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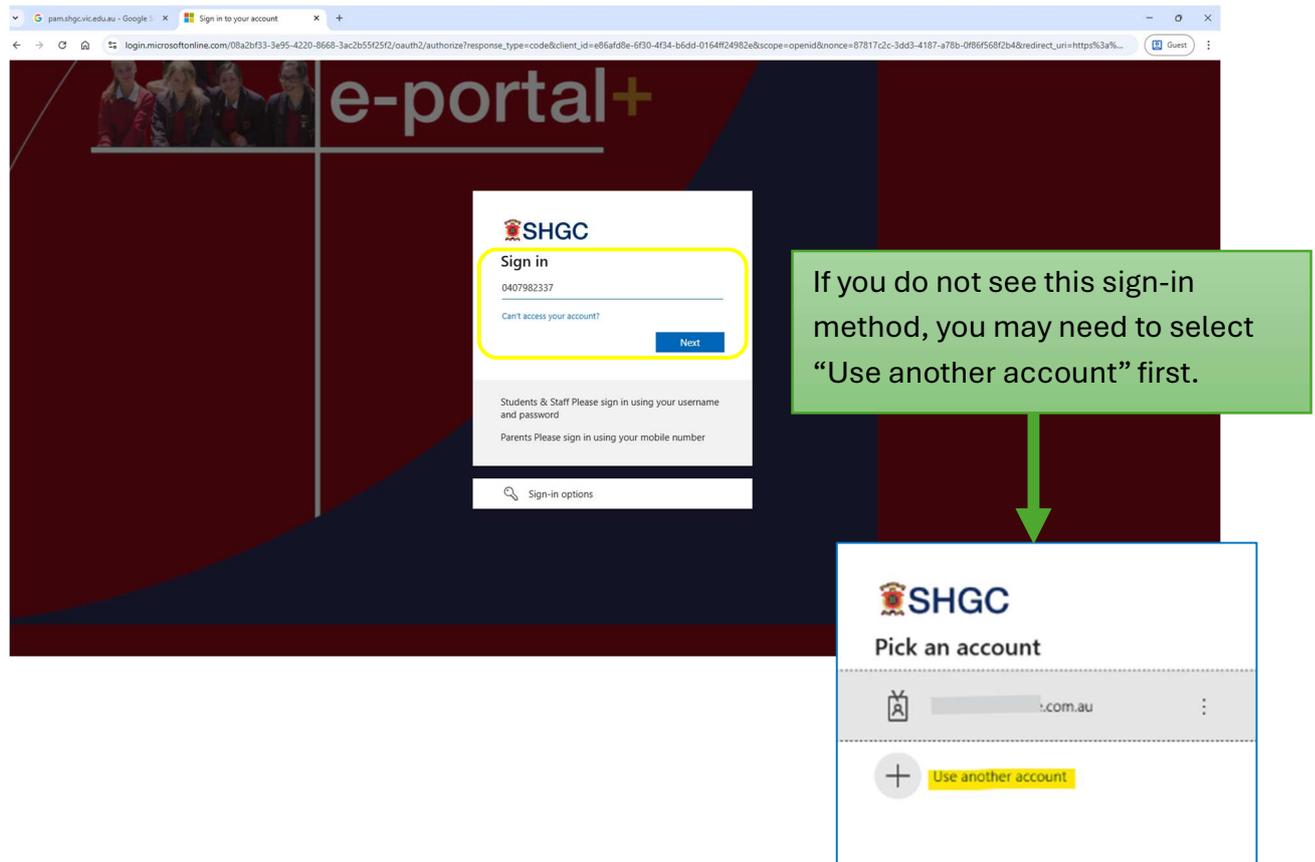
Both are protected by **e-portal SMS verification** (see steps 1 -3 below). Links to both sites are available from the Portals section of the College website **shgc.vic.edu.au**

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

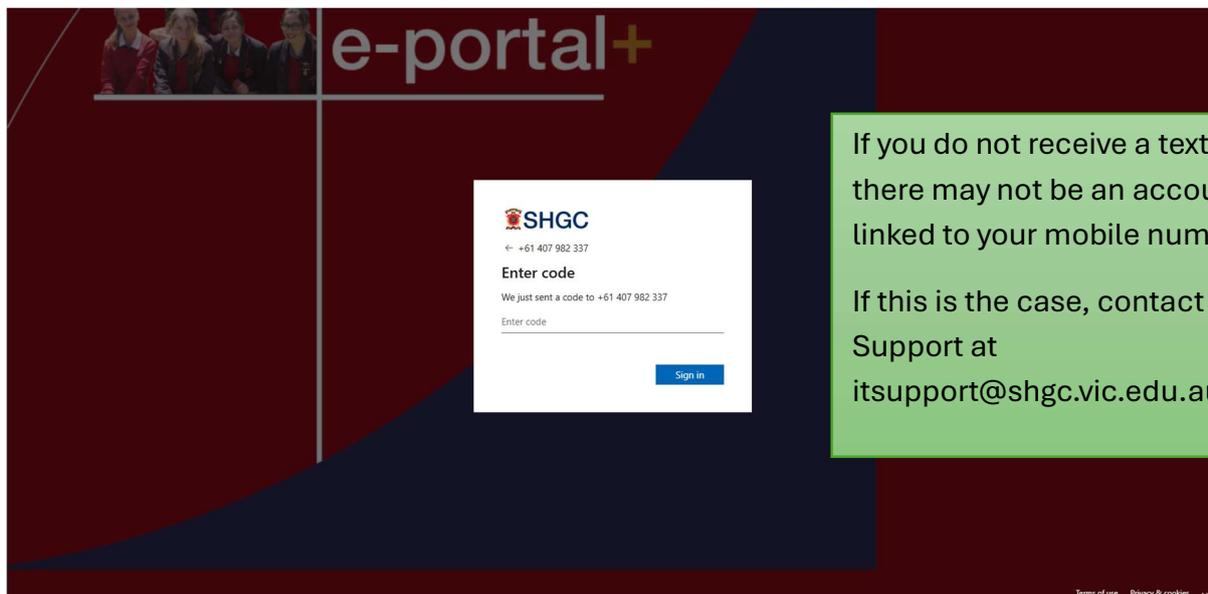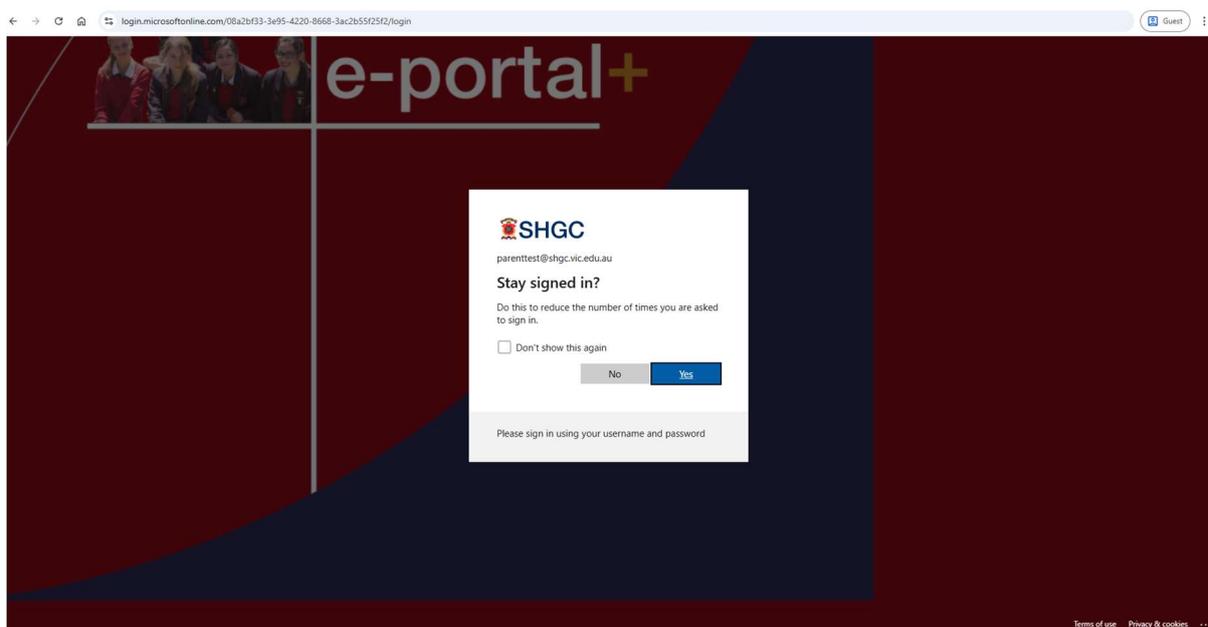Users will need to put their **mobile phone number** in at this stage.

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

If you do not receive a text, there may not be an account linked to your mobile number.

If this is the case, contact IT Support at itsupport@shgc.vic.edu.au.

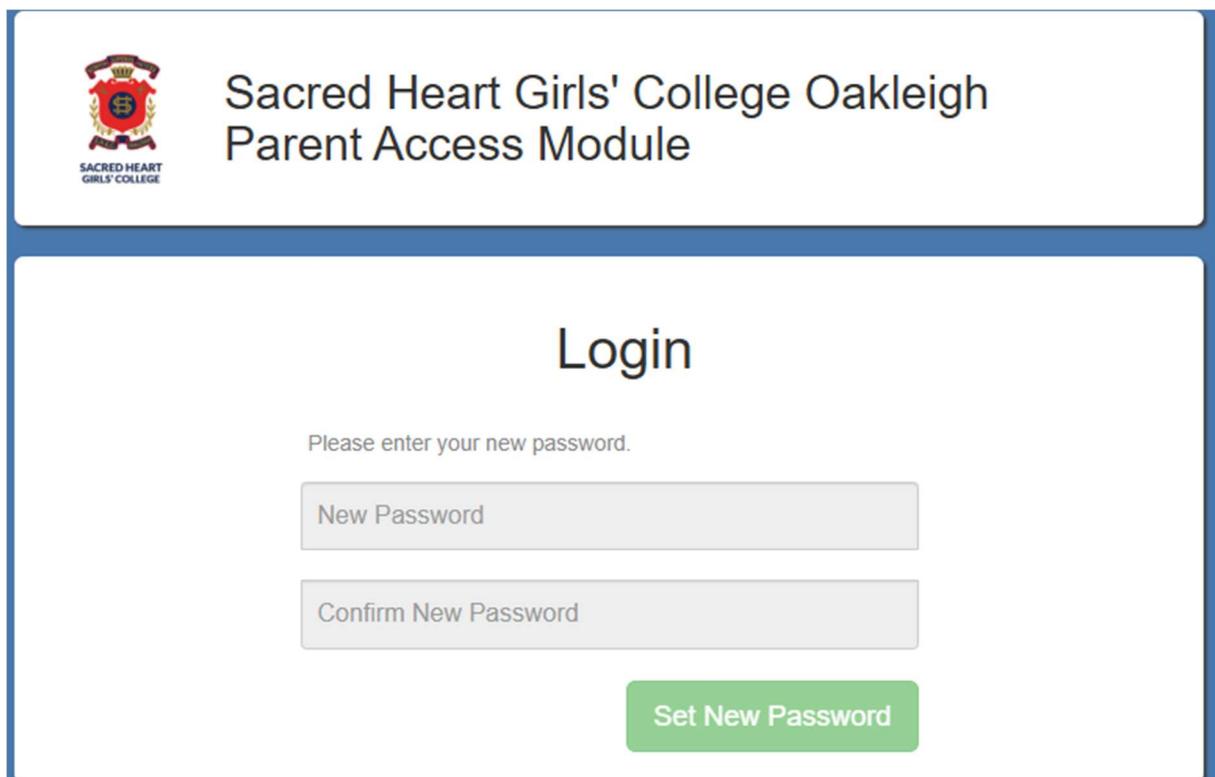Once the code is entered, users will see this screen. Select 'Yes'.

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:

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.
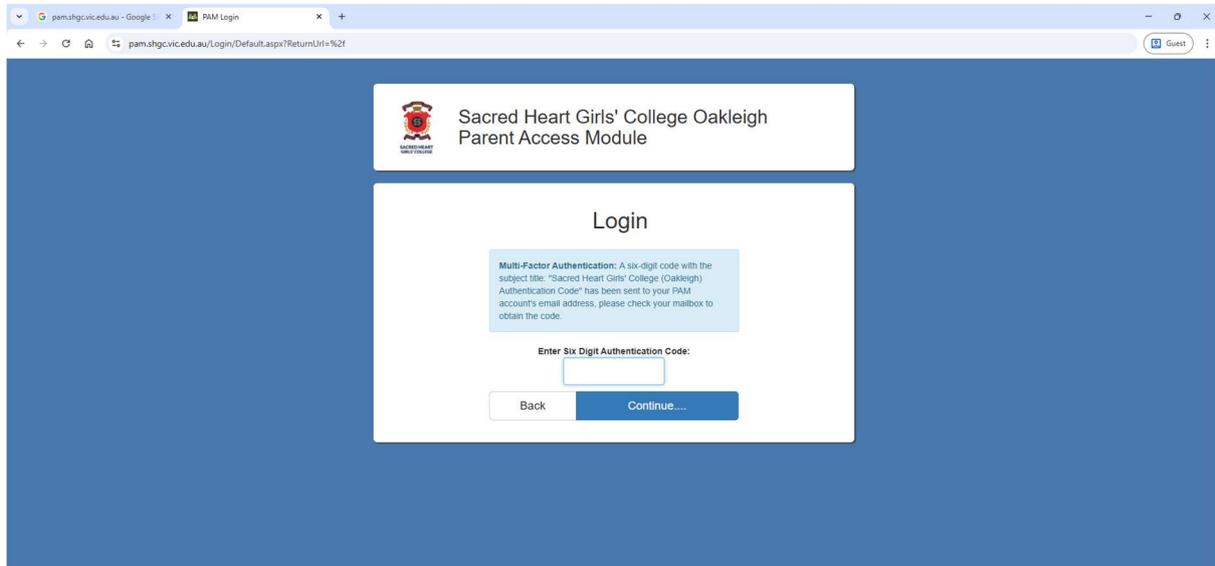
5. Log into PAM

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

Enter your **PAM email and new password**.
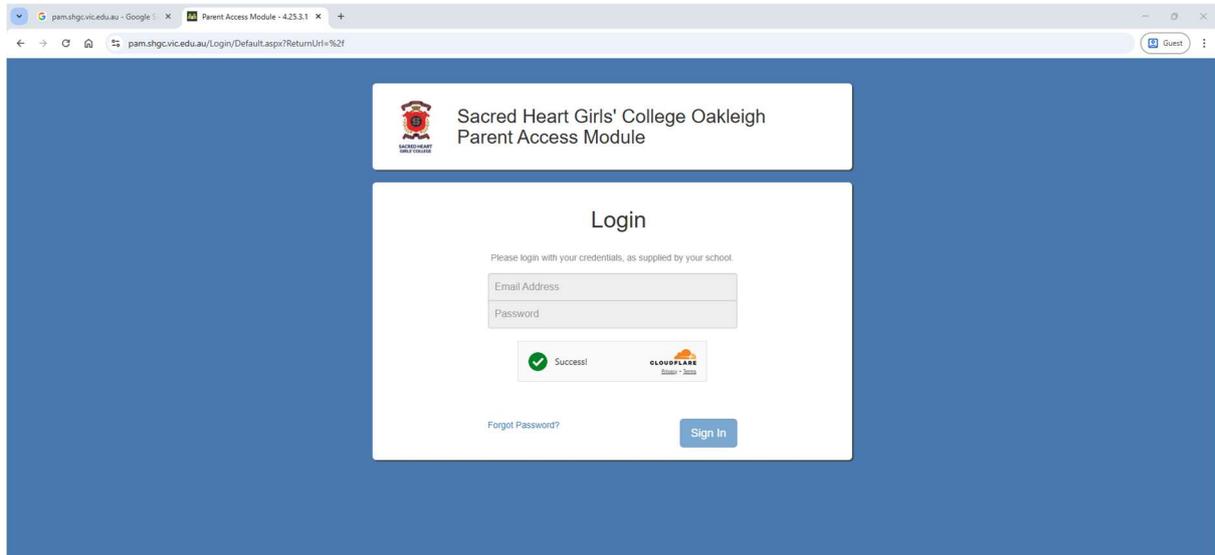
6. Complete the PAM Multifactor Authentication

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

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