Dear Parents,

We are introducing a state-of-the-art live portal for use in the boarding houses. The system is designed to make Leave Requests and all other Boarding School procedures easy to use and always available.

Here are a few "standard" questions that you might have regarding our brand new portal.
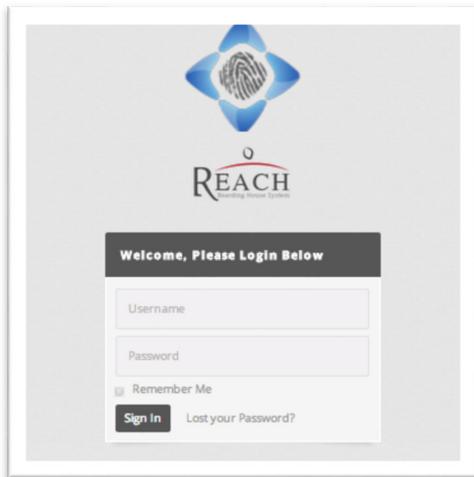
Where do I go to access the portal?
The portal is located at the following URL:
https://ccgs.reachboarding.com.au/

Is there a Video Tutorial I can watch?
Yes there certainly is. The video is located here. (Video is also available in the HELP section on your portal).


http://vimeo.com/83734348
What username/password do I use to access the portal?
Typically we use your email address as both your username and password when we created your account, though if we don't have your email address on file then we combine your first and last names together.

For example, if your name was Joe Bloggs, your username would be JoeBloggs (notice there is no space), and your password would be JoeBloggs (again, notice there is no space).

Your username/password can be anything you wish and you can change them after you've logged in through the **My Account** tab.
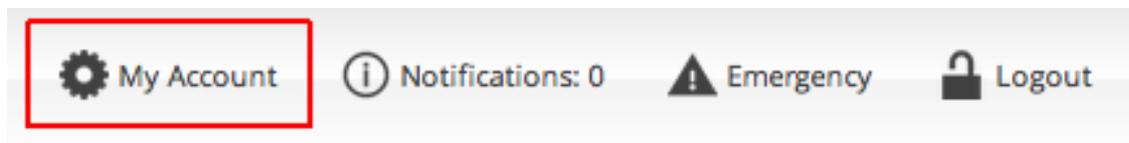

What if both parents use the same email address?
REACH will create two different accounts though only one will be able to use the email address to log in, the other will have the First and Last name (eg. if your name was Joe Bloggs, your username would be JoeBloggs (notice there is no space), and your password would be JoeBloggs (again, notice there is no space)).

**How do I change my details once I have logged in?**
The **My Account** tab will allow you to keep ALL your details up-to-date. This section will allow you to change your username and password at any time.
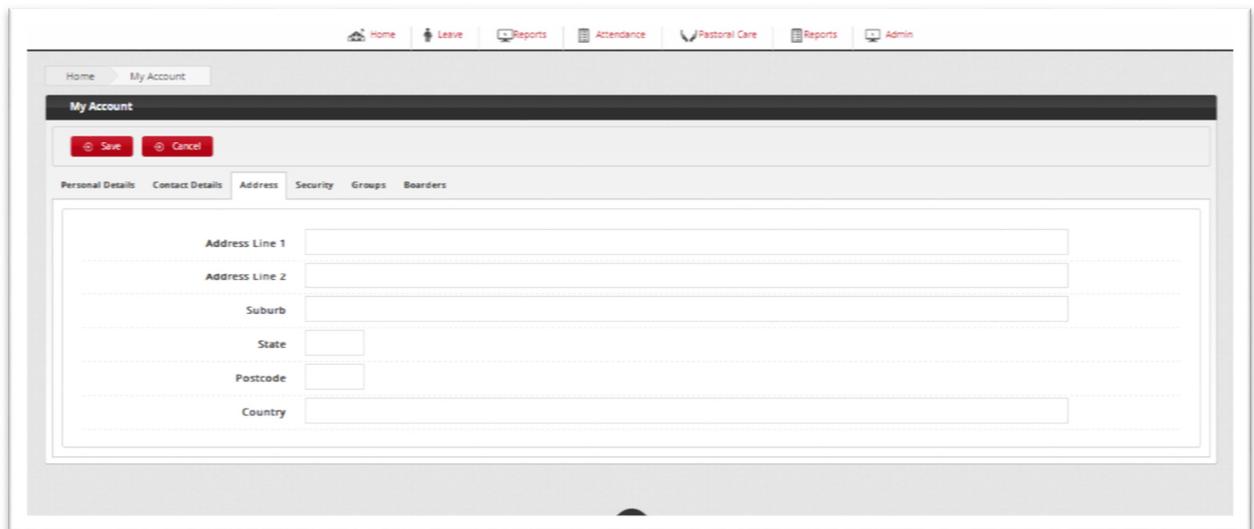

How do I make a Leave Request?
Simply click on the Leave Request tab and select **New Leave Request**. You can then enter all the necessary details for the request and submit it for live approval.
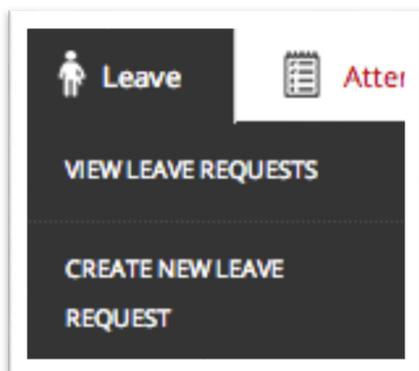
What happens when I submit a Leave Request?
A submitted Leave Request is sent to one or more Leave Approvers here for review. They will then look at the request and make a decision. Once the decision has been made you will be notified by email (or SMS if rejected) with the result of the decision.
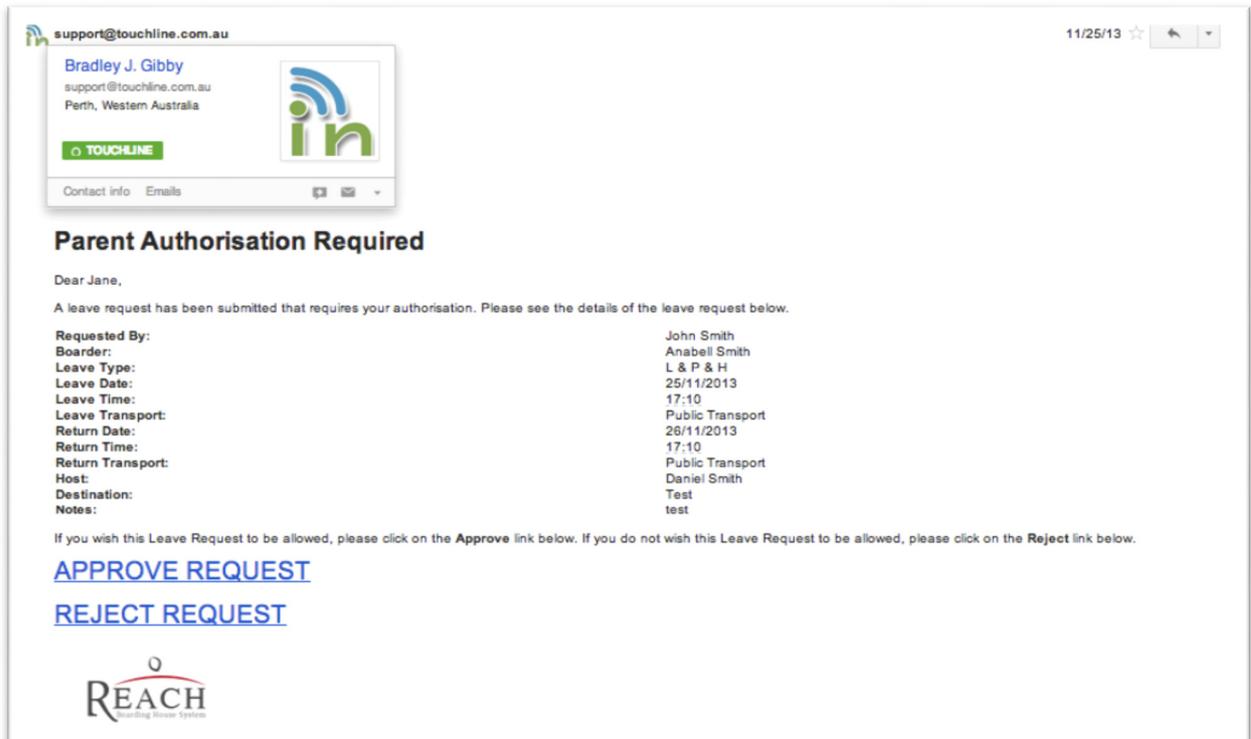
Where can I view the Leave Request?
After logging on, simply click the Leave Requests tab and select **Leave Requests** to view all *current* Leave Requests (ie. Leave Requests that have yet to occur).
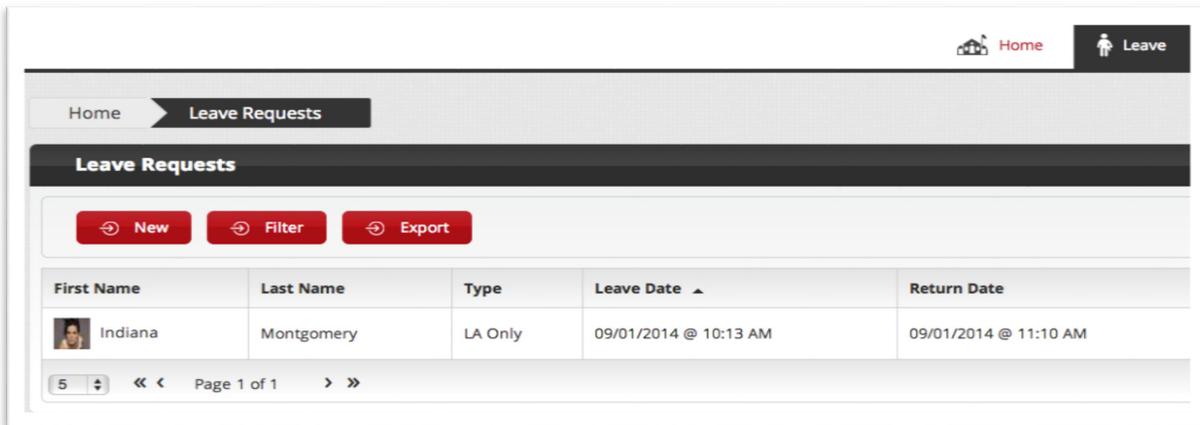
How can I add other hosts that my child is allowed to stay with?
Our system allows you to add an unlimited number of authorised hosts. Simply log in, select the **My Account** tab and select the **Host** tab. Click **Add New Host** to add or click on any existing Host to edit them. You can then make a Leave Request and assign this person as the host.