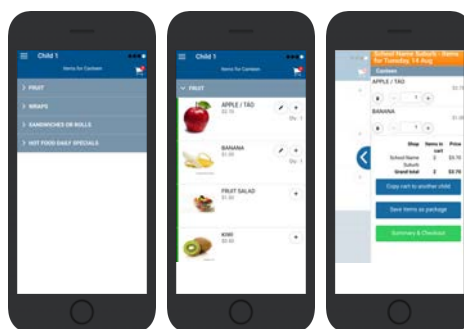
Choose Shop and Order Date

- ⇒ Select the **Child** you wish to place the order for.
- ⇒ Swiping left to right allows you to navigate between steps.
- ⇒ Choose the **SHOP** you would like to order from.
- ⇒ Choose the desired date you wish to place the order for.



Placing an Order & Checkout

- ⇒ Choose a category to order from.
- ⇒ Then select the item/s you wish to order by pressing +
- ⇒ Your shopping cart will update with each item.
- ⇒ Choosing the Shopping Cart allows you to complete purchase.
- ⇒ Select **Summary & Checkout** to make payment.



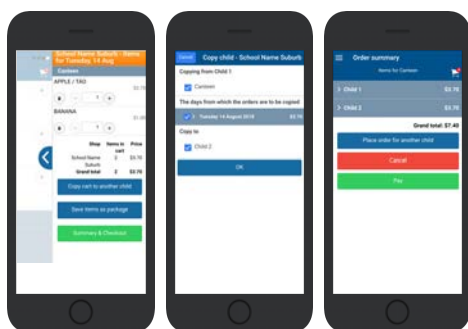
NEW PARENT GUIDE: Mount Lilydale Mercy College



CDFpay

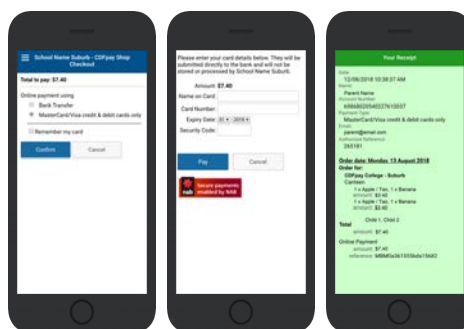
Copy Order to Another Child

- ⇒ Choose **Copy Cart to Another Child** to duplicate the order.
- ⇒ Complete the options to duplicate the order and select **OK**.
- ⇒ A summary screen is now displayed with selected orders.
- ⇒ Here you can either **Cancel** the order or complete **Payment**.



Complete Payment (Single Payment Option)


- ⇒ Choose payment method. MasterCard/Visa/Bank Transfer.
- ⇒ Enter your payment details and select **PAY**.
- ⇒ A receipt will be generated confirming purchase.
- ⇒ An email will also be sent to your specified email address.

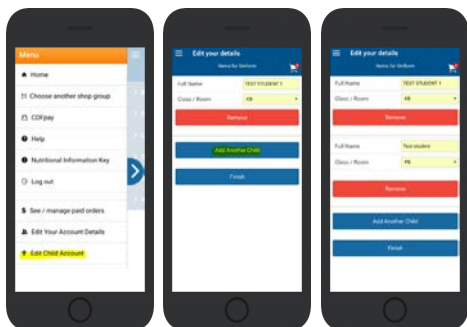




CDFpay

Adding / Removing Children to your CDFpay Account

- ⇒ Tap the Menu Icon on your device. 
- ⇒ Choose **Edit Child Account**.
- ⇒ You can change/remove your current child on this screen.
- ⇒ Or choose **Add Another Child**.
- ⇒ Choose **Finish** once all children are added.



Need More Help?

- ⇒ Please email support@cdfpay.org.au if you need assistance.





Mount Lilydale Mercy College
120 Anderson Street, Lilydale VIC 3140
T: 03 9735 4022 W: www.mlmc.vic.edu.au

A Ministry of Mercy Education Limited
ABN 69 154 531 870