



MySentinel

Guardian guide

The parent portal

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MySentinel — NFC-badge learner check-in & school-safety for South African schools. · Chain-owner doc suite · 2026-06-27

Guardian guide — the parent portal

Guardian guide — the parent portal

The parent portal is your private window into your child's day at school. When a security officer scans your learner's NFC badge at the gate, the check in or check out is recorded immediately and you can see it here in real time — "At school — arrived 09:39", "Left for the day — 14:05", and so on.

A few things make it different from a normal app:

- **No login, no password.** You open the portal from a **secure link** the school sends you on your chosen channel (app notification, email, or WhatsApp where it is connected). The link itself is your key.
- **It is read-only.** You can see your learner's status and send sick notes, pickup requests and collection arrangements — but you can never change the official school record. That stays with the school.
- **It is live.** The status updates on its own as scans happen at the gate. You do not need to refresh.
- **It is tied to you.** The link is bound to your contact details and expires after a set period, so it cannot be passed around indefinitely or indexed by search engines.

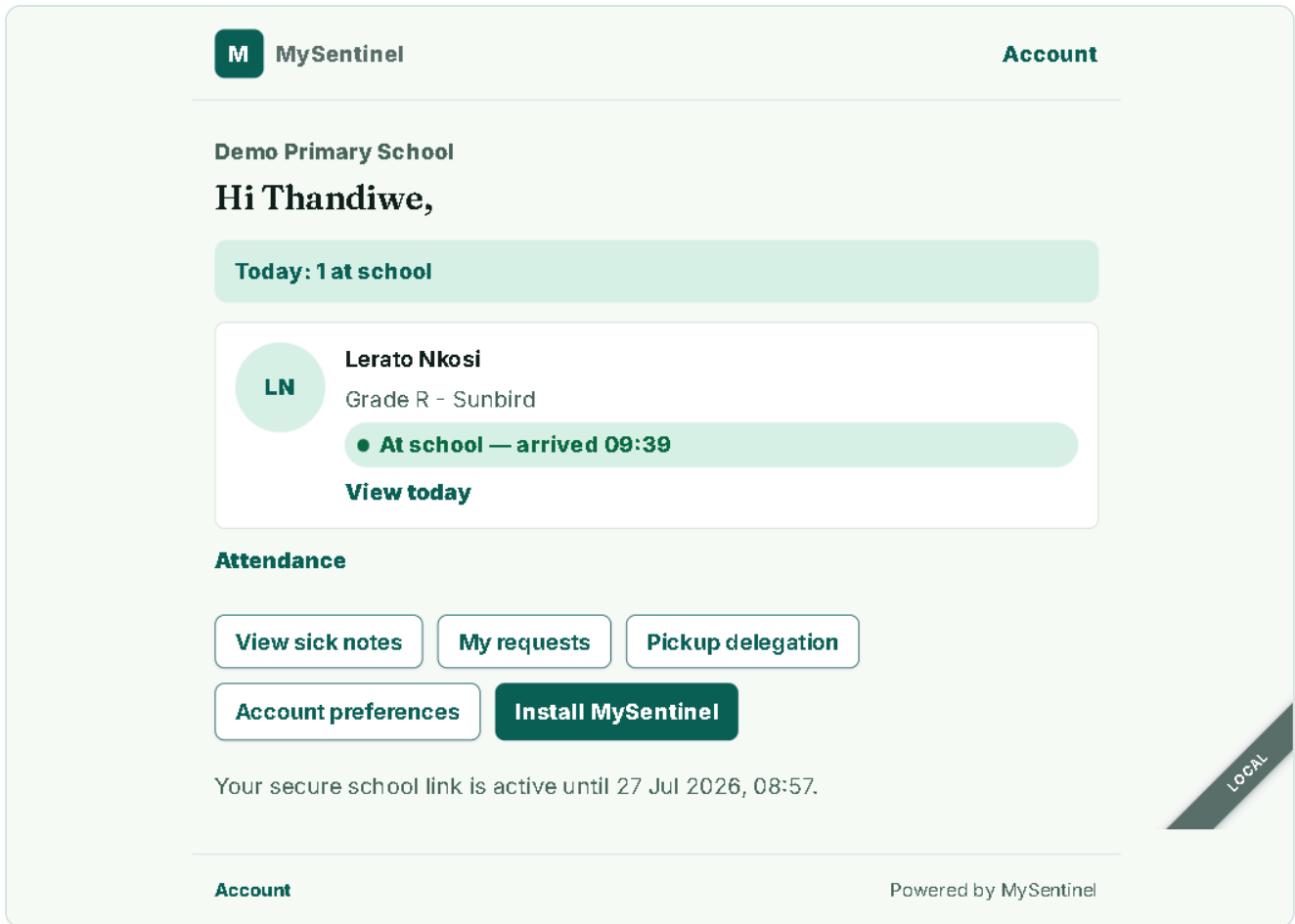
You do not install anything to use the portal. Tapping the link in your browser is enough. Installing the app (below) is optional and only adds phone push notifications.

Opening your link

1. Tap the secure link the school sent you. It looks like `.../p/<your-secure-code>`.
2. The portal opens straight to your home screen — no sign-in step.
3. Bookmark it or keep the message; the same link keeps working until the expiry date shown at the bottom of every page.

If the link ever says it has expired or is no longer valid, the school can send you a fresh one. This is normal — see **Your privacy and security** below for why.

Your home screen



The home screen greets you by name and shows everything at a glance:

- **Your school's name** and a greeting, e.g. *"Hi Thandiwe,"*.
- **A today summary**, e.g. *"Today: 2 at school"*, so you know the headline before reading any detail.
- **One card per linked learner**, each showing the child's initials (or photo), their class, and a **status pill** with the current state.
- A **View today** link on each card, plus a quick **Attendance** link.
- Action buttons: **View sick notes**, **My requests**, **Pickup delegation**, **Account preferences**, and **Install MySentinel**.
- At the foot of the page: *"Your secure school link is active until ."*

Reading a learner's status

The portal uses a consistent colour language so you can read it at a glance:

You see	It means
Green status, e.g. "At school — arrived 09:39"	A check in/out has been confirmed at the gate
Neutral / grey status	No tap yet today, or away for the day
Time shown, e.g. "arrived 09:39"	The exact moment the badge was scanned

The portal says **Learner** (not "student") and **check in / check out** (not "movement") throughout — the same words the school staff use.

A learner's day in detail

Tap a learner card (or **View today**) to open that child's page.

The screenshot shows the MySentinel app interface for a learner named Lerato Nkosi. At the top, there is a 'MySentinel' logo and an 'Account' link. Below this, a 'Back' button is visible. The learner's profile is shown with a circular icon containing 'LN', the school name 'Demo Primary School', the learner's name 'Lerato Nkosi', and the grade 'Grade R - Sunbird'. A prominent green status banner indicates 'At school — arrived 09:39' with a note 'Checked in by Thandiwe Nkosi'. Below the banner, a message states: 'If this does not look right, please contact the school office.' Three buttons are provided: 'View attendance', 'Request early pickup', and 'Report sick day'. A 'Today' section contains a message: 'Lerato Nkosi is currently at school. There are no earlier updates in this secure link.' An 'Earlier this week' section lists three entries: '26 Jun 2026, Arrival with Thandiwe Nkosi', '25 Jun 2026, Departure with Thandiwe Nkosi', and '25 Jun 2026, Arrival with Thandiwe Nkosi'. At the bottom, there is an 'Account' link and the text 'Powered by MySentinel'. A 'LOCAL' label is visible on the right side of the screen.

Here you get:

- A large **status banner** answering "where is my child right now?" — for example *"At school — arrived 09:39"* — with a note of who recorded it (and, where relevant, which guardian dropped them off or collected them).
- A gentle reassurance line: *"If this does not look right, please contact <the school's number>."*
- **Today** — a timeline of every arrival and departure recorded today.
- **Earlier this week** — the same, going back over recent days.

Each timeline entry is labelled **Arrival** or **Departure** with the time, so the picture of the day is unambiguous.

Attendance history

From a learner's card or page, tap **Attendance** to see their attendance record over time. This is the longer view — useful for spotting patterns or confirming a day you were unsure about.

Telling the school your child is sick

If your learner is staying home unwell:

1. Open the learner's page.
2. Tap **Tell the school they're sick**.
3. You will see a confirmation that the note was received.

To follow up, go to **View sick notes** from the home screen. Each note shows its progress:

Status	Meaning
Received	The school has the note
Acknowledged	A staff member has seen it
Replied	The school has written back — their reply appears under the note

Making a request (early pickup)

Need your child out early? Use a pickup request.

1. From the home screen tap **My requests**, or from a learner's page tap **Request early pickup**.
2. Choose the **learner**, the **time** you plan to collect, and (optionally) a short **reason**. You are listed as the collector.
3. Submit. The request goes to the school's admin / class teacher for approval — it is **not** an instant release; a staff member reviews it.

On the **My requests** page your requests are split into **Open** (still pending or approved) and **Recent** (completed or closed). You can **cancel** an open request yourself; if the school has already actioned it, the page updates to tell you.

Pickup delegation — authorising someone else to collect

When someone other than you will fetch your child — a grandparent, a trusted neighbour, a lift club driver — you can authorise them in advance.

1. From the home screen, tap **Pickup delegation**.
2. Tap **New delegation**, choose the learner and capture who you are authorising.
3. You can **share the resulting link** with that person and **revoke** it at any time.

You can hold up to **three active delegations** at once. Revoke one to add another beyond that limit.

Account preferences — notifications, quiet hours, language

Tap **Account preferences** from the home screen to control how and when the school reaches you.

Notification channels

Channel	Notes
App notifications	Phone push — enabled via Install MySentinel (see below)
Email	Always available
WhatsApp	Shown with a Preview badge. It only appears as "Enabled" when your school has actually connected WhatsApp; until then the portal is honest and shows it as not available, and messages fall back to email

Per-child notifications. For each learner you can independently switch app, email and WhatsApp check in/out alerts on or off — handy if you only want gate alerts for a younger child.

Quiet hours. Set a **From** and **Until** time and routine check-in alerts will hold during that window.

One important safety rule: emergency alerts, safety-mode notices and late-pickup alerts **always** reach you — they ignore quiet hours and per-child preferences. The portal states this plainly at the foot of the notifications section so you are never in any doubt.

Weekly family summary. Opt in or out of a weekly recap.

Language. Choose **English**, **Afrikaans (Afrikaans)** or **isiZulu**, or follow the school's default. The whole portal re-renders in your chosen language.

Install MySentinel — turning on phone push

For instant alerts on your phone the moment a scan happens:

1. From the home screen or Account preferences, tap **Install MySentinel**.
2. Tap **Install and enable** (or **Enable app notifications**) and allow notifications when your phone asks.

A few honest caveats:

- Phone push depends on your **browser and device** supporting it. Where it isn't supported, the portal tells you it will **keep using email and WhatsApp fallback** — you will still be notified, just through another channel.
- **Roadmap:** real-device push delivery is fully built and proven in code, but it is switched on **per environment** by the platform team. In a demo or pre-launch environment you may see a message that push isn't configured yet. Email (and WhatsApp, once connected) keep working throughout.

Your privacy and security

We take POPIA seriously, and the portal is designed around it:

- **No account, no stored password to leak.** Access is the secure link only.
- **Read-only.** You cannot alter your child's official attendance record; you can only view it and send requests/notes the school then reviews.
- **The link expires.** It is valid for a set window (typically around 30 days) shown on every page. After that, the school issues a fresh one.

- **The link is bound to your contact details.** If your phone number or email on file at the school changes, the old link automatically stops working — this protects you, and the school simply sends a new one.
- **Not searchable.** Portal pages are marked so search engines never index them.
- **You see only your own children,** and only what the school chooses to surface.

If anything ever looks wrong — a status that doesn't match reality, or a link you weren't expecting — contact the school office using the number shown on your learner's page. The portal footer always reads *"Powered by MySentinel."*

Quick reference

I want to...	Where to go
See where my child is right now	Home screen → learner card
See today's arrivals and departures	Learner page → Today
See the longer record	Attendance
Report my child is sick	Learner page → Tell the school they're sick , track in View sick notes
Ask to collect early	My requests → Request early pickup
Let someone else collect	Pickup delegation → New delegation
Change how/when I'm notified	Account preferences
Get phone push alerts	Install MySentinel
Change my language	Account preferences → Language