

How to activate a Parent Guest account to access Parent Portal or Canvas.



Dear [REDACTED]

To help us ensure the ongoing integrity and security of your personal data, the School has implemented a single sign-on platform for parents, to seamlessly and securely authenticate your access to multiple school systems.

Your username for this platform will be the email address that you have registered with the School, and you are able to activate your account and set your password via the link below.

Account Details

Login:

Account Activation: [Click here to activate your account](#)


Once activated, your account will provide you with access to the:

Synergetic Community Portal

The Synergetic Portal is where parents can access school reports, update contact details and manage payment of their school fees.

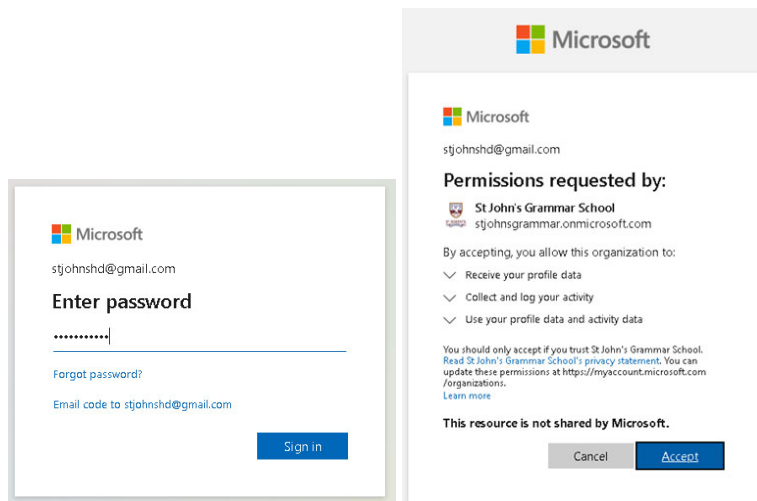
Canvas Parent Observer Portal (Years 4 to 12 students)

The Canvas Portal provides parents access to the School's Online Learning Management System, where parents can view their child's assignments, homework and grades.

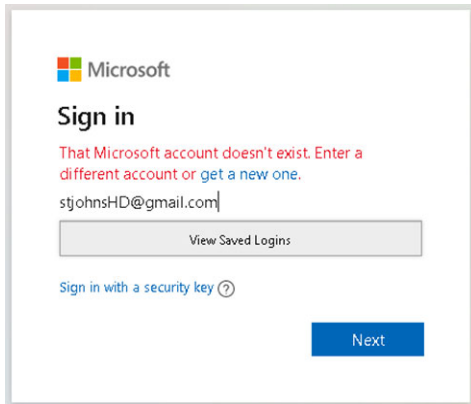
 These systems can be accessed via the [Portals page on our School's website.](#)

1. After receiving an activation invitation email check your name and email address are correct, if not please contact Clare Bahr at CBahr@stjohns.sa.edu.au request changes to your details and a new email activation invitation will be sent the next day.
2. Click the link "[Click here to activate your account](#)"
3. Microsoft will then detect if your email address is already registered with a Microsoft Account.
4. If your email is already registered with a Microsoft Account proceed to login with your email and press the accept button. Otherwise, go to Step 5

Enter Password to login > click **Sign in** > click **Accept** > go to step 14 to log in to the parent portal services.



5. If your email is not registered with a Microsoft account, it will display the warning “**That Microsoft account doesn’t exist. Enter a different account or get a new one.**”
6. Click on “**a get new**”. > click **Next**



Microsoft

Sign in

That Microsoft account doesn't exist. Enter a different account or get a new one.

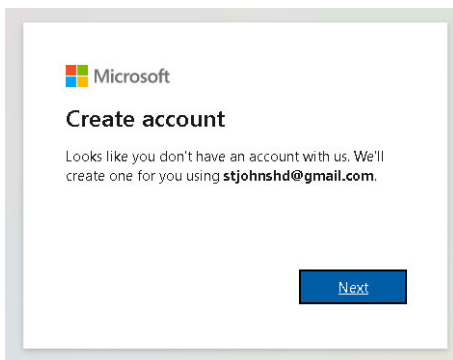
stjohnshd@gmail.com

View Saved Logins

Sign in with a security key ⓘ

Next

7. Next



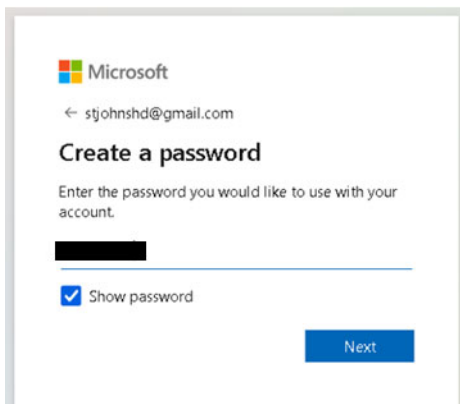
Microsoft

Create account

Looks like you don't have an account with us. We'll create one for you using stjohnshd@gmail.com.

Next

8. Type Password > click Next



Microsoft

← stjohnshd@gmail.com

Create a password

Enter the password you would like to use with your account.

██████████

Show password

Next

9. Type First and Las Name > Click **Next**

The screenshot shows the Microsoft account setup page titled "What's your name?". At the top left is the Microsoft logo and the email address "stjohnshd@gmail.com" with a back arrow. Below the title, it says "We need just a little more info to set up your account." There are two text input fields: "First name" and "Last name". A blue "Next" button is located at the bottom right.

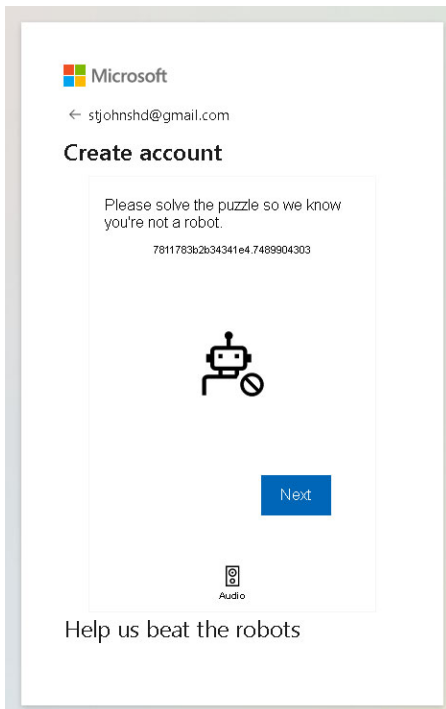
10. Select Country/region > Enter Date of birth > click **Next**

The screenshot shows the Microsoft account setup page titled "What's your birthdate?". At the top left is the Microsoft logo and the email address "stjohnshd@gmail.com" with a back arrow. Below the title, it says "If a child uses this device, select their date of birth to create a child account." There is a "Country/region" dropdown menu with "Australia" selected. Below that is the "Birthdate" section with three dropdown menus for "Month", "Day", and "Year". A blue "Next" button is at the bottom right. A small note at the bottom explains that a child account enables parental controls and provides a link to "https://aka.ms/family-safety-app".

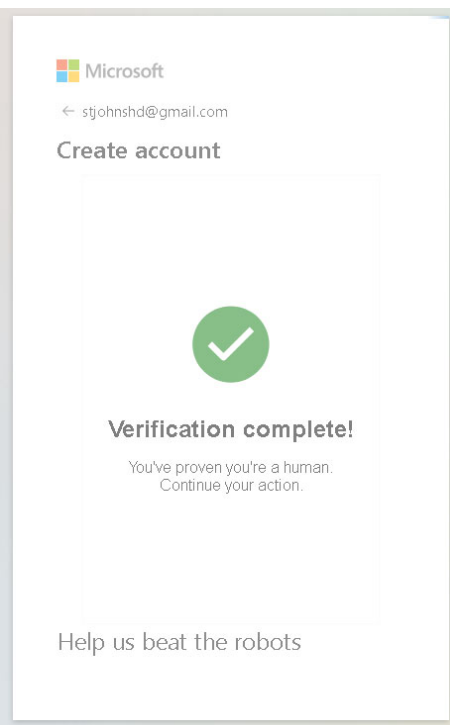
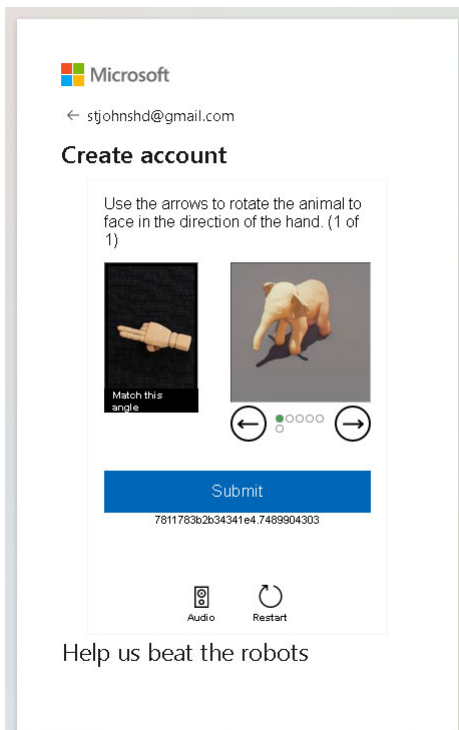
11. Enter the code sent to your email > Click **Next**

The screenshot shows the Microsoft account setup page titled "Verify email". At the top left is the Microsoft logo and the email address "stjohnshd@gmail.com" with a back arrow. Below the title, it says "Enter the code we sent to stjohnshd@gmail.com. If you didn't get the email, check your junk folder or try again." There is a text input field labeled "Enter code". Below the field is a checked checkbox with the text "I would like information, tips, and offers about Microsoft products and services." At the bottom, there is a note: "Choosing **Next** means that you agree to the Microsoft Services Agreement and privacy and cookies statement." A blue "Next" button is at the bottom right.

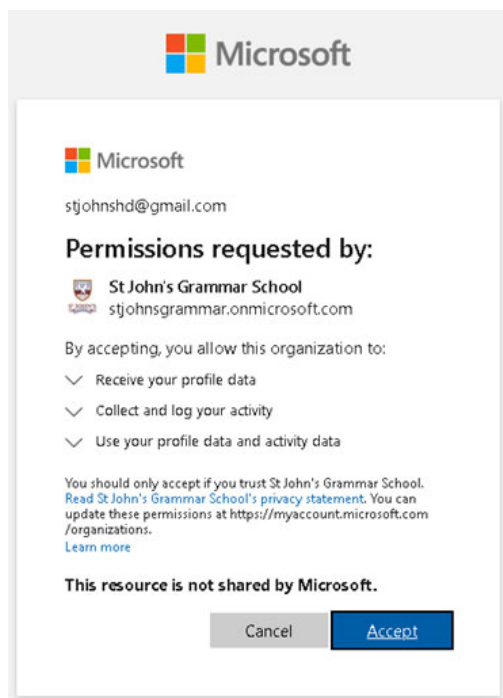
12. Click **Next**



12. Follow the instructions and solve the puzzle > Click **Submit** to complete the verification



13. Click **Accept**



14. Once you successfully accept the invitation you can now use your email to log into the school parent portal and Canvas. Click on this link <https://www.stjohns.sa.edu.au/current-parents/portals/>

Note: Once you have successfully activated your parent guest account, you can use your email or your parent ID to log in, both methods are linked to the personal email address you activated the parent guest account.

!!Troubleshooting activation - Using Private or Incognito window.

If you have other Microsoft accounts and passwords saved in your browser, this may auto-detect, and log in using the wrong email address during the activation process.

Please open a private or incognito window in your browser, this will prevent the activation process from using the wrong saved emails and passwords. Copy the activation invitation link and paste it into the private or incognito browser window to accept and activate the invitation. Follow the steps above to begin the activation process.

How to open private/incognito windows on your browser:

Safari: <https://support.apple.com/en-au/guide/safari/ibrw1069/mac>

Firefox: <https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history>

Chrome: <https://support.google.com/chrome/answer/95464?hl=en&co=GENIE.Platform%3DDesktop>

Edge: <https://support.microsoft.com/en-us/microsoft-edge/browse-inprivate-in-microsoft-edge-cd2c9a48-0bc4-b98e-5e46-ac40c84e27e2>

Forgot your password?

At the login window click on the link **Forgot password?** Then follow the steps to send a reset password link to your recovery email address.

