



Welcome to Sacred Heart Girls' College.

The following instructions are to assist you in completing the setup of your Parent Access Module account and HUB account. Please read through the instructions below carefully. If you have attempted the steps in these instructions and are still having difficulties, please reach out to us at itsupport@shgc.vic.edu.au.

The **Parent Access Module** (PAM) is your account to view your child's academic information and to provide medical details and permissions. It is accessible at pam.shgc.vic.edu.au

The **HUB** account is your account to maintain your contact information and view your financial information. It is accessible at portal.shgc.vic.edu.au

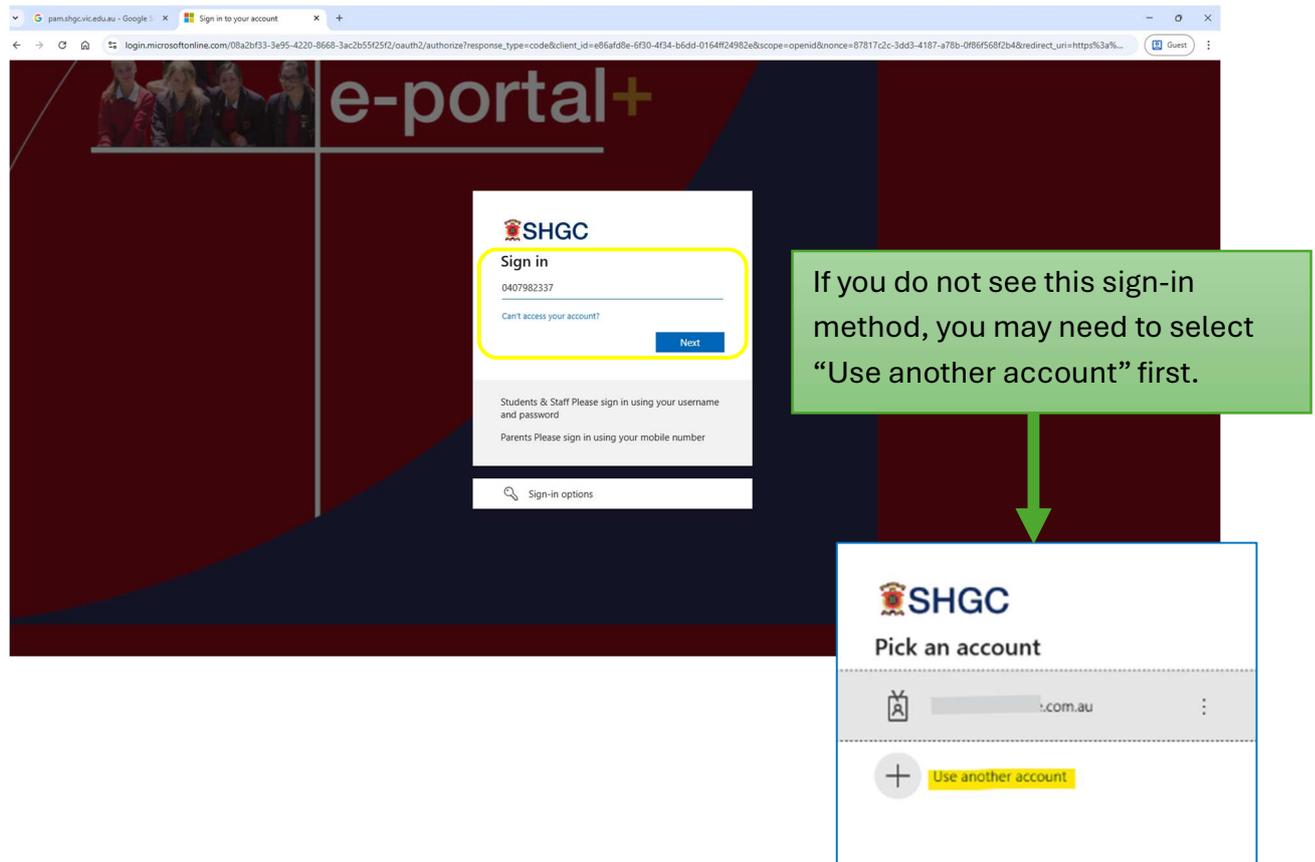
Both are protected by **e-portal SMS verification** (see steps 1 -3 below). Links to both sites are available from the Portals section of the College website shgc.vic.edu.au

1. Open PAM

Navigate to PAM by the emailed link. Users will initially be directed to the Microsoft sign-in portal.

2. Enter Your Mobile Number

Users will need to put their **mobile phone number** in at this stage.

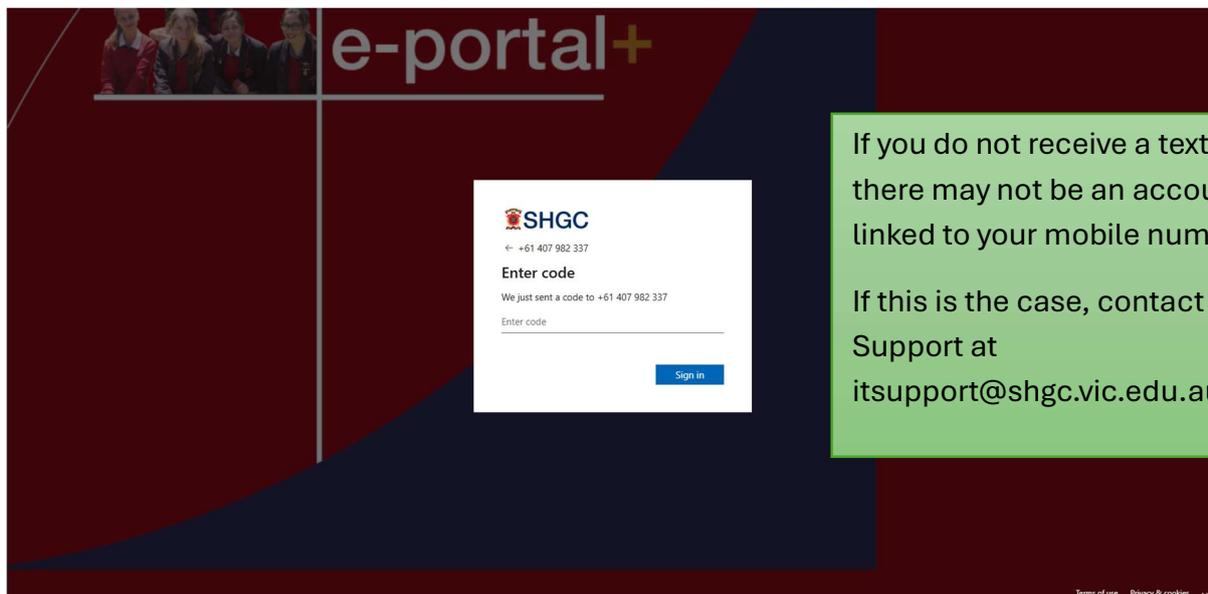


The image shows a browser window displaying the SHGC e-portal+ sign-in page. The page has a dark red background with the 'e-portal+' logo. A white sign-in box is centered, containing the SHGC logo, a 'Sign in' heading, a text input field with the number '0407982337', a 'Next' button, and a link for 'Can't access your account?'. Below the input field, there are instructions: 'Students & Staff Please sign in using your username and password' and 'Parents Please sign in using your mobile number'. A 'Sign-in options' link is at the bottom of the sign-in box. A green callout box with a downward arrow points to a 'Pick an account' dialog box. This dialog box shows a Microsoft account icon and a partially visible email address ending in '.com.au'. Below this, there is a plus sign icon and a yellow button labeled 'Use another account'.

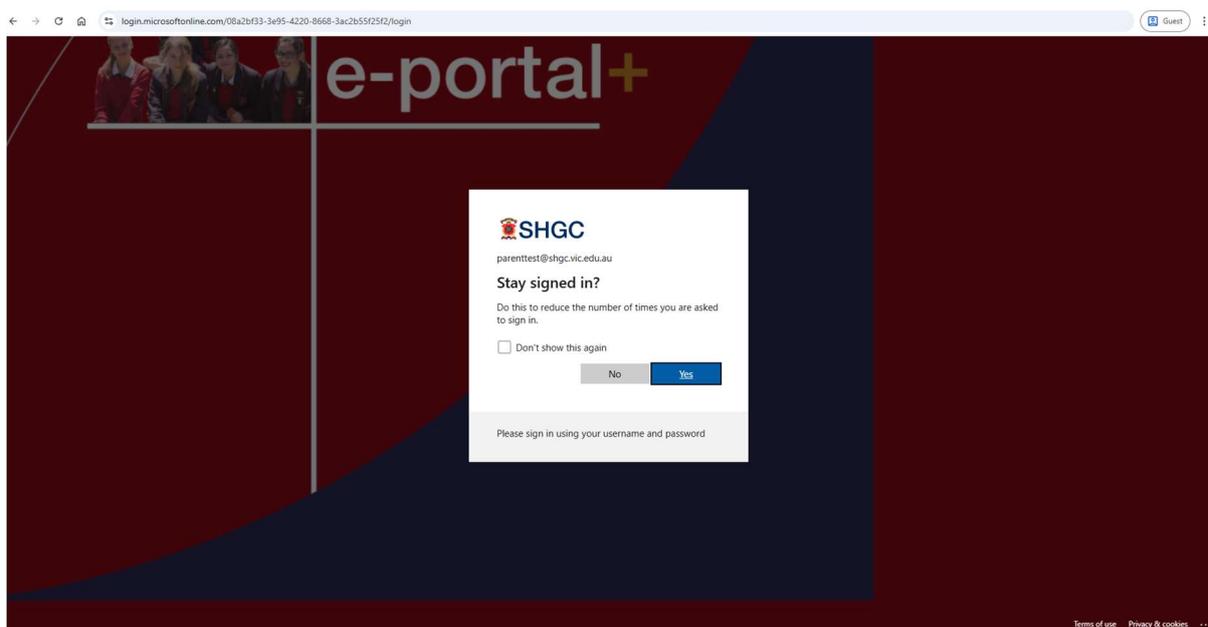
If the mobile number is not accepted as it is already linked to a Microsoft account, and you are prompted to select a Work or Personal account, select “Work or school account”.

3. Enter the SMS Verification Code

Users will then receive a code by SMS text to the registered number



Once the code is entered, users will see this screen. Select 'Yes'.

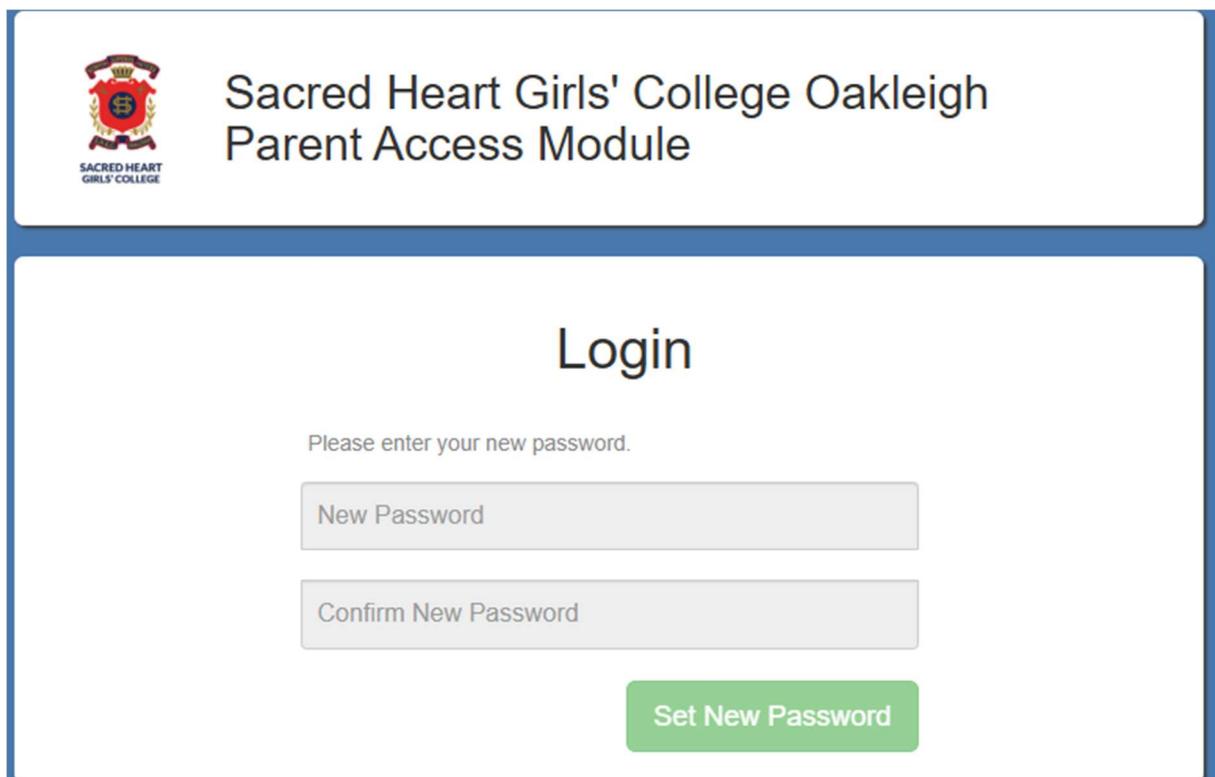


Once this part of the login process is completed it will not need to be repeated unless you are logging in from a new device or have not logged in for 30 days.

From here, users will be directed to the PAM password setting screen (see below).

4. Set your PAM password

PAM password setting screen:



The screenshot shows the PAM password setting screen. At the top left is the Sacred Heart Girls' College logo. To its right, the text reads "Sacred Heart Girls' College Oakleigh Parent Access Module". Below this is a large "Login" heading. Underneath the heading, it says "Please enter your new password." There are two input fields: "New Password" and "Confirm New Password". A green button labeled "Set New Password" is positioned to the right of the second input field.

When creating a password be aware that it must:

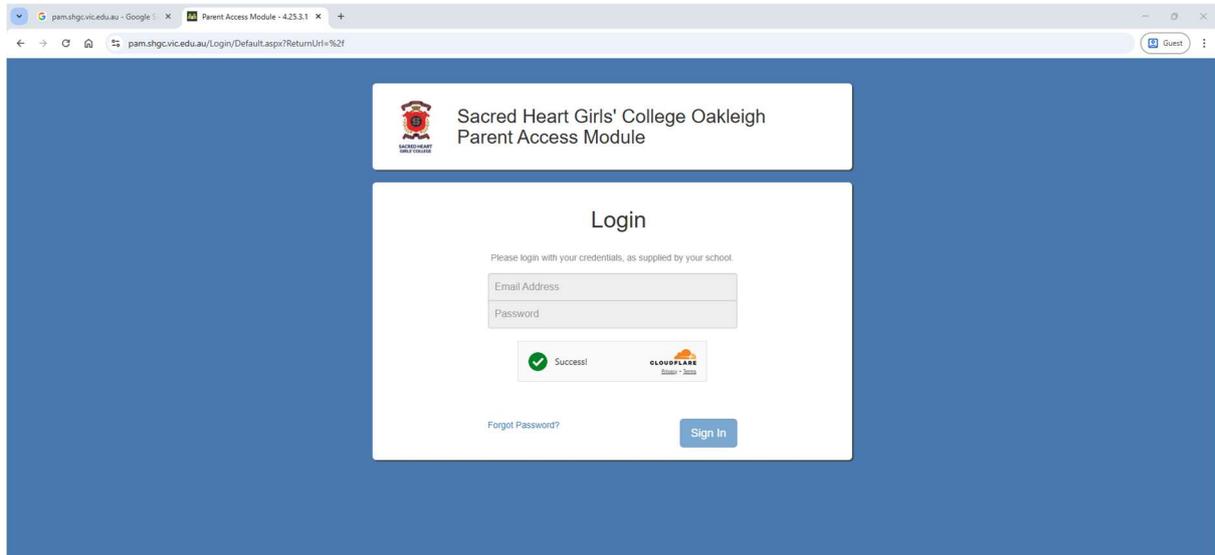
- Be at least 12 characters in length
- Contain uppercase and lowercase characters
- Contain at least one number
- Contain at least one special character (!, @, #, \$ etc.)

Common passwords (like your name or email) are not allowed.

5. Log into PAM

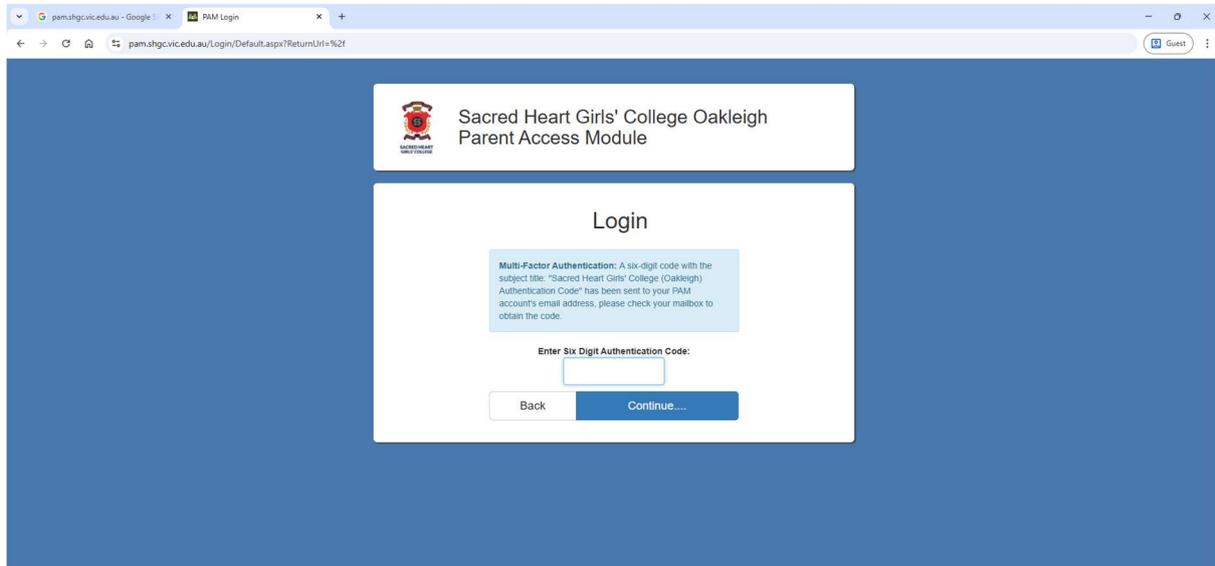
Once your password is set, you will automatically be taken to the usual PAM login page.

Enter your **PAM email** and **new password**.



6. Complete the PAM Multifactor Authentication

Enter the 6 digit code that has been sent to your **registered PAM email address**.



If you have difficulty logging in or no longer have access to the registered email address, please contact the SHGC ICT Helpdesk:

Email – ITSupport@shgc.vic.edu.au

Phone – 03 9568 5488

One logged into PAM, users can access additional information about PAM

The screenshot displays the PAM interface for Sacred Heart Girls' College. The header includes the college logo, the text "Sacred Heart Girls' College Parent Access Module", and navigation icons for home, notifications, and a menu. The main content area is divided into several sections:

- Students:** A list of students with profile cards. The first card is for Jane Zzero (99998), Year 12 / No Homeroom Assigned, with status "ACTIVE", "Attendance: no attendance data", and "No Current Tasks". The second card is for Kate Zzero (99997), Year 8 / No Homeroom Assigned, with status "ACTIVE", "Attendance: no attendance data", and "No Current Tasks". A "Show Past Students" toggle is visible at the bottom of this section.
- Parent Notified Absences:** A section with a calendar icon and the text "Parent Notified Absences" and "Click here to enter."
- Daily Messages:** A section titled "Daily Messages" containing a message about the "Maths Lunchtime Help Session (Years 7-9)". The message states: "Lunchtime Help is back. Every Tuesday and Thursday (Day 2, 4, 7 and 9) Time: 1:30pm - 2:00pm Location: Year 8 Open Space. All Year 7-9 students are welcome. Drop in for help with classwork, homework, or revision." Below the text is a graphic that says "MATHS HELP" with a large green 'X' and "WHO: YEARS 7-9 WHEN: DAY 2, 4, 7 & 9 FROM 1:30PM".
- Calendar:** A section titled "Calendar" is visible at the bottom of the main content area.

PAM is always available either by the link on the college website (shgc.vic.edu.au) or at pam.shgc.vic.edu.au.