HELIX

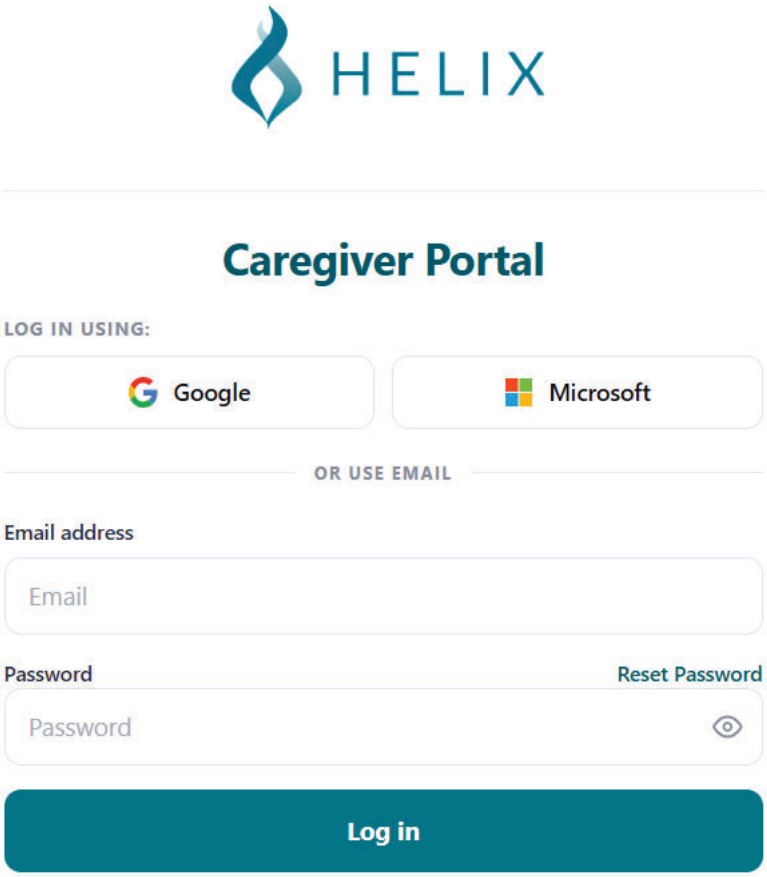
Helix Portal & App for Caregivers



www.helixsms.co.nz

Logging into the Helix portal

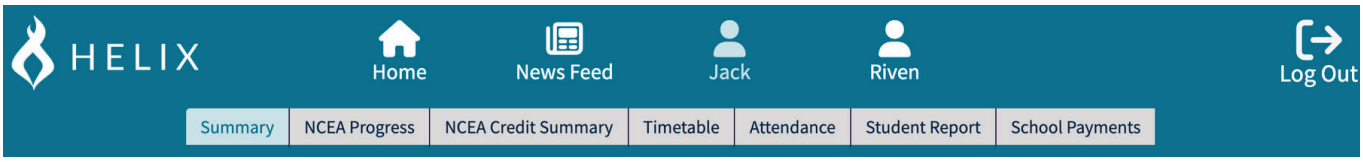
1. **Navigate to https://parent.helixsms.co.nz**
2. **Log into your account using the email address supplied to your school.**
    - If you have used a Gmail account, you can use the G+ authenticator to log in.
    - If this is your first time logging into the portal or app, select 'Reset Helix password'. This will email you a link to set up your password. Follow those instructions to set it up, then return to the portal.



When you log in, you will be taken to the Home page which provides you with an overview of school announcements and your contact details provided to the school.

Navigating the Helix portal

To find all data relating to your child, select their name in the top navigation bar. From here, you can navigate across tabs to find the relevant information.

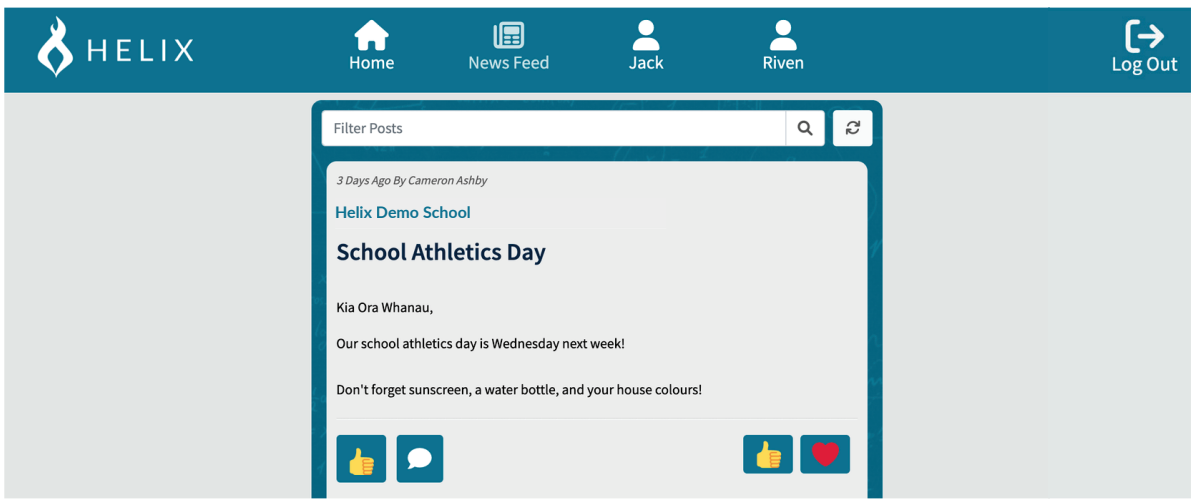


The information and features available here includes:

- Contact details
- Attendance data
- Timetable (when being used in Helix SMS)
- Student reports, incl. ATL (Attitude To Learning) *
- School payments **

*All reports and academic data is available when published by the school.
** Dependent on you having Bill Payer status ticked in Helix (and the school has setup online payments), the 'School Payments' tab shows a balance and list of items owing. You will be able to pay from the 'School Payments' page.

Select the News Feed icon in the top navigation bar, to view any information shared by the school.



Setting up the Helix App

Logging into the Helix App is quick and easy with just a few steps required to get you underway.

App Store Google Play

1. Download the app for your device.

- It is available for both Apple and Android devices and can be downloaded from the relevant stores.
- Either scan the QR code above, or search for “Helix SMS” in the App store or Play store.

2. Choose how you'll unlock the app. Use your phone's fingerprint, face recognition or passcode, or set a PIN just for Helix Mobile. You can also choose how long the app can sit idle before it locks, in Settings.

3. Log into your account using the email address supplied to your school.

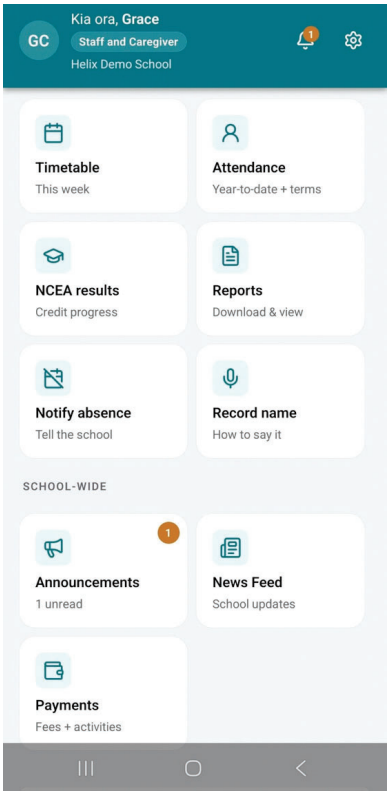
- If you have used a Gmail account, you can use the G+ authenticator to log in.
- If not, enter the email address and password you would use to log in to the Caregiver portal website on your browser.
- If this is your first time logging into the portal or app, select 'Reset Helix password'. This will email you a link to set up your password. Follow those instructions to set it up, then return to the app.

4. Explore the app: Once you have logged in you will see your Dashboard

- From here you can view your child/children’s data including (but not limited to) Attendance, Timetable and Financial details.
- The Settings menu can be found in the top right corner.

Viewing Achievement Results

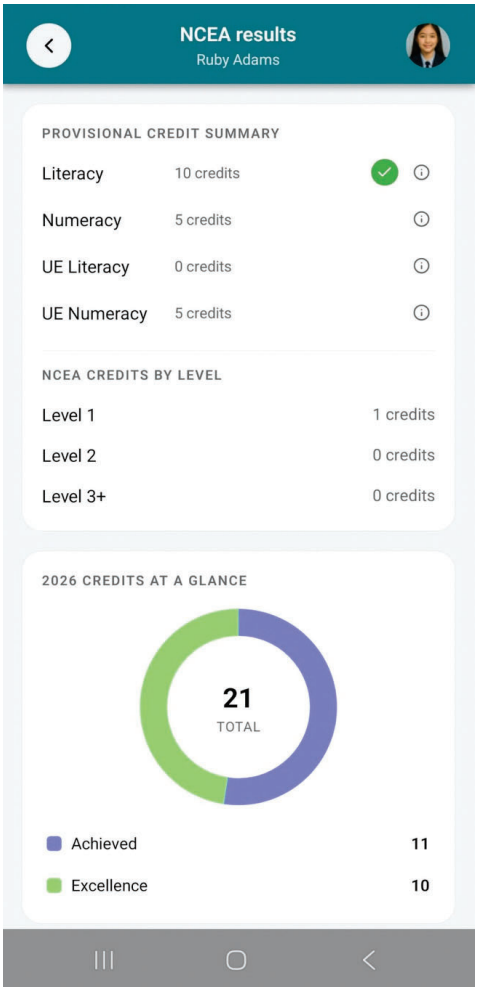
You can keep track of your child's progress by viewing a summary of achievement results and history of assessments.

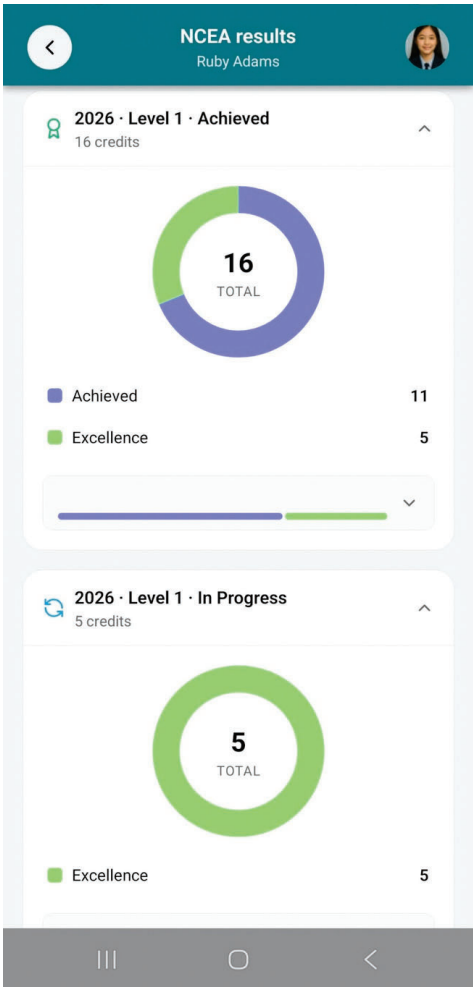


1. From the dashboard, there will be the option to select from 'NCEA' and/or 'Achievement', depending on school settings.

2. Select NCEA to see a provisional credit summary and list of upcoming and past assessments.

3. Select Achievement results to see any other assessment result from the school.





Reporting an Absence

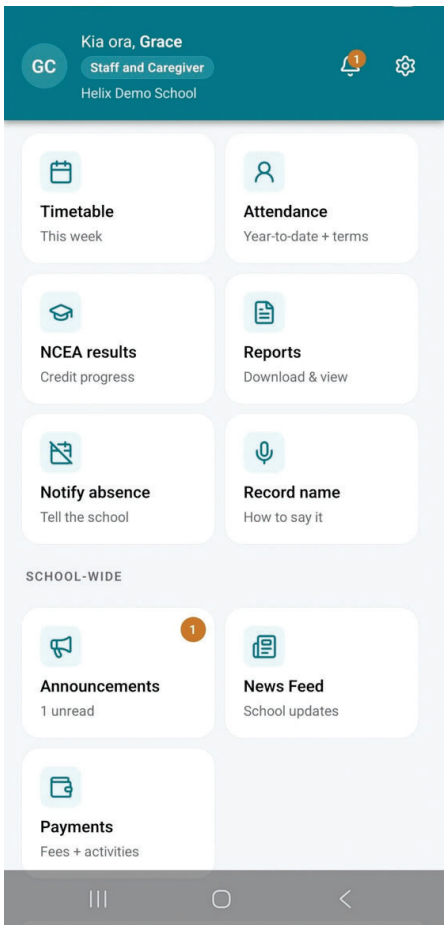
If your child is going to be away from school, you can report their absence directly from the Helix app, if the school has enabled this feature. This will automatically update the school and adjust attendance records for your child.

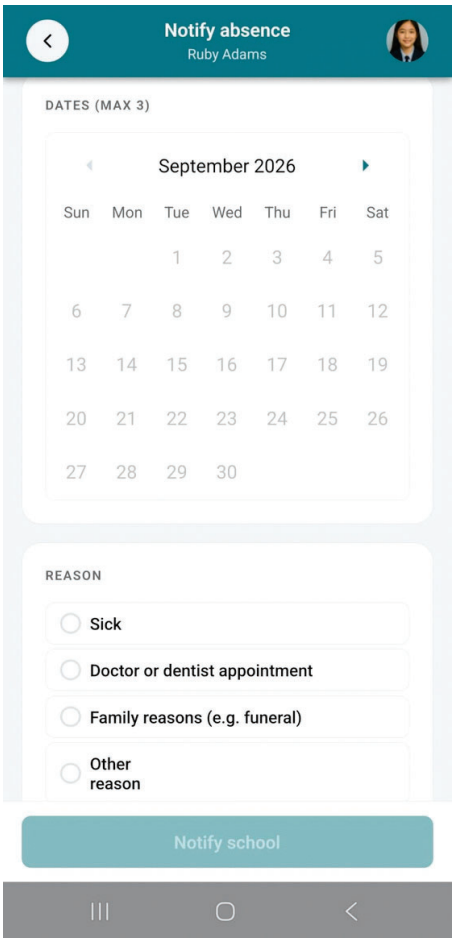
1. From the dashboard, select ‘Notify Absence’.

2. Select the type of absence and date(s).

If your child is absent due to sickness today, select the first option.

For another type of absence or an absence in the future, select ‘Different Absence’



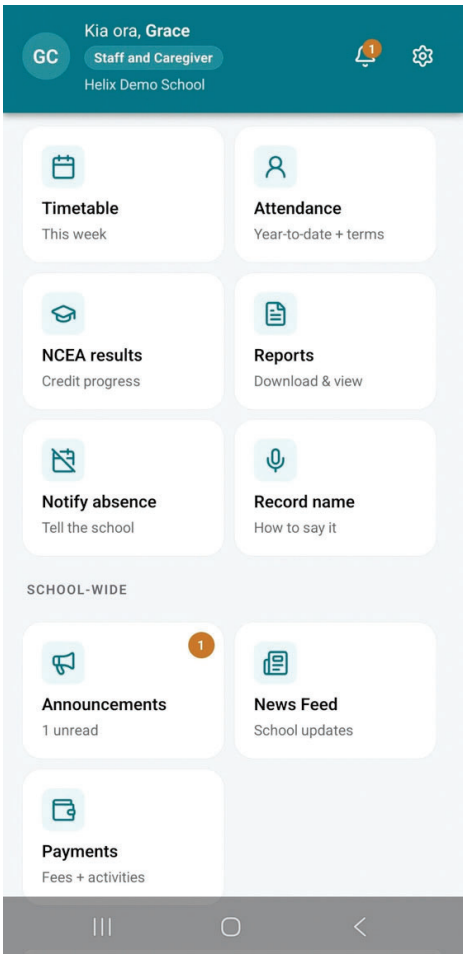


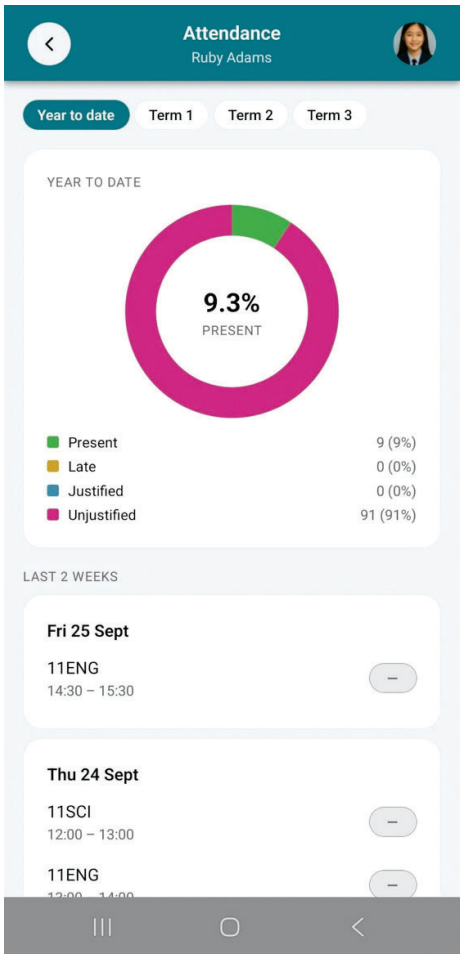
Viewing Attendance Records

1. From the dashboard, select ‘Attendance’.

2. Select the time period.

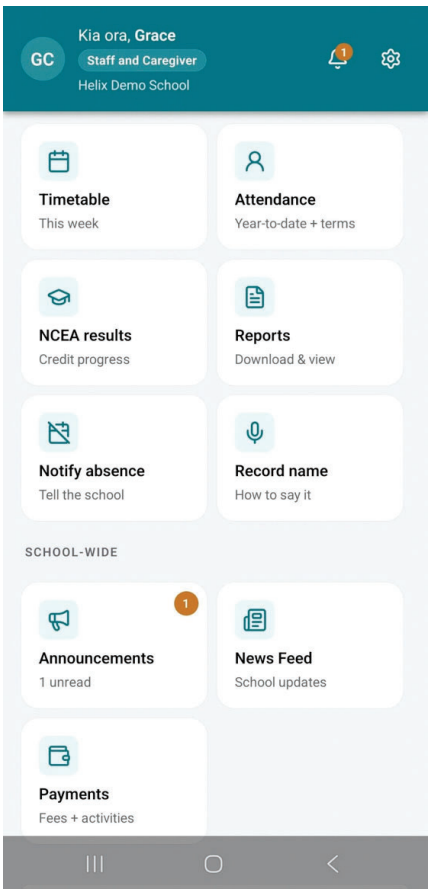
A graph will show a breakdown of the percentage of days present, absent and late.





Making Payments

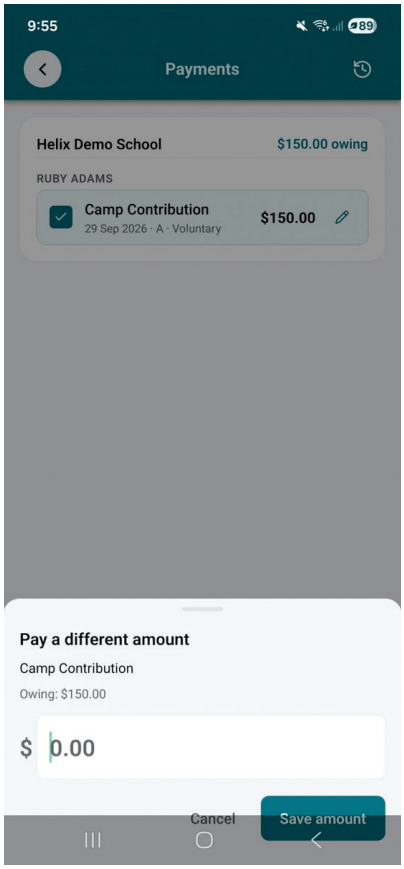
You can easily view fees, payment history and securely make payments, all within the Helix app.



1. Select the items/amount you wish to pay. You have the option to:
    - Select Pay All Items
    - Select a specific item(s) to pay
    - Make a partial payment for an item(s)

2. Review the payment total at the bottom of the page, then click Press to Pay to go to the payment screen. The payment options available will be dependent on your school.

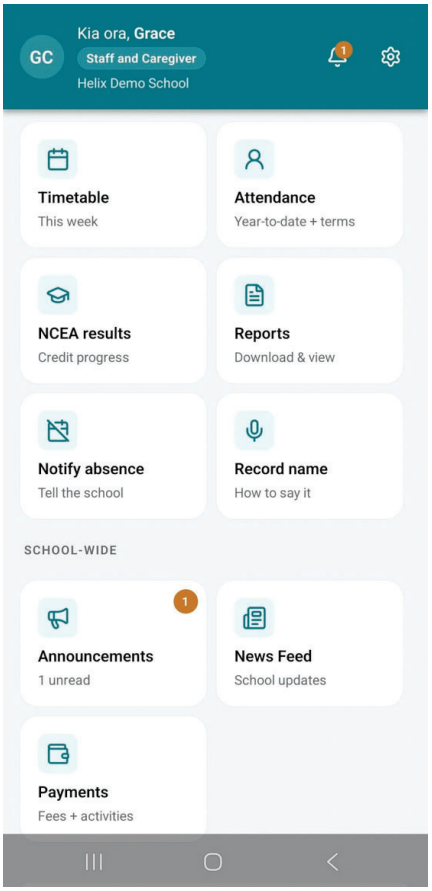
3. Request a receipt for any past payment from your payment history.



Communications

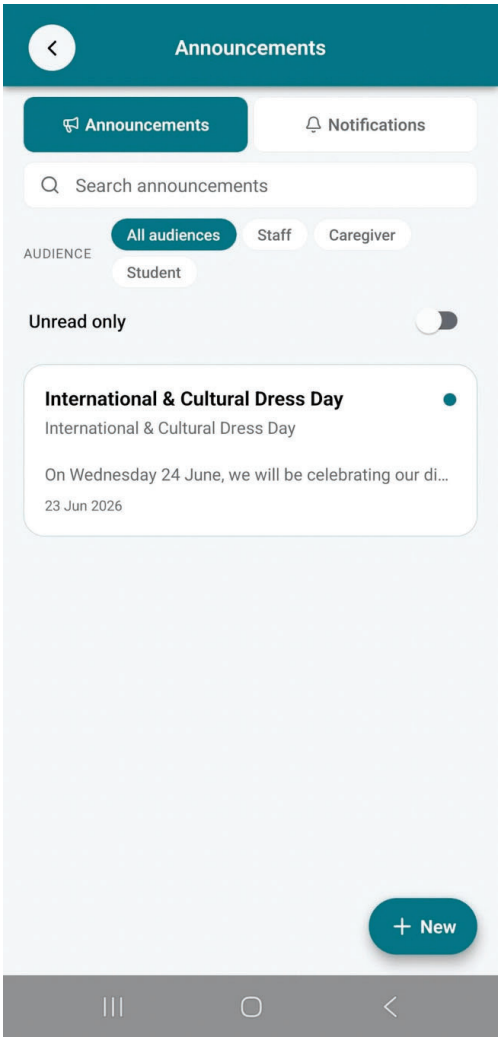
News Feed

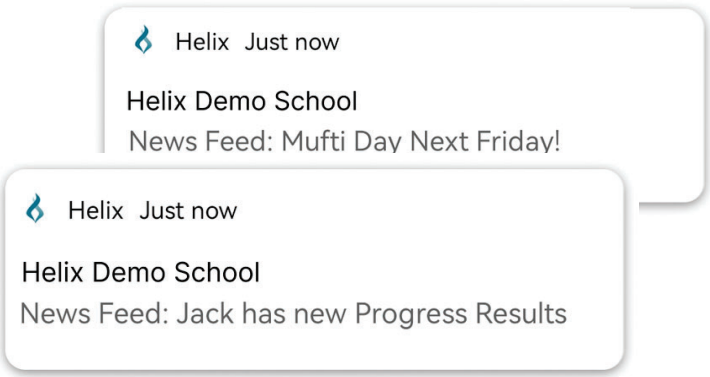
Stay up-to date with real-time posts in the News Feed. Here, teachers can share updates, photos of school activities, share your child's work and grades with you.

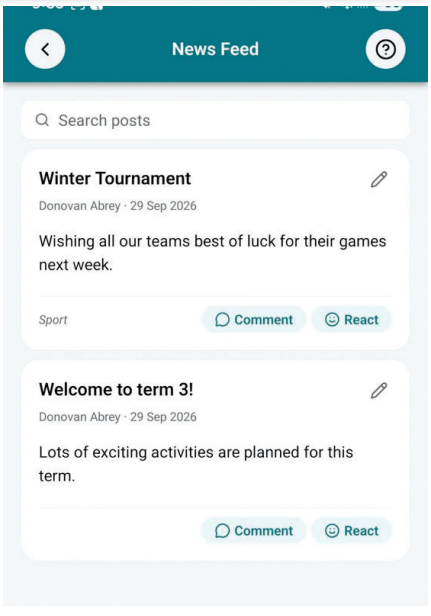


Announcements & Notifications

Your school can also use the Announcements feature to share general updates with caregivers. Scroll to the bottom of the dashboard to see the latest announcements.







Additional Tips

Record student name

You have the option to record your child's name into the app, enabling teachers to hear accurate pronunciation. From the dashboard, select Record Name and follow the instructions.



Caregivers with multiple children

If you have multiple children, they will each be listed in the dashboard. If you have children at a primary/intermediate school using Edge SMS, you will also see their information in the Helix app, to save you the hassle of managing multiple apps.

HELIX
Student management system

edge learning solutions