



SEQTA Engage | Family Guide

Welcome to SEQTA Engage

SEQTA Engage is the primary channel used to communicate College-wide news to our families, and provides access to all other applications and family resources in one location.

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

- Receive direct messages from the College.
- Be familiar with what is happening around the College through 'Daily Notices'.
- Access all applications under 'Mercedes Family Portals'.
- Access Guides, Policies and Procedures under 'Documents'.
- View your child's timetable and message their teachers.
- Update your personal records.
- View financial information.



Accessing SEQTA Engage

SEQTA Engage is available in any internet browser at engage.mercedes.catholic.edu.au and directly on your phone or mobile device via the SEQTA Engage app.

To activate your account, you will require a unique welcome email from SEQTA with a link to 'Set up your account now'. This link is unique to your SEQTA account; other family members wanting to activate an account will need to use a different email address.

The welcome email will be sent to you when your family joins the College, or at the beginning of the year if you haven't yet activated your account. A welcome email can be requested during the year by emailing mercedes@mercedes.catholic.edu.au.

When you receive your email:

- Click on your unique account set up link.
- Set up your own username and password.
- Head to engage.mercedes.catholic.edu.au and login using the credentials you have just created.

We recommend you download the **SEQTA Engage app** and connect your account to it. This way you will receive notifications to your phone or mobile device immediately when communications are made, and you'll never miss a thing.

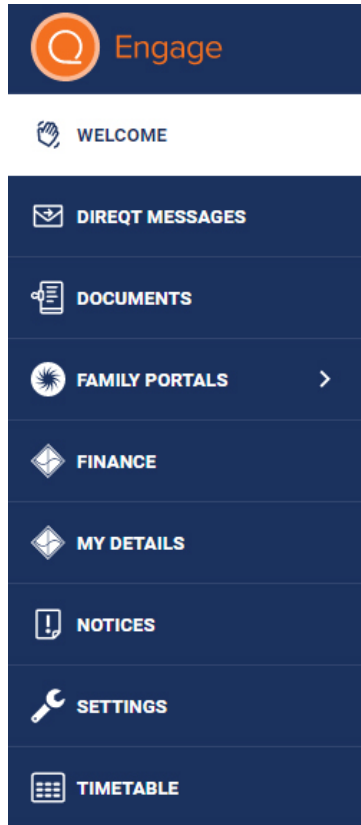
Once you've downloaded the app from the App Store or Google Play:

- Open the app.
- Click 'Next' until the 'Manual setup' option is displayed.
- Enter our URL: <https://engage.mercedes.catholic.edu.au> and click 'Continue'.
- Login using the username and password you created for the browser.



Navigating SEQTA Engage

The navigation panel is on the left-hand side of the SEQTA Engage web browser application, or by tapping the menu icon (☰) at the top left of the mobile app. Tapping outside the menu will collapse the navigation panel again.



Direct Messages is our primary method of communicating College-wide information. It functions similar to email and will send you a notification when communications are received. You access your inbox here.

Access important **Documents**, such as College Policies, Procedures and helpful guides.

Family Portals provides access to our key family resources and applications, including the College Calendar, Seesaw login (Junior School), Managebac login, Qkr! online payments, Café ordering, Term Dates and more.

Under **Finance** you can view your statement and receipt history. The mobile app offers a snapshot and your most recent statement only, whilst all statements and receipts can be viewed through the web browser application.

My Details allows you to view and update the personal details the College has on record for you and your family, including personal, contact and occupation details for parents, and personal, medical, emergency contact, and photo consent details for students.

Notices provide you with information from staff, but do not deliver a notification. We recommend checking them frequently, and setting your account to only see notices relevant to your family.

Your password can be updated in Settings.

You can view your child's lesson **Timetable** and send messages to their teacher/s.

Navigate the different sections to see what is useful to you. If needed, more detailed instructions are included in this document.

Direct Messages

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

To access your inbox, select 'Direct 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 Direct Messages menu.

Sending a message

Select the recipient from the drop down menu on the right-hand side. You can start typing the person's name to filter the list; a staff listing is available in the Documents section to assist you with contacting the correct person.

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	Finance Office
Head of Junior School*	Junior School Office	Sports Office
Head of Middle School*	McAuley Office (Middle/Senior School)	The Arts
Head of Senior School*		

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

Composing a Direct Message

Subject

Add a subject line.

BCC

Is selected by default. Untick if you are sending a message to two or more staff members.

Message

Type your message in this space. Formatting tools are available above like in an email.

Add files

You can add files as attachments if required to support your message.

Send

Your final step, to send the message.

Select staff

Start typing a staff member's name to select them. Shared department accounts are also found here.

Recipients

All recipients selected to receive the message will appear down the right-hand side. People added in error can be removed by clicking the delete icon.

Receiving Notifications

To receive 'push notifications' on your mobile device that alert you to a new message, ensure that SEQTA Engage has notification permissions in your device's settings.

When in SEQTA Engage, the notification bell (🔔) will indicate if you have any messages in your inbox. Click or tap on the bell to see them.

New notifications appear bold until opened, after which they remain in your notifications panel unbolded. To reset the number on the notification bell, 'clear' the notifications panel. Your messages will all still be visible in your inbox.

Should you receive a notification and not check SEQTA Engage within a certain timeframe, or leave notifications seen, but unread, you will receive an email prompting you to check them. To avoid an email reminder, clear the notifications panel once you've seen your messages.

Documents

Important College documents such as Policies, Procedures, and guides are found in the Documents section. The library view can be customised to display all documents, or be filtered by category by selecting the 'Options' menu under the Documents banner.

Documents will be stored as either a Microsoft Word or PDF document. Your desktop or mobile device will require Microsoft Word and a PDF reader to access documents in these formats.



Family Portals

This is the location to find key resources and applications in one place. This includes access to:

College Calendar	TeamStack App Login	Transport Information
MangeBac Login	College Shop hours	College website
School day times	Café ordering	Term Dates
Qkr! online payments	Café menu	College map
Seesaw Login	OSHC details	School photos
Uniform requirements	Newsletter	Absentee information
Booklists	SchoolTV	

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

Tabs listed with blue dots will open within SEQTA Engage.

Finance

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

Mobile app

This tab offers a financial snapshot only of your most recent statement (scroll to bottom and tap 'last statement' to open). Full functionality, including retrieving all past statements and receipts is only available through the browser application at engage.mercedes.catholic.edu.au.

Note: if you receive an error message saying you don't have access, click 'My Details' and 'Finance'. Doing this will authenticate your account and load your finance details.

My Details

This section contains details that the College has on record for you and your family. Each family member is listed separately and can be viewed by selecting them from the drop down menu.

Updating your details

To change the information under a family member, click or tap 'Edit' on the right-hand side of each section. Once you have checked that all information is correct, click or tap 'Save'. If you make a mistake and would like to start again, click or tap 'Cancel' to clear your changes.

Your changes will not immediately be visible. Submitted changes will be approved by the College before being updated, you will receive an action centre notification when this change has been made. If the change is urgent, please contact the College by phone.

Notices

Notices provide information from staff about what's happening around the College, upcoming events, reminders and helpful tips.

Unlike Direct Messages, new notices will not send you a notification. Important information will always be messaged to you, and 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, some families may like to see everything happening in the school, but if you only have a child in the Junior School, you may choose to view only Junior School, Sport, and Whole College notices.

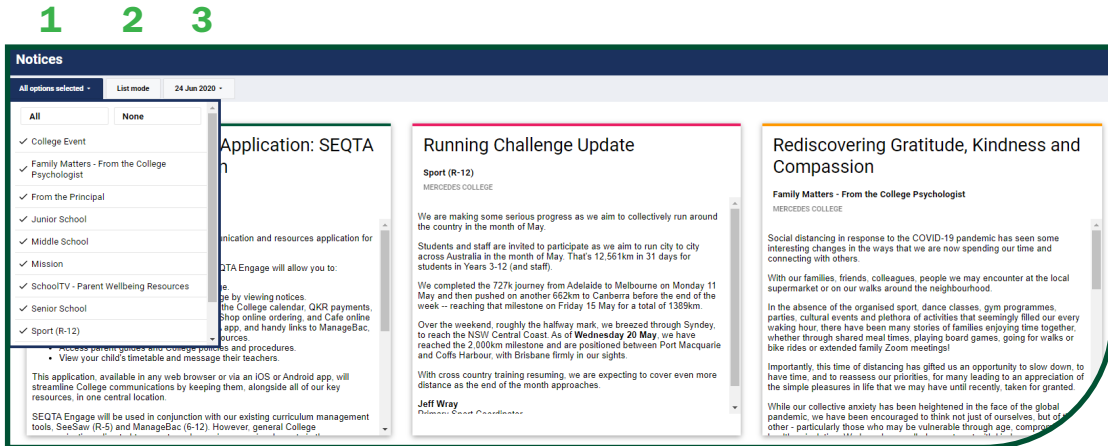
Customising the notices you see

By default, all notices will be visible to you. To disable categories, click or tap the 'Options' drop down menu and disable any 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.



1. Categories: Select or unselected the notice categories you want to see. They will all be selected as default when you first log in.
2. List mode: Have notices appear on top of each other rather than side-by-side.
3. Date: Notices automatically disappear after a set time to make way for new posts. Change the date to see notices from that period.

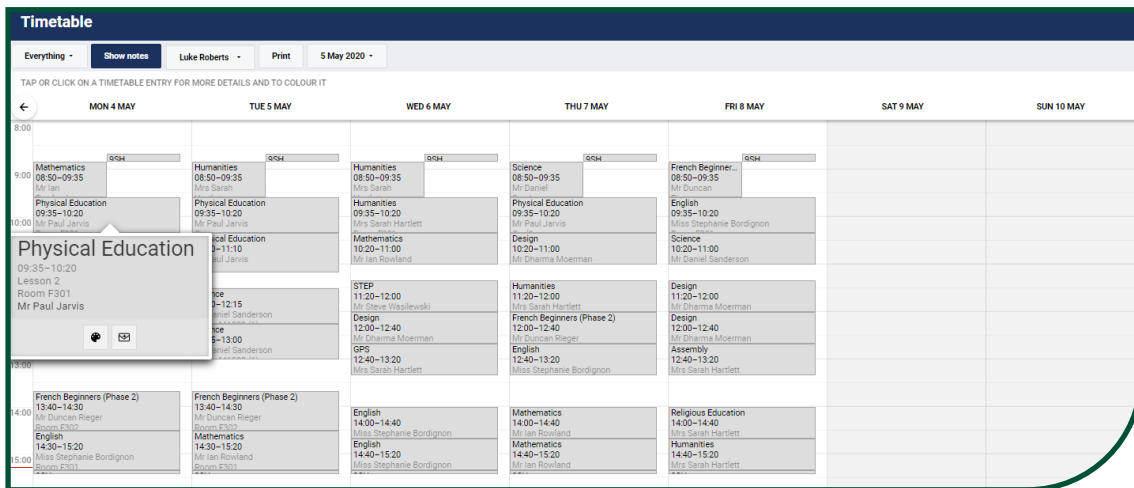


Timetable

Access your child's timetable to see lessons for the day and the teacher for each lesson. If you have more than one child at the College, you can switch between children from the drop down menu at the top of the screen.

To message a subject teacher, click or tap on the relevant lesson, then on the message icon (✉). This will open a new Direct Message and automatically assign that teacher as the recipient.

You are also able to change the colour of classes by using the palette icon (🎨). This may be useful for highlighting subjects your child is finding challenging, or for when they need their PE uniform, for example.



Further Assistance

If you are still having trouble navigating SEQTA Engage, contact Kris Wang by Direct Message or by calling +61 8 8372 3200.