



REACH School Boarding House System

User Guide

Parent & Boarder

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Welcome to the REACH School Boarding House System

REACH School Boarding House System has been designed and written by Touchline Connect to facilitate Boarding Schools with their day-to-day operations including Leave Management, Attendance Management, Student Pastoral Care, Parent Communications & Notifications. REACH also provides comprehensive Reporting and Auditing capabilities for school boarding house activities.

As a Parent or Guardian of a student attending a school using REACH you have automatic access to REACH to help you manage leave requests and approvals for your child or children.

REACH will allow you to make and approve leave requests at any time, from any device and from any location where you have access to the internet.



1.0 Basic Information

REACH School Boarding House System is a web based application. It is available for you to use 24/7 from any PC, tablet computer or mobile device which has an internet connection.

For those with a smartphone REACH also provides a native app which will enable you to create and approve leave requests from your mobile device.

Please keep the following in mind when operating the REACH School Boarding System because as a web application there are some subtle differences about operating REACH on your web browser and viewing normal websites on your web browser.



Web applications like REACH **do not** use the browser's back/forward buttons. Please refrain from using them when operating REACH as this will cause the REACH to behave incorrectly.



Sometimes network errors will occur. If you receive an error message, simply click OK and Refresh your Browser. This will fix 99% of most errors immediately. Any errors that continue to occur need to be reported to your school or to the REACH support desk.



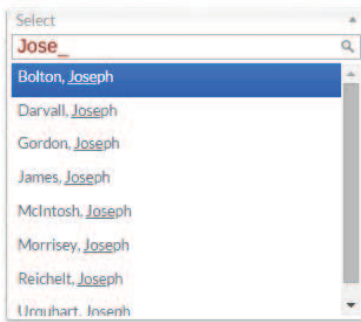
CAPS LOCK is your enemy. If you cannot log in, please check to ensure that Caps Lock is turned off.



Please use the **Save, Update and Cancel** buttons because pressing Enter may not always do what you think it will do.



Cookies and Javascript need to be turned on in your web browser.
!! Don't be alarmed if you do not understand how to do this. Most modern web browsers have both Cookies and Javascript activated by default so only action this if you have manually switched them off on your browser.

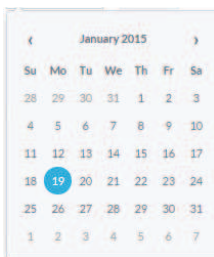


Data Field Auto Complete

An Auto Complete is a textbox that allows you to start typing and a drop down list box appears with items that partially match what you have typed. Simply start typing and the list will automatically filter the results based on your typing.

Pressing up or down on your keyboard will allow you to select an item in the drop down list box. Pressing Enter (or Tab) will select that item for you.

***Please Note:** If you select an item in the drop down list box and then nothing appears in the textbox afterwards, your selection was NOT successful. You will need to try again. Click on the textbox and simply press the DOWN arrow key. This will trigger the drop down list box again and you can then attempt to select the item once again.

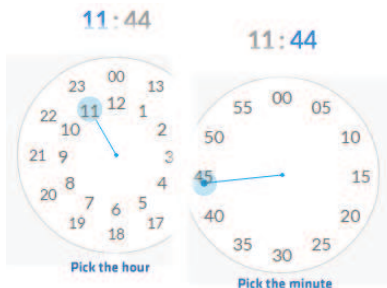


Date Picker

A Date Picker control has two methods of input;

1. You can manually enter a date (in the format of **DD/MM/YYYY**)
2. You can use the calendar popup to navigate to the date and click on the date.

These controls are designed to maintain a uniform date data entry.



Time Picker

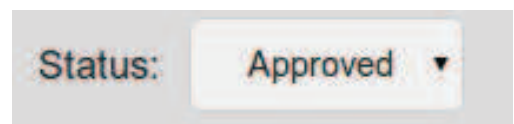
A Time Picker control looks like the face of a watch and you have two methods of data input;

1. You can manually enter the time in the format **HH:MM** (note that it is a 24 hours clock so 4:00pm would be entered as 16:00)
2. Select the time using the clock face. Select the hour first and then the minutes selection will appear.

These controls are designed to maintain a uniform time data entry.

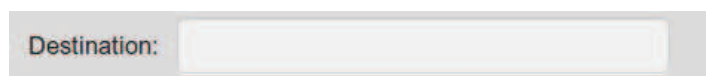
Drop Down

A Drop Down is a standard control that simply allows you to select the input data from a preset list of items. After selecting the control you can use your UP or DOWN arrow keys to navigate between items or you can start typing on your keyboard and if an item exists in the list that matches your typing it will be selected.



Text Box

A TextBox is a standard control that allows for any free-form text to be entered.



1.1 Logging in

In order to access and use REACH you need to confirm your identity by logging in with your unique user ID and password.

Typically your introduction kit will contain

1. The Website address to visit
2. Your username
3. Your password.

By default your username will be your email address. If you do not have email then your username will be FirstnameLastname (note the capital letters).

When you enter your credentials into the dialog and click Sign In the system will attempt to authenticate you. If successful you will be taken to the Dashboard.

If your identity cannot be authenticated then you will be presented with an error message. Please retry your credentials and click Sign In.

If you continue to get an error message then your credentials are most likely different from what you have been advised. Please contact your school and they will reset your credentials for you.

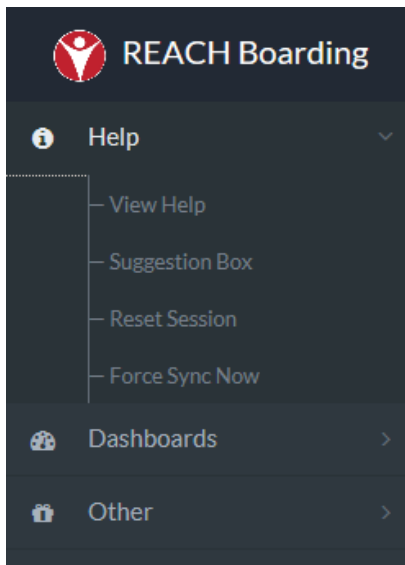


Case Sensitive - REACH login is upper and lower case text sensitive so be aware of this as you attempt login.

Forgotten Password - If you forget your password then simply click the forgot password link and a new password will be sent to your email address.

1.2 Support

You can get Support in the following ways on REACH



Help Desk

Click the Help option in the Main Menu of your REACH login.

Selecting **VIEW HELP** will take you to the User Guide.

If you are unable to resolve your issue in the user guide then you can;

- (1) Contact REACH by sending a help request to support@reachboarding.com.au
- (2) Contact your school REACH Administrator.



Email Support

Email the REACH help desk at support@reachboarding.com.au



School Contact

Contact your school Boarding Administrator.

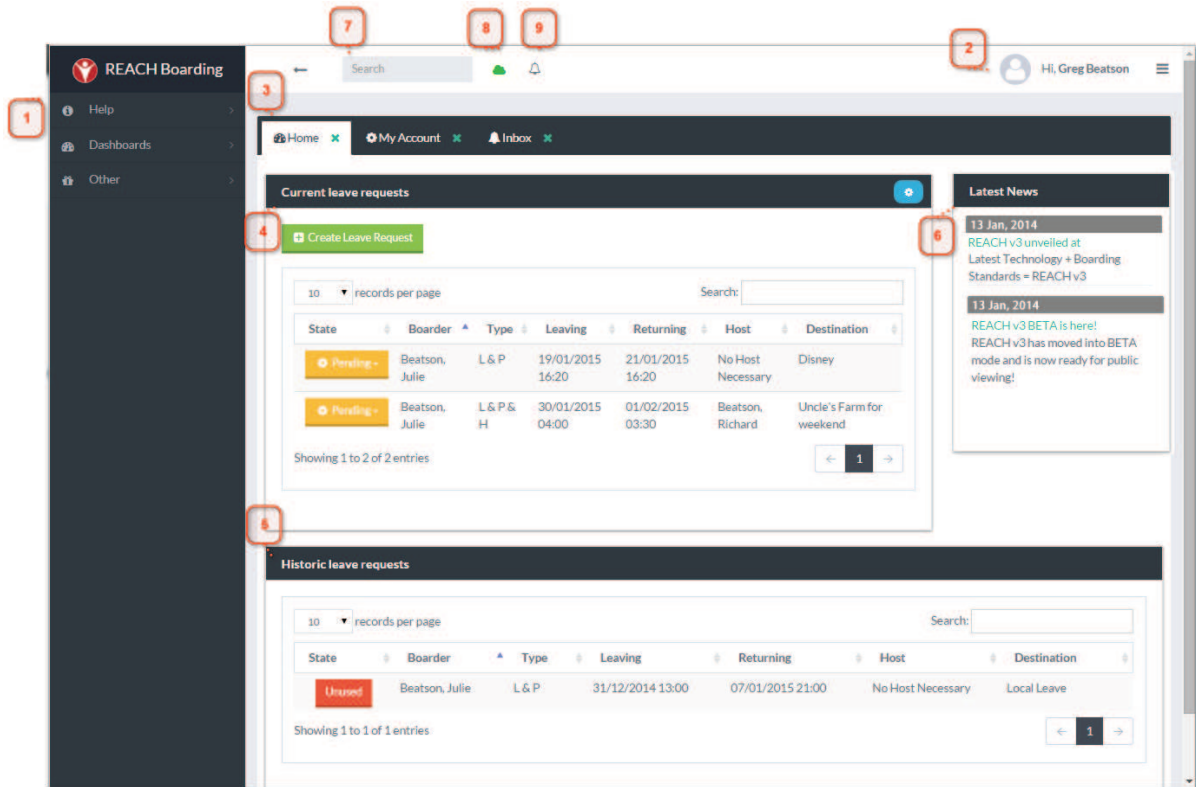
REACH Suggestion Box

If you have an idea about how we can make REACH function better for you as a parent or perhaps there's a new feature you would like us to add, you can submit your suggestion in the REACH Suggestion Box.

You can access the REACH Suggestion Box through the HELP menu.

A screenshot of the 'Suggestion Box' web form. The form has a dark header with 'Home' and 'Suggestion Box' tabs. Below the header, it says 'Make a suggestion, build a better product!'. The form contains several text input fields: 'Your Name' (with 'Greg Beatson' entered), 'Your Email Address' (with 'encoder9@gmail.com' entered), and 'Module (If you're requesting a new feature, please say "new")' (with 'New Feature Suggestion' entered). There is a large text area for the 'Suggestion' itself. At the bottom, there is a green 'Submit Suggestion' button. The form also includes some explanatory text about the importance of suggestions for product improvement.

2.0 Your User Dashboard



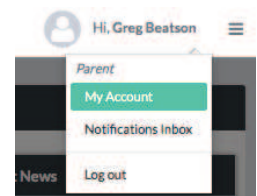
<TODO>: Insert description text here... And don't forget to add keyword for this topic

1 Main Menu

The Main Menu provides you with access to the various pages on this portal.

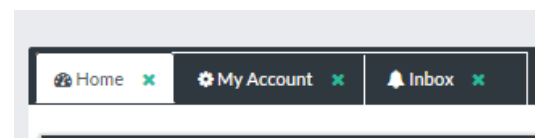
2 User My Account Menu

The User Menu provides you with administrative access to your account ([My Account](#)), and it highlights if there are any [Notifications](#) that you have which are waiting for you to action.



3 Dashboard Tabs





REACH allows you to work on many things at once. Each item that you are working on will open as a new tab across the top of your dashboard screen. In this image for example there are 3 tabs open Home screen, My Account update page and the Notifications Inbox. When using REACH you can switch between these open screens at any time without losing any data on other screen tabs that are open.



4 Current Leave Requests

The Current Leave Requests any leave events that are upcoming for your child or children and may need action by you. You can approve or reject any leave requests from this screen simply by clicking on the approve or reject icons.

10 records per page

State	Boarder	Type	Leave
 	Beatson, Julie	L & P	19/01/16:20
 	Beatson, Julie	L & P & H	30/01/04:00

5 Historic Leave Requests

This Historic Leave Requests lists a leave history for children for whom you are responsible. Some schools may limit the amount of leave that can be taken per term by a boarder and this is a tool that helps you to quantify the current status of leave taken for any period.

6 News

The news section will list any news that has been submitted by the school for all of boarding school notification or for groups to which you are associated with.



7 Search Bar

Search any content in your REACH portal that you have access to.

8 Connection Status

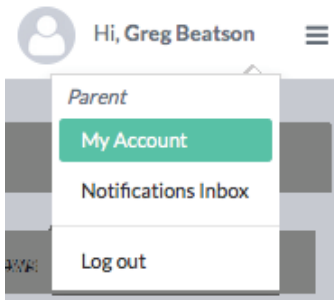
The Connection Icon identifies the current status of your on-line connection to the REACH database.

9 Notifications Alert



The Notifications Icon will change colour to alert you when you have incoming notifications that needs your attention and action.

2.1 My Account



In the right hand corner of your REACH screen you will see your login name and the personal menu icon. The User Menu is available from all pages in REACH. Clicking on the personal menu icon will display the menu options.



The **My Account** option is where you manage your personal details in REACH.

You can access the My Account page User Menu on the top right of your screen.

There are multiple tabs in the My Account screen for each of the various sections of detail that make up your identity in REACH and hosts that are associated with children that you are responsible for.

A screenshot of the 'My Account' page in the REACH system. The page has a dark header with 'Home' and 'My Account' tabs. Below the header is a 'Save' button and a 'Cancel' button. The main content area shows the user's name 'Beatson, Greg' and a prompt to enter as much detail as possible. Below this is a tabbed interface with 'Personal', 'Address', 'Security', 'Hosts', and 'Photo' tabs. The 'Personal' tab is active, showing fields for 'First Name*' (Greg), 'Last Name*' (Beatson), 'Preferred Name', 'Home Phone' (123456789), 'Work Phone' (123456789), and 'Website'.

IMPORTANT

Your mobile phone number and your email address are critical fields in REACH because these are the reference points for REACH to make contact with you for leave requests and notifications.

[2.11 Security](#)

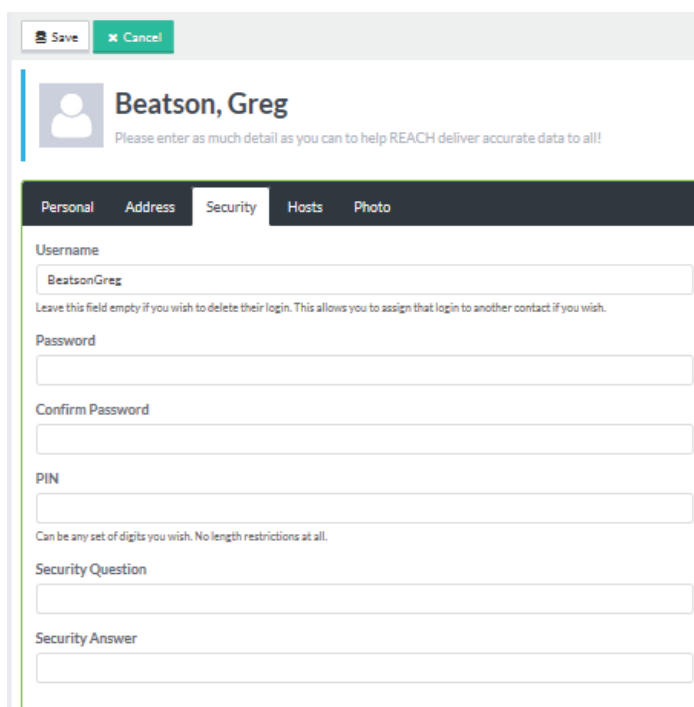
[2.12 Hosts](#)

2.1.1 Security

The Security Details Tab is part of your My Account function. Here you can reset passwords, create a personal PIN number and create your security question and answer which may be used by the school to verify your identity.


PIN Numbers can be used by boarding staff to verify your identity when checking with a boarder on overnight leave.

Security Questions can be used in the absence of PIN numbers if a staff member needs to verify your identity when checking our a boarder for overnight leave.



The screenshot shows a web form for editing a user profile. At the top, there are 'Save' and 'Cancel' buttons. Below them is a header section with a user icon and the name 'Beatson, Greg', followed by the instruction 'Please enter as much detail as you can to help REACH deliver accurate data to all!'. A navigation bar contains tabs for 'Personal', 'Address', 'Security' (which is active), 'Hosts', and 'Photo'. The 'Security' section includes several input fields: 'Username' (containing 'BeatsonGreg' with a note to leave empty for deletion), 'Password' and 'Confirm Password' (empty), 'PIN' (empty with a note about no length restrictions), 'Security Question' (empty), and 'Security Answer' (empty).

Save Cancel

 **Beatson, Greg**
Please enter as much detail as you can to help REACH deliver accurate data to all!

Personal Address **Security** Hosts Photo

Username

Leave this field empty if you wish to delete their login. This allows you to assign that login to another contact if you wish.

Password

Confirm Password

PIN

Can be any set of digits you wish. No length restrictions at all.

Security Question

Security Answer

2.1.2 Hosts

Hosts are people that parents authorise to act as a guardian for their child during leave.

It is the responsibility of the parents to install any hosts that they wish to permit their boarder(s) to go on approved overnight leave with. If a host is not installed on the REACH system then leave cannot be created or approved with that host.

The Hosts page is in the My Account section of your REACH login.



You can only generate a leave request for a host that is associated with your boarder(s). Adding a host is not enough, they must also be "associated" with your child.

How to add a host

Select the Hosts tab when in the My Account screen to show a list of existing hosts currently associated to your boarder(s).



Select the **New Host button** and then add then add the relevant personal contact details for the Host.

How to associate a host with your boarder

At the bottom of the Add Host screen is where you associate a host with your boarder(s). Next to the child name you must select the relationship of the host to the boarder and also select whether they are to receive notifications.

Dont forget to  your work !

IMPORTANT

The Host email and mobile phone contact details are very important. This is how REACH will contact the Host when they are involved in a leave request. A leave request involving a host

requires their approval as confirmation that they acknowledge and accept that they are the designated host for a leave event. If their details are not in REACH correctly and they cannot be contacted by REACH then the leave request will not progress to an approded status.

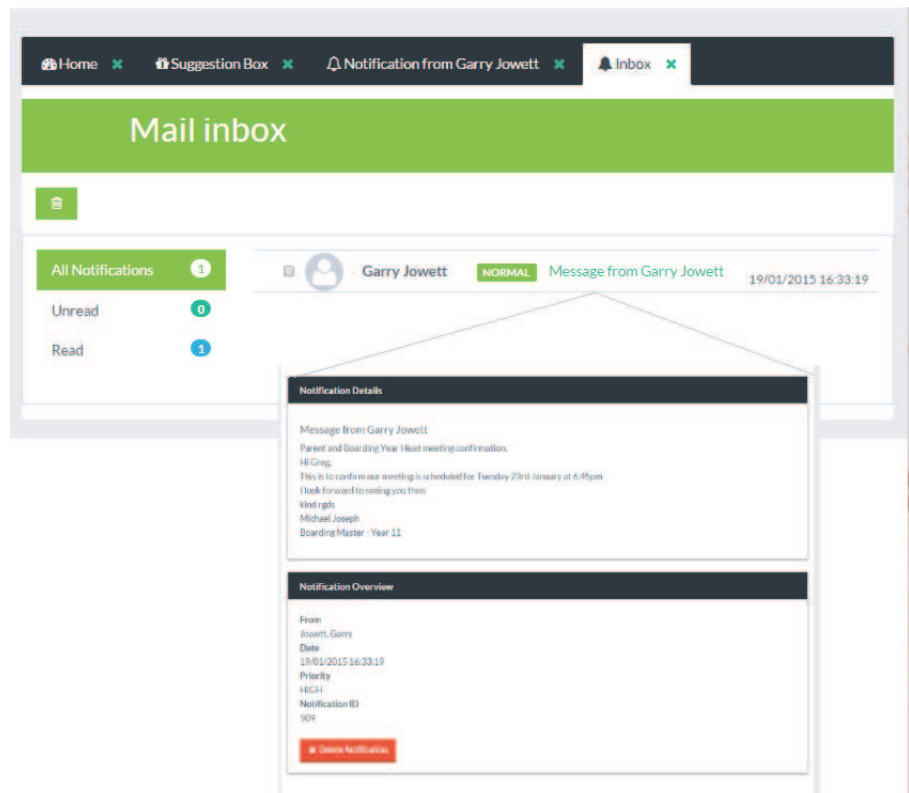
2.2 Notifications



Notifications are alerts that there is an event or activity that needs your attention. There is a Notifications alert panel at the top of your ReACH screen. This will change colour to alert you when there are notifications that need your attention.

In most instances a notification will be a notice to you that a Leave Request has been generated in REACH that requires your approval for a boarder that you are associated with. You may receive this notice as a Parent or if you are an authorised (non-parent) Guardian of another boarder or an approved Host for another boarder then you will also receive a notification whenever you are involved in a Leave Request involving one of those boarders.

The Notifications Screen will display a list of notifications that you have received. Clicking on any of the notifications in the chart will open a details screen for the notification.

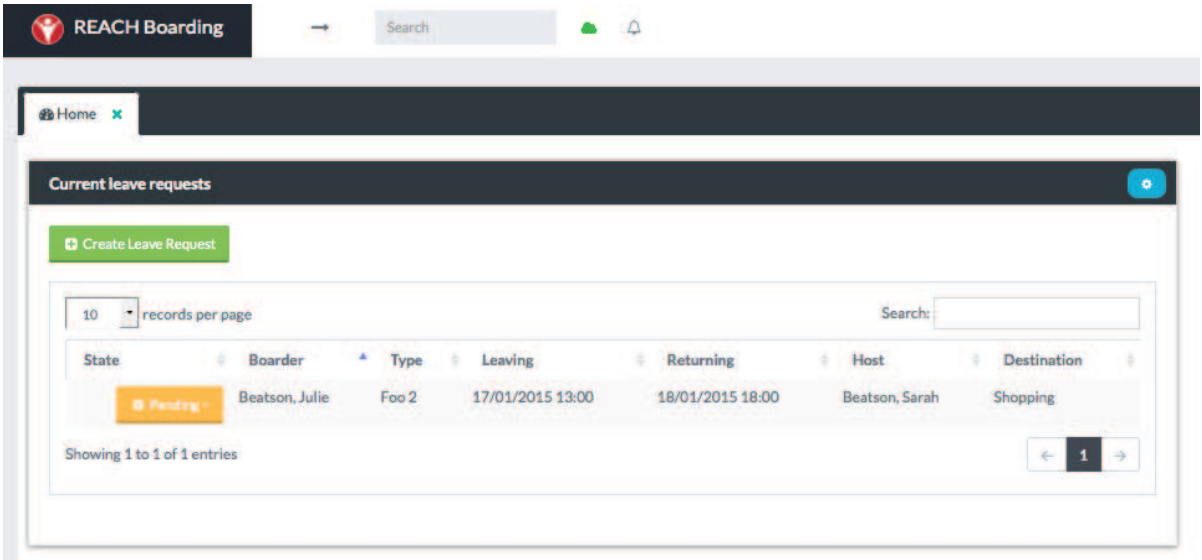


3.0 Leave

The Leave portal is where your main interaction with REACH will occur. For Parents and Guardians Leave is the main reason you have access to REACH.

Your LEAVE page will list any Leave events that are current for your Boarder(s).

The Leave page on the Main Menu will display any current leave requests that need actioning.



3.1 Creating a Leave Request

The screenshot shows a web form titled 'LEAVE DETAILS: Beatson, Julie'. At the top are buttons for 'Save', 'Cancel', and 'Delete', with a red box labeled '12' around the 'Delete' button. The form is divided into several sections:

- Boarder:** A dropdown menu showing 'Beatson, Julie' (callout 1).
- Leave Type:** A dropdown menu showing 'L & P & H' (callout 2).
- Leave Date and Time:** A date and time selector showing '30/01/2015 @ 04:00' (callout 3).
- Return Date and Time:** A date and time selector showing '01/02/2015 @ 03:30' (callout 4).
- Leave Method of Transport:** A dropdown menu showing 'Host Pickup' (callout 5).
- Return Method of Transport:** A dropdown menu showing 'Host Drop off' (callout 6).
- Host:** A dropdown menu showing 'Beatson, Richard [Relat...]' (callout 7).
- Destination:** A dropdown menu showing 'Uncle's Farm for weekend' (callout 8).
- Recursion:** A dropdown menu showing 'Once off'.
- Notes:** A text area with a red box labeled '9' around it. It contains the text: 'Any notes that are important for the boarding staff to know relating to a leave request can be placed here.'
- Leave Additional Information:** A section on the right with a red box labeled '10' around it. It includes 'Leave Requested By' (Jowett, Garry [Administrator]), 'Date: 18/01/2015 18:32:52', 'Actual Leave Date and Time' (Has not departed as yet), and 'Actual Return Date and Time' (Has not returned as yet).
- Leave Audit Trail:** A section on the right with a red box labeled '11' around it. It includes 'ACTIONS TAKEN' and a list of 'Staff Members' with their names and 'Pending' status.

You can create a Leave Request by selecting the button on your home page in the Running Leave Log or by opening the Leave Page from the main menu.

Selecting the Create Leave Request button will open the Leave Request Details screen which sets out the details for a leave request update or submission.

1 Boarder Name
Boarder Name is the name of the student for whom leave is being requested.

2 Leave Type
Select the type of leave you are requesting from the drop down menu.

3 Leave Departure Time
Leave Departure Time is the time and date that the student intends to depart from the school.



Some leave types may have pre-set restrictions on when they can be taken and this will be reflected in the departure time that can be selected for that leave type.

4 Method of Transport (Leave)
Method of Transport is a drop down selector. Select the most appropriate transport method being used for the student's departure from school.

5 Return Time
Return Time is the time and date that the student is expected to return to the school boarding house.

6 Method of Transport (Return)
Method of Transport is a drop down selector. Select the most appropriate transport method being used for the student's return to school.

7 Host
Only parents and pre-approved hosts who are already installed on the Reach system and associated with be displayed for selection in this field. s field.



If the host that you want to select for a leave event is not on the selection list this is because either

- (1) the host has not been installed onto the REACH system or
- (2) they have not been associated with the boarder as an approved host.

See how to create an approved host for your child in section [2.1.4 Hosts](#)

8 Destination
Place the leave destination in this field. Keep this description short and descriptive. Additional details about a destination can be added to the Notes field below.

9 Notes
Please enter any relevant details relating to this leave request that may be helpful for the Boarding Staff to manage this request appropriately.

Some leave types will have some compulsory notes associated with the leave type. Air Flights for example will require you to enter the flight details so that transport to the airport can be arranged to meet the flight departures and arrivals.

10 Leave Additional Information
The Leave Additional Information section provides a summary of the leave request key details for quick reference.



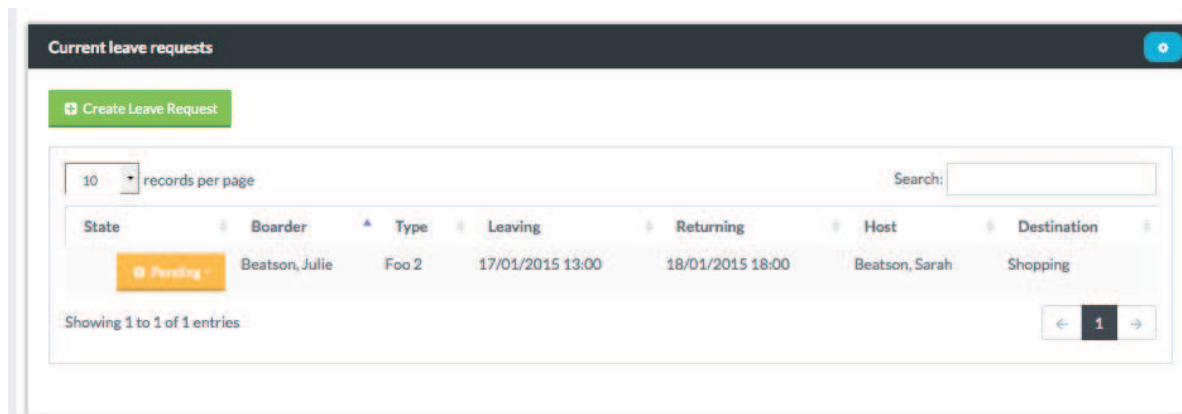
Some leave types will have some compulsory notes associated with the leave type. For example a school may require booking details for flights where appropriate so transport to the airport can be arranged to meet the flight departures and arrivals.

11 Leave Audit Trail
The Leave Audit Trail provides a list of people involved in the request and approval for any event and any actions that they have taken for the event.

12 Save / Cancel / Delete
Be sure to save your leave request when you have completed the details.

3.2 How to change a Leave Request

If you need to change or amend an approved leave request you can simply select the leave event that you wish to alter and change the details in the leave request details screen.



You can change any aspect of this leave, please hit **save** when done.

IMPORTANT

When a leave event is altered a new set of notifications and approvals will be generated by REACH. Approval of the alteration is required from all parties involved in the approvals process for the leave event. This is a security measure which ensures that a boarder cannot adjust any leave request without notification the the parents or guardians.

Once the adjustment to a leave request has been created you can simply return to your home screen and approve the leave event again.

4.0 REACH Mobile App

REACH Mobile Helper App is designed for parents and boarders.

The App is designed to assist parents and boarders while on the move however it does not provide the full functionality of you login to the web service portal.

You can achieve the following tasks on the REACH Mobile Helper App;

- Create a Leave Requests
- Approve or Reject a Leave Request
- Create Hosts

The menu options and navigation are the same on the mobile app as they are on the web service portal.

Your REACH Username and Password will provide you with access to the Mobile App and link you directly to your school portal.

We recommend being connect to Wifi for your initial login. The REACH Mobile Helper App will work with 3G or 4G mobile access however your "initial" connection can be slow over mobile networks.

To download the REACH Mobile Helper App search for the following from your app stores



REACH Boarding School System by Touchline Connect



REACH Mobile by Touchline Connect

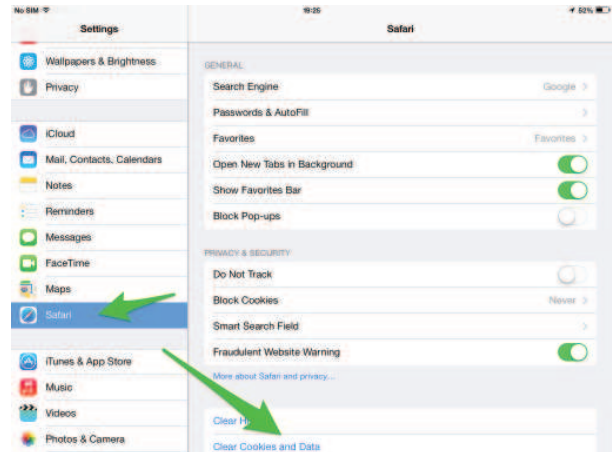
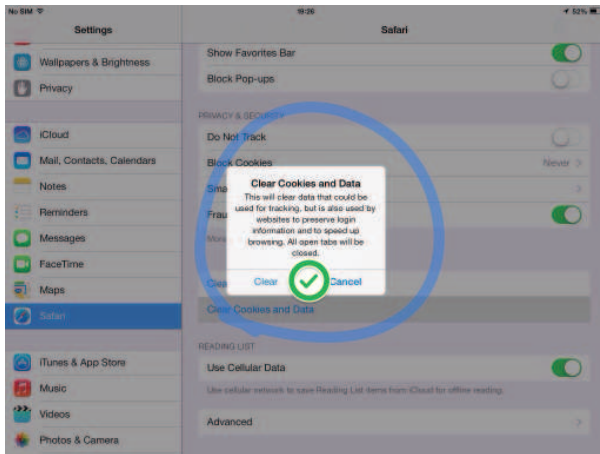


4.1 How to clear the browser on your iPad or iPhone

When using an IOS mobile device you can experience issues related to data and cookies. Sometimes it is easy just to clear your Cookies and Data.

On an IOS device this is done by selecting SETTINGS

Then select your browser (Safari) and **Clear Cookies and Data**



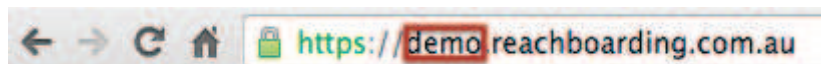
5.0 Questions & Answers

How can I access My School REACH Portal?

There are two ways for you to access your REACH portal.

- (1) Web Browser using computer, tablet or mobile phone
- (2) Using the REACH native mobile app on mobile phone or tablet

Your school will notify you of your REACH web portal address, as each portal is unique. Your portal will always be a code for your school as a pre-fix to the reachboarding.com.au web address.



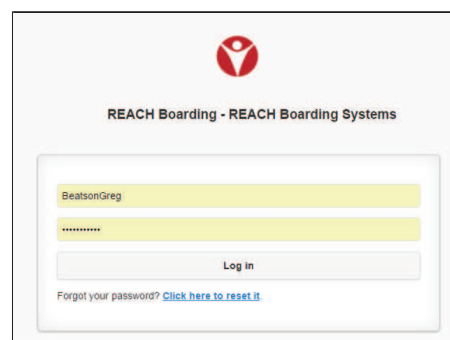
IMPORTANT

The [https://](#) on all our sites indicates that it is a secure portal using Secure Sockets Layer (SSL). We have employed a 2048 bit strength security cipher (the IT Industry only requires a minimum of 256 bit) which now encrypts all data transmitted to and from REACH.

What if I forget my Password or Username?

If all seems lost and you cannot log in to REACH after several attempts, simply visit your schools REACH portal and click on the ***"FORGOT your password?"*** link next to the sign in button.

Here you can ask the system to try and find your username for you, or if you know your username, you can ask the system to send you a brand new password. All of this is performed via email, so once again; REACH security will send your data DIRECTLY to you!



How do I know my computer will be able to use REACH?

As a new product REACH can be viewed on current browsers and operating systems. REACH is accessed via a Web Browser, so this means your PC and your Tablet can access REACH any time, anywhere. We highly recommend the following browsers to access REACH (you can use a website called <http://supportdetails.com/> to confirm your details) :

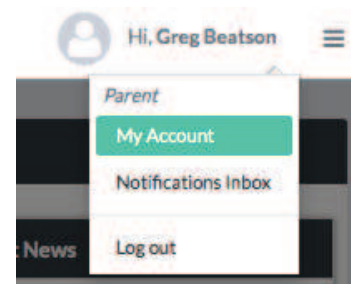
- * An operating system that is able to have software installed. This includes (but is not limited to), Windows XP, Windows 7, Windows 8+, Linux (any distribution) or Mac OSX 10.7+
- * An HTML5 standards compliant browser. This is limited to, Google Chrome (latest version), Mozilla Firefox (latest version), Safari (v5+ on Windows, latest version on Mac) and Microsoft Internet Explorer (version 10+).

What happens if my details change, like my email or phone number?

When you login to your REACH Portal you can change your details in your "My Account" tab, located on the top right hand side of the home screen. Here you can select any detail and change this to up date. Please ensure you hit save when you change details in your account.



Please be aware that changing your contact details in REACH does not mean that your details are automatically updated to the School System. REACH will send an alert to your school administration however please also ensure that you follow school policy on updating your personal details.



How can I Approve Leave as a parent ?

There are several ways that you can approve a leave request.

Use your Home Screen

The Approval of leave can work in different ways, once you as a parent have requested leave you will return to your Home Screen. Here you will see the leave request.

By selecting the **GREEN** or **RED** icon you can approve or reject leave.



Part of REACH Risk Management procedure requires that a Leave Request must be approved even if it has only just been requested by you. This is a verification procedure that prevents students from requesting and approving their own leave with a parent's identity.

The screenshot shows a web interface titled 'Current leave requests'. At the top, there is a green button labeled 'Create Leave Request'. Below this is a table with columns: State, Boarder, Type, Leaving, Returning, Host, and Destination. There are two rows of data, each with a green checkmark icon in the 'State' column and a red 'X' icon in the 'Boarder' column. The first row shows a request for Julie Beatson, leaving on 19/01/2015 and returning on 21/01/2015, with no host necessary, going to Disney. The second row shows a request for Julie Beatson, leaving on 30/01/2015 and returning on 01/02/2015, with host Richard Beatson, going to Uncle's Farm for weekend. At the bottom, it says 'Showing 1 to 2 of 2 entries' with navigation arrows.

State	Boarder	Type	Leaving	Returning	Host	Destination
✓	Beatson, Julie	L & P	19/01/2015 16:20	21/01/2015 16:20	No Host Necessary	Disney
✓	Beatson, Julie	L & P & H	30/01/2015 04:00	01/02/2015 03:30	Beatson, Richard	Uncle's Farm for weekend

Respond in your email notification

The email notification that you receive to alert you about a leave request pending has Approve and Reject options embedded into the email. Simply select the option that you want to reply with.

The screenshot shows an email titled 'REACH Boarding: Leave Request Authorisation'. The body of the email states: 'A leave request has been submitted that requires your authorisation. Please see the details of the leave request below.' It then lists the details of the request: Requested By: Michael Adamovich, Leave Type: L & P, Leave Dates: 21/01/2015 to 14/02/2015, Leave Time: 14:00:00, Leave Transport: Public Transport, Return Date: 03/01/2015, Return Time: 13:00:00, Return Transport: Public Transport, Host: Anna Adamovich, Qualification: Top 6. At the bottom, there are two large buttons: 'APPROVE REQUEST' (green) and 'REJECT REQUEST' (red). Below the buttons, there is a line of text: 'If you wish the Leave Request to be allowed, please click on the Approve link below. If you do not wish the Leave Request to be allowed, please click on the Reject link below.'



Respond to your SMS.

If you receive an SMS notification from REACH about a pending leave request you will also be given Approve and Reject options from within the SMS notification.

1.0 Basic Information

REACH School Boarding House System is a web based application. It is available for you to use 24/7 from any PC, tablet computer or mobile device which has an internet connection.

For those with a smartphone REACH also provides a native app which will enable you to create and approve leave requests from your mobile device.

Please keep the following in mind when operating the REACH School Boarding System because as a web application there are some subtle differences about operating REACH on your web browser and viewing normal websites on your web browser.



Web applications like REACH **do not** use the browser's back/forward buttons. Please refrain from using them when operating REACH as this will cause the REACH to behave incorrectly.



Sometimes network errors will occur. If you receive an error message, simply click OK and Refresh your Browser. This will fix 99% of most errors immediately. Any errors that continue to occur need to be reported to your school or to the REACH support desk.



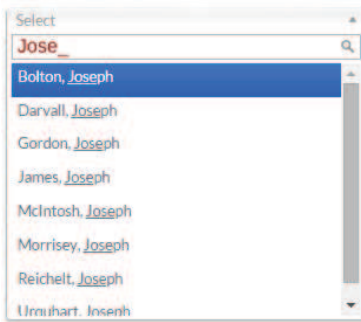
CAPS LOCK is your enemy. If you cannot log in, please check to ensure that Caps Lock is turned off.



Please use the **Save, Update and Cancel** buttons because pressing Enter may not always do what you think it will do.



Cookies and Javascript need to be turned on in your web browser.
!! Don't be alarmed if you do not understand how to do this. Most modern web browsers have both Cookies and Javascript activated by default so only action this if you have manually switched them off on your browser.

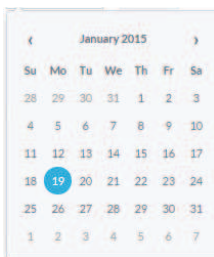


Data Field Auto Complete

An Auto Complete is a textbox that allows you to start typing and a drop down list box appears with items that partially match what you have typed. Simply start typing and the list will automatically filter the results based on your typing.

Pressing up or down on your keyboard will allow you to select an item in the drop down list box. Pressing Enter (or Tab) will select that item for you.

***Please Note:** If you select an item in the drop down list box and then nothing appears in the textbox afterwards, your selection was NOT successful. You will need to try again. Click on the textbox and simply press the DOWN arrow key. This will trigger the drop down list box again and you can then attempt to select the item once again.

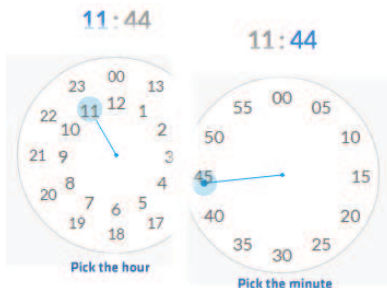


Date Picker

A Date Picker control has two methods of input;

1. You can manually enter a date (in the format of **DD/MM/YYYY**)
2. You can use the calendar popup to navigate to the date and click on the date.

These controls are designed to maintain a uniform date data entry.



Time Picker

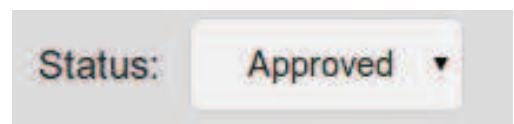
A Time Picker control looks like the face of a watch and you have two methods of data input;

1. You can manually enter the time in the format **HH:MM** (note that it is a 24 hours clock so 4:00pm would be entered as 16:00)
2. Select the time using the clock face. Select the hour first and then the minutes selection will appear.

These controls are designed to maintain a uniform time data entry.

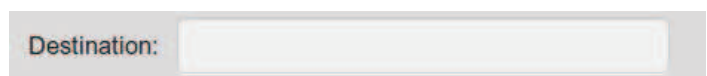
Drop Down

A Drop Down is a standard control that simply allows you to select the input data from a preset list of items. After selecting the control you can use your UP or DOWN arrow keys to navigate between items or you can start typing on your keyboard and if an item exists in the list that matches your typing it will be selected.



Text Box

A TextBox is a standard control that allows for any free-form text to be entered.



1.1 Logging in

In order to access and use REACH you need to confirm your identity by logging in with your unique user ID and password.

Typically your introduction kit will contain

1. The Website address to visit
2. Your username
3. Your password.

By default your username will be your email address. If you do not have email then your username will be FirstnameLastname (note the capital letters).

When you enter your credentials into the dialog and click Sign In the system will attempt to authenticate you. If successful you will be taken to the Dashboard.

If your identity cannot be authenticated then you will be presented with an error message. Please retry your credentials and click Sign In.

If you continue to get an error message then your credentials are most likely different from what you have been advised. Please contact your school and they will reset your credentials for you.

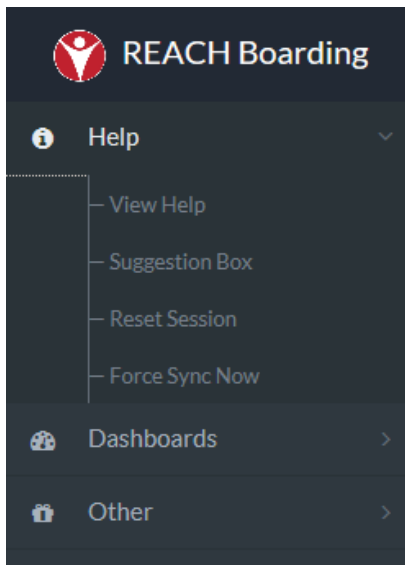


Case Sensitive - REACH login is upper and lower case text sensitive so be aware of this as you attempt login.

Forgotten Password - If you forget your password then simply click the forgot password link and a new password will be sent to your email address.

1.2 Support

You can get Support in the following ways on REACH



Help Desk

Click the Help option in the Main Menu of your REACH login.

Selecting **VIEW HELP** will take you to the User Guide.

If you are unable to resolve your issue in the user guide then you can;

- (1) Contact REACH by sending a help request to support@reachboarding.com.au
- (2) Contact your school REACH Administrator.



Email Support

Email the REACH help desk at support@reachboarding.com.au



School Contact

Contact your school Boarding Administrator.

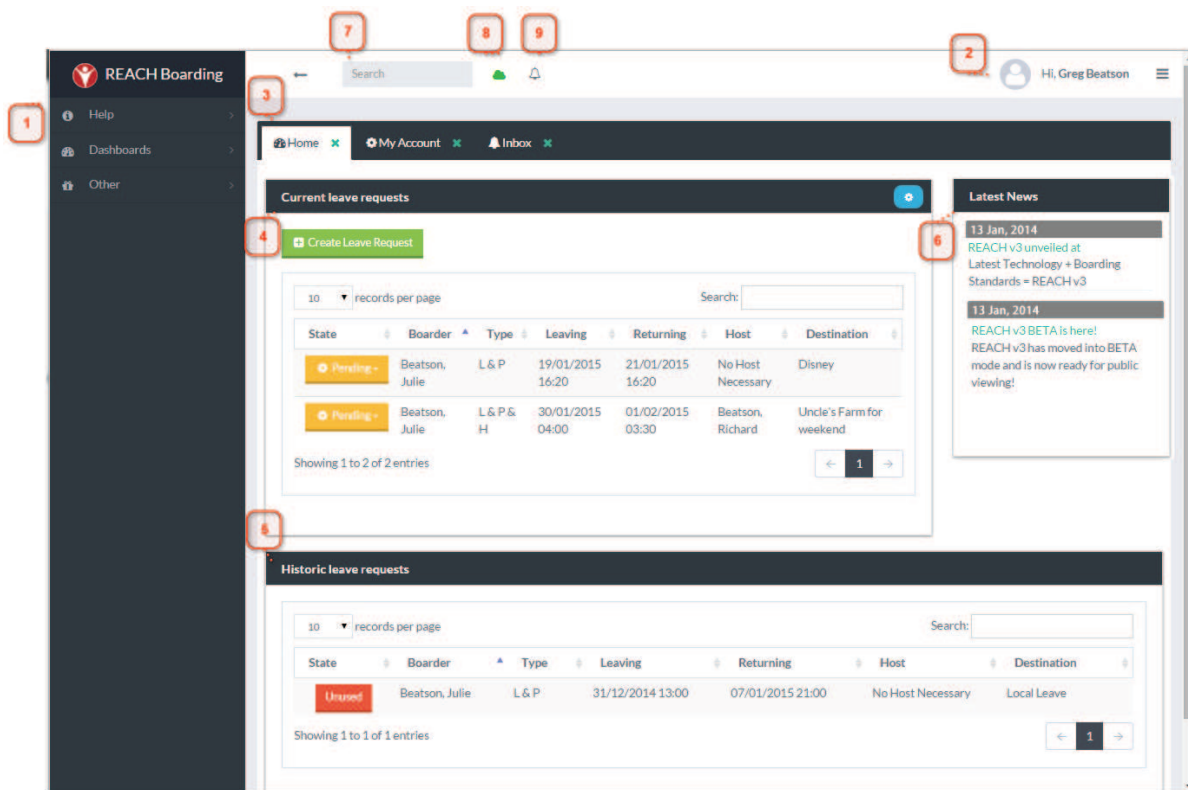
REACH Suggestion Box

If you have an idea about how we can make REACH function better for you as a parent or perhaps there's a new feature you would like us to add, you can submit your suggestion in the REACH Suggestion Box.

You can access the REACH Suggestion Box through the HELP menu.

A screenshot of the 'Suggestion Box' web form. At the top, there's a navigation bar with 'Home' and 'Suggestion Box' tabs. The main heading is 'Make a suggestion, build a better product!'. Below this is a paragraph explaining that suggestions are vital for improvement. Then, there are four input fields: 'Your Name' (with 'Greg Beatson' entered), 'Your Email Address' (with 'encoder9@gmail.com' entered), 'Module (If you're requesting a new feature, please say "new")' (with 'New Feature Suggestion' entered), and a large 'Suggestion' text area. At the bottom is a green 'Submit Suggestion' button.

2.0 Your User Dashboard



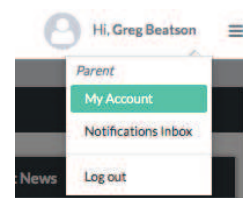
<TODO>: Insert description text here... And don't forget to add keyword for this topic

1 Main Menu

The Main Menu provides you with access to the various pages on this portal.

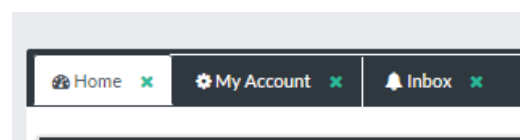
2 User My Account Menu

The User Menu provides you with administrative access to your account ([My Account](#)), and it highlights if there are any [Notifications](#) that you have which are waiting for you to action.



3 Dashboard Tabs





REACH allows you to work on many things at once. Each item that you are working on will open as a new tab across the top of your dashboard screen. In this image for example there are 3 tabs open Home screen, My Account update page and the Notifications Inbox. When using REACH you can switch between these open screens at any time without losing any data on other screen tabs that are open.



4 Current Leave Requests

The Current Leave Requests any leave events that are upcoming for your child or children and may need action by you. You can approve or reject any leave requests from this screen simply by clicking on the approve or reject icons.

10 records per page

State	Boarder	Type	Leave
 	Beatson, Julie	L & P	19/01/16:20
 	Beatson, Julie	L & P & H	30/01/04:00

5 Historic Leave Requests

This Historic Leave Requests lists a leave history for children for whom you are responsible. Some schools may limit the amount of leave that can be taken per term by a boarder and this is a tool that helps you to quantify the current status of leave taken for any period.

6 News

The news section will list any news that has been submitted by the school for all of boarding school notification or for groups to which you are associated with.



7 Search Bar

Search any content in your REACH portal that you have access to.

8 Connection Status

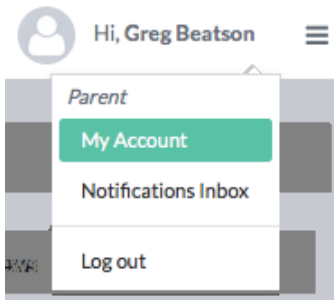
The Connection Icon identifies the current status of your on-line connection to the REACH database.

9 Notifications Alert



The Notifications Icon will change colour to alert you when you have incoming notifications that needs your attention and action.

2.1 My Account



In the right hand corner of your REACH screen you will see your login name and the personal menu icon. The User Menu is available from all pages in REACH. Clicking on the personal menu icon will display the menu options.



The **My Account** option is where you manage your personal details in REACH.

You can access the My Account page User Menu on the top right of your screen.

There are multiple tabs in the My Account screen for each of the various sections of detail that make up your identity in REACH and hosts that are associated with children that you are responsible for.

A screenshot of the 'My Account' page in the REACH system. The page has a dark header with 'Home' and 'My Account' tabs. Below the header is a 'Save' button and a 'Cancel' button. The main content area shows the user's name 'Beatson, Greg' and a prompt to enter as much detail as possible. There are five tabs: 'Personal', 'Address', 'Security', 'Hosts', and 'Photo'. The 'Personal' tab is active, showing a form with the following fields: 'First Name*' (containing 'Greg'), 'Last Name*' (containing 'Beatson'), 'Preferred Name', 'Home Phone' (containing '123456789'), 'Work Phone' (containing '123456789'), and 'Website'.

IMPORTANT

Your mobile phone number and your email address are critical fields in REACH because these are the reference points for REACH to make contact with you for leave requests and notifications.

[2.11 Security](#)

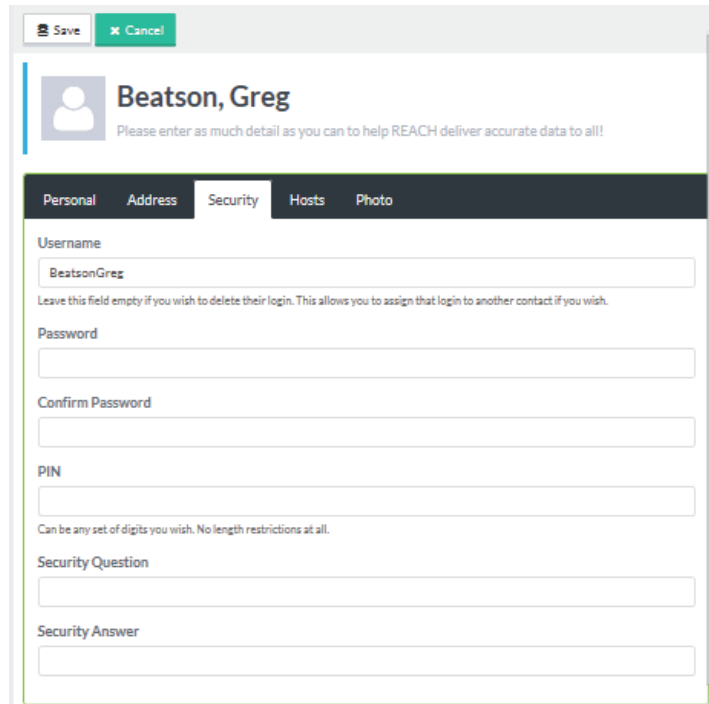
[2.12 Hosts](#)

2.1.1 Security

The Security Details Tab is part of your My Account function. Here you can reset passwords, create a personal PIN number and create your security question and answer which may be used by the school to verify your identity.

PIN Numbers can be used by boarding staff to verify your identity when checking with a boarder on overnight leave.

Security Questions can be used in the absence of PIN numbers if a staff member needs to verify your identity when checking our a boarder for overnight leave.



The screenshot shows the 'Security' tab of a user profile for 'Beatson, Greg'. At the top, there are 'Save' and 'Cancel' buttons. Below the user's name is a message: 'Please enter as much detail as you can to help REACH deliver accurate data to all!'. The form has five tabs: 'Personal', 'Address', 'Security' (selected), 'Hosts', and 'Photo'. The 'Security' tab contains the following fields:

- Username:** A text field containing 'BeatsonGreg'. Below it is a note: 'Leave this field empty if you wish to delete their login. This allows you to assign that login to another contact if you wish.'
- Password:** A text field.
- Confirm Password:** A text field.
- PIN:** A text field. Below it is a note: 'Can be any set of digits you wish. No length restrictions at all.'
- Security Question:** A text field.
- Security Answer:** A text field.

2.1.2 Hosts

Hosts are people that parents authorise to act as a guardian for their child during leave.

It is the responsibility of the parents to install any hosts that they wish to permit their boarder(s) to go on approved overnight leave with. If a host is not installed on the REACH system then leave cannot be created or approved with that host.

The Hosts page is in the My Account section of your REACH login.



You can only generate a leave request for a host that is associated with your boarder(s). Adding a host is not enough, they must also be "associated" with your child.

How to add a host

Select the Hosts tab when in the My Account screen to show a list of existing hosts currently associated to your boarder(s).



Select the **New Host button** and then add then add the relevant personal contact details for the Host.

How to associate a host with your boarder

At the bottom of the Add Host screen is where you associate a host with your boarder(s). Next to the child name you must select the relationship of the host to the boarder and also select whether they are to receive notifications.

Dont forget to  your work !

IMPORTANT

The Host email and mobile phone contact details are very important. This is how REACH will contact the Host when they are involved in a leave request. A leave request involving a host requires their approval as confirmation that they acknowledge and accept that they are the designated host for a leave event. If their details are not in REACH correctly and they cannot be contacted by REACH then the leave request will not progress to an approded status.

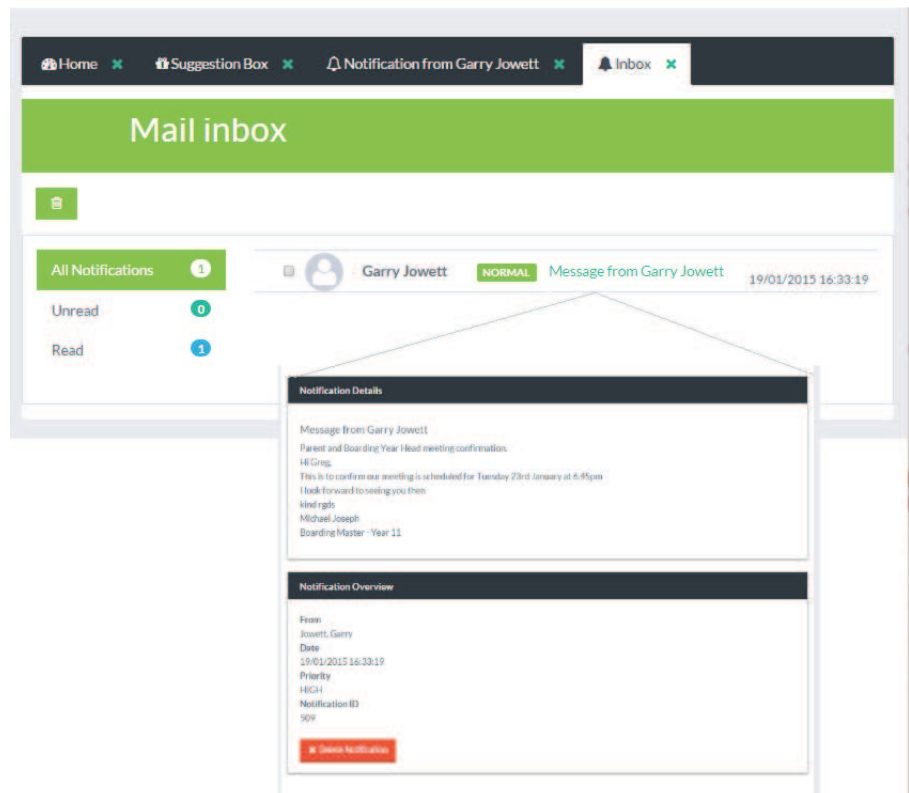
2.2 Notifications



Notifications are alerts that there is an event or activity that needs your attention. There is a Notifications alert panel at the top of your ReACH screen. This will change colour to alert you when there are notifications that need your attention.

In most instances a notification will be a notice to you that a Leave Request has been generated in REACH that requires your approval for a boarder that you are associated with. You may receive this notice as a Parent or if you are an authorised (non-parent) Guardian of another boarder or an approved Host for another boarder then you will also receive a notification whenever you are involved in a Leave Request involving one of those boarders.

The Notifications Screen will display a list of notifications that you have received. Clicking on any of the notifications in the chart will open a details screen for the notification.

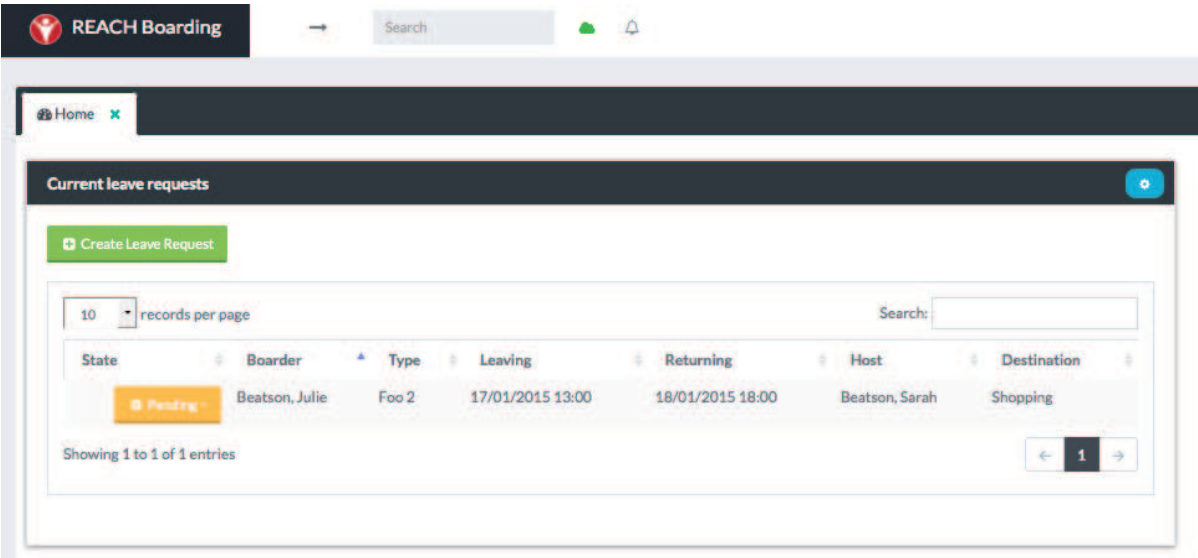


3.0 Leave

The Leave portal is where your main interaction with REACH will occur. For Parents and Guardians Leave is the main reason you have access to REACH.

Your LEAVE page will list any Leave events that are current for your Boarder(s).

The Leave page on the Main Menu will display any current leave requests that need actioning.



3.1 Creating a Leave Request

The screenshot shows the 'LEAVE DETAILS: Beatson, Julie' form. At the top are buttons for 'Save', 'Cancel', and 'Delete'. The form is divided into several sections:

- Boarder:** A dropdown menu showing 'Beatson, Julie' (callout 1).
- Leave Type:** A dropdown menu showing 'L & P & H' (callout 2).
- Leave Date and Time:** A date and time selector showing '30/01/2015 @ 04:00' (callout 3).
- Return Date and Time:** A date and time selector showing '01/02/2015 @ 03:30' (callout 4).
- Leave Method of Transport:** A dropdown menu showing 'Host Pickup' (callout 5).
- Return Method of Transport:** A dropdown menu showing 'Host Drop off' (callout 6).
- Host:** A dropdown menu showing 'Beatson, Richard [Relat...]' (callout 7).
- Destination:** A dropdown menu showing 'Uncle's Farm for weekend' (callout 8).
- Recursion:** A dropdown menu showing 'Once off'.
- Notes:** A text area for notes (callout 9).
- Leave Additional Information:** A section for additional information (callout 10).
- Leave Audit Trail:** A section for the audit trail (callout 11).

At the top right, there are buttons for 'Save', 'Cancel', and 'Delete' (callout 12).

You can create a Leave Request by selecting the button on your home page in the Running Leave Log or by opening the Leave Page from the main menu.

Selecting the Create Leave Request button will open the Leave Request Details screen which sets out the details for a leave request update or submission.

1 Boarder Name
Boarder Name is the name of the student for whom leave is being requested.

2 Leave Type
Select the type of leave you are requesting from the drop down menu.

3 Leave Departure Time
Leave Departure Time is the time and date that the student intends to depart from the school.



Some leave types may have pre-set restrictions on when they can be taken and this will be reflected in the departure time that can be selected for that leave type.

4 Method of Transport (Leave)
Method of Transport is a drop down selector. Select the most appropriate transport method being used for the student's departure from school.

5 Return Time
Return Time is the time and date that the student is expected to return to the school boarding house.

6 Method of Transport (Return)
Method of Transport is a drop down selector. Select the most appropriate transport method being used for the student's return to school.

7 Host
Only parents and pre-approved hosts who are already installed on the Reach system and associated with be displayed for selection in this field. s field.



If the host that you want to select for a leave event is not on the selection list this is because either

- (1) the host has not been installed onto the REACH system or
- (2) they have not been associated with the boarder as an approved host.

See how to create an approved host for your child in section [2.1.4 Hosts](#)

8 Destination
Place the leave destination in this field. Keep this description short and descriptive. Additional details about a destination can be added to the Notes field below.

9 Notes
Please enter any relevant details relating to this leave request that may be helpful for the Boarding Staff to manage this request appropriately.

Some leave types will have some compulsory notes associated with the leave type. Air Flights for example will require you to enter the flight details so that transport to the airport can be arranged to meet the flight departures and arrivals.

10 Leave Additional Information
The Leave Additional Information section provides a summary of the leave request key details for quick reference.



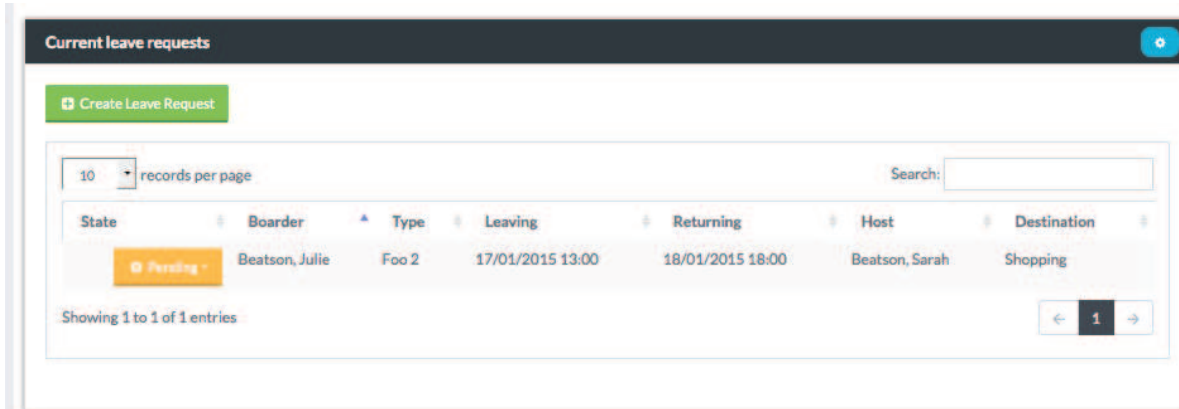
Some leave types will have some compulsory notes associated with the leave type. For example a school may require booking details for flights where appropriate so transport to the airport can be arranged to meet the flight departures and arrivals.

11 Leave Audit Trail
The Leave Audit Trail provides a list of people involved in the request and approval for any event and any actions that they have taken for the event.

12 Save / Cancel / Delete
Be sure to save your leave request when you have completed the details.

3.2 How to change a Leave Request

If you need to change or amend an approved leave request you can simply select the leave event that you wish to alter and change the details in the leave request details screen.



The screenshot shows a web interface titled "Current leave requests". At the top left is a green button labeled "Create Leave Request". Below this is a search bar and a dropdown menu set to "10 records per page". The main part of the interface is a table with the following columns: State, Boarder, Type, Leaving, Returning, Host, and Destination. There is one row of data with the following values: State is "Pending" (indicated by an orange button), Boarder is "Beatson, Julie", Type is "Foo 2", Leaving is "17/01/2015 13:00", Returning is "18/01/2015 18:00", Host is "Beatson, Sarah", and Destination is "Shopping". At the bottom left of the table, it says "Showing 1 to 1 of 1 entries". At the bottom right, there is a pagination control showing "1" between left and right arrows.

State	Boarder	Type	Leaving	Returning	Host	Destination
Pending	Beatson, Julie	Foo 2	17/01/2015 13:00	18/01/2015 18:00	Beatson, Sarah	Shopping

You can change any aspect of this leave, please hit **save** when done.

IMPORTANT

When a leave event is altered a new set of notifications and approvals will be generated by REACH. Approval of the alteration is required from all parties involved in the approvals process for the leave event. This is a security measure which ensures that a boarder cannot adjust any leave request without notification the the parents or guardians.

Once the adjustment to a leave request has been created you can simply return to your home screen and approve the leave event again.

4.0 REACH Mobile App

REACH Mobile Helper App is designed for parents and boarders.

The App is designed to assist parents and boarders while on the move however it does not provide the full functionality of you login to the web service portal.

You can achieve the following tasks on the REACH Mobile Helper App;

- Create a Leave Requests
- Approve or Reject a Leave Request
- Create Hosts

The menu options and navigation are the same on the mobile app as they are on the web service portal.

Your REACH Username and Password will provide you with access to the Mobile App and link you directly to your school portal.

We recommend being connect to Wifi for your initial login. The REACH Mobile Helper App will work with 3G or 4G mobile access however your "initial" connection can be slow over mobile networks.

To download the REACH Mobile Helper App search for the following from your app stores



REACH Boarding School System by Touchline Connect



REACH Mobile by Touchline Connect

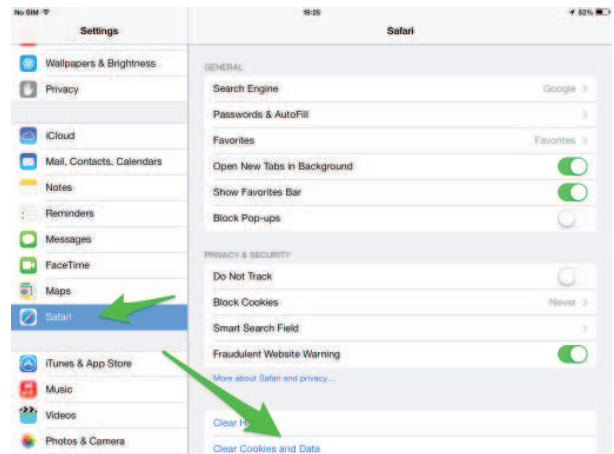
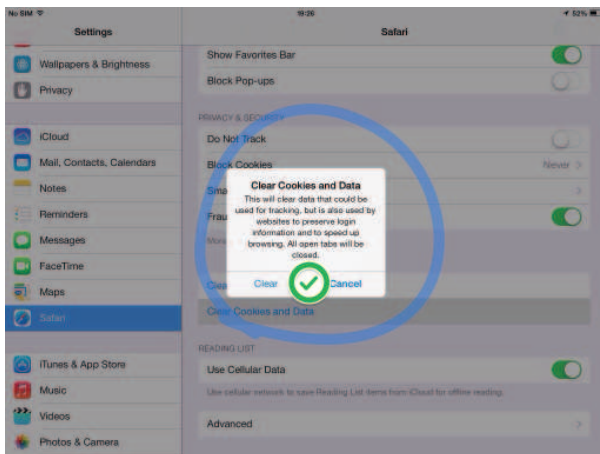


4.1 How to clear the browser on your iPad or iPhone

When using an IOS mobile device you can experience issues related to data and cookies. Sometimes it is easy just to clear your Cookies and Data.

On an IOS device this is done by selecting SETTINGS

Then select your browser (Safari) and **Clear Cookies and Data**



5.0 Questions & Answers

How can I access My School REACH Portal?

There are two ways for you to access your REACH portal.

- (1) Web Browser using computer, tablet or mobile phone
- (2) Using the REACH native mobile app on mobile phone or tablet

Your school will notify you of your REACH web portal address, as each portal is unique. Your portal will always be a code for your school as a pre-fix to the reachboarding.com.au web address.



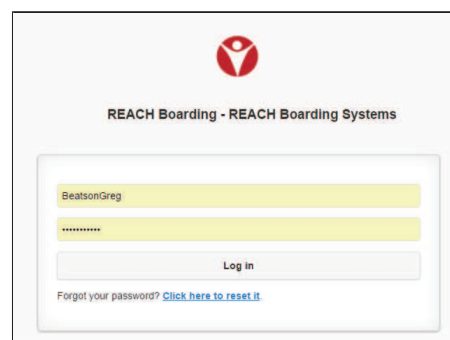
IMPORTANT

The [https://](#) on all our sites indicates that it is a secure portal using Secure Sockets Layer (SSL). We have employed a 2048 bit strength security cipher (the IT Industry only requires a minimum of 256 bit) which now encrypts all data transmitted to and from REACH.

What if I forget my Password or Username?

If all seems lost and you cannot log in to REACH after several attempts, simply visit your schools REACH portal and click on the ***"FORGOT your password?"*** link next to the sign in button.

Here you can ask the system to try and find your username for you, or if you know your username, you can ask the system to send you a brand new password. All of this is performed via email, so once again; REACH security will send your data DIRECTLY to you!



How do I know my computer will be able to use REACH?

As a new product REACH can be viewed on current browsers and operating systems. REACH is accessed via a Web Browser, so this means your PC and your Tablet can access REACH any time, anywhere. We highly recommend the following browsers to access REACH (you can use a website called <http://supportdetails.com/> to confirm your details) :

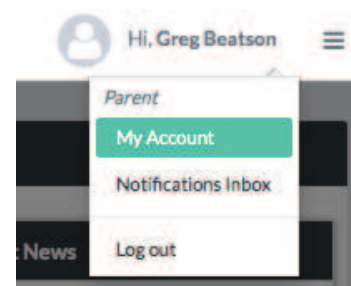
- * An operating system that is able to have software installed. This includes (but is not limited to), Windows XP, Windows 7, Windows 8+, Linux (any distribution) or Mac OSX 10.7+
- * An HTML5 standards compliant browser. This is limited to, Google Chrome (latest version), Mozilla Firefox (latest version), Safari (v5+ on Windows, latest version on Mac) and Microsoft Internet Explorer (version 10+).

What happens if my details change, like my email or phone number?

When you login to your REACH Portal you can change your details in your "My Account" tab, located on the top right hand side of the home screen. Here you can select any detail and change this to up date. Please ensure you hit save when you change details in your account.



Please be aware that changing your contact details in REACH does not mean that your details are automatically updated to the School System. REACH will send an alert to your school administration however please also ensure that you follow school policy on updating your personal details.



How can I Approve Leave as a parent ?

There are several ways that you can approve a leave request.

Use your Home Screen

The Approval of leave can work in different ways, once you as a parent have requested leave you will return to your Home Screen. Here you will see the leave request.

By selecting the **GREEN** or **RED** icon you can approve or reject leave.



Part of REACH Risk Management procedure requires that a Leave Request must be approved even if it has only just been requested by you. This is a verification procedure that prevents students from requesting and approving their own leave with a parent's identity.

The screenshot shows a web interface titled 'Current leave requests'. At the top, there is a green button labeled 'Create Leave Request'. Below this is a table with columns: State, Boarder, Type, Leaving, Returning, Host, and Destination. There are two rows of data, each with a green checkmark icon in the State column and a red X icon in the Boarder column. The first row shows a request for Beatson, Julie, leaving on 19/01/2015 and returning on 21/01/2015, with no host necessary, going to Disney. The second row shows a request for Beatson, Julie, leaving on 30/01/2015 and returning on 01/02/2015, with host Beatson, Richard, going to Uncle's Farm for weekend. At the bottom, it says 'Showing 1 to 2 of 2 entries' with navigation arrows.

State	Boarder	Type	Leaving	Returning	Host	Destination
✓	Beatson, Julie	L & P	19/01/2015 16:20	21/01/2015 16:20	No Host Necessary	Disney
✓	Beatson, Julie	L & P & H	30/01/2015 04:00	01/02/2015 03:30	Beatson, Richard	Uncle's Farm for weekend

Respond in your email notification

The email notification that you receive to alert you about a leave request pending has Approve and Reject options embedded into the email. Simply select the option that you want to reply with.

The screenshot shows an email titled 'REACH Boarding: Leave Request Authorisation'. It includes a 'REACH Boarding' logo and a section titled 'Authorisation Required'. The email body contains a message to 'Dear Anne' stating that a leave request has been submitted and requires her authorization. It lists the details of the request: Requested By: Michael Adamovich, Leave Type: L & P, Leave Date: 21/01/2015, Leave Time: 14:00:00, Leave Transport: Public Transport, Return Date: 22/01/2015, Return Time: 13:00:00, Return Transport: Public Transport, Host: Anne Adamovich, Qualification: Top 6. At the bottom, there are two large buttons: 'APPROVE REQUEST' (green) and 'REJECT REQUEST' (red).



Respond to your SMS.

If you receive an SMS notification from REACH about a pending leave request you will also be given Approve and Reject options from within the SMS notification.