

# Chairo Parent Quick Start guide

**LINC** stands for Learning and Information Network at Chairo. It is our learning management system that enables students to engage in meaningful and collaborative learning. It is also a way for teachers to give meaningful feedback and information to parents that will improve student outcomes and strengthen partnership. This quick start guide will provide you with the basics for logging onto Linc and navigating your way around the system. If you have any questions about Linc please contact the Linc Support Team via email at [support@chairo.vic.edu.au](mailto:support@chairo.vic.edu.au)

## Navigating to LINC

### 1 Open your web browser

- Go to [www.linc.chairo.vic.edu.au](http://www.linc.chairo.vic.edu.au)
- Alternatively, access Linc from the Chairo website at [www.chairo.vic.edu.au](http://www.chairo.vic.edu.au) and then click on the Linc icon at the top right-hand side of the page

OR

### 2 Download the Chairo App

- Go to the app store on your mobile phone and search for the Chairo App
- Install the Chairo App on your phone

## Chairo Account and Password Setup

All parents need a Chairo username and password to login to Linc. You would have received your **username** (also referred to as **Chairo account name**) via email about how to create your Chairo account and setup your password. Below are the steps to create your password. You need this username and password to login to Linc.

### 1 Open your email to get your Chairo account **username**

### 2 Click on the “**Reset Password**” link in the email or access it from here:

<https://passwordreset.microsoftonline.com>

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- 3 Copy your Chairo account username (**8 digit code**) into the User ID field below and add to that “@chairo.vic.edu.au”. See example below.
- 4 **Enter the characters** provided in the picture box below.  
If these characters are not clear, you can click on the Refresh button to provide a new combination of characters to enter. Alternatively, you can listen to the Audio option and type out the word(s).
- 5 Click on the Next button to continue.

## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Audio option

Refresh button

Enter the characters in the picture or the words in the audio.

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- 6 Choose your **verification method**: email, text or a phone call. You need to provide the email address or the mobile number listed with the school. With the email and text methods, you will receive a verification code to continue the process. The phone call option will prompt you to press # to verify and automatically move to the next step.

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (js*****@gmail.com).	<div style="border: 2px dashed purple; padding: 5px;">The system will give you a hint of the Email or Mobile phone number listed with the school. Choose your method to continue</div>
<input type="radio"/> Text my mobile phone		
<input type="radio"/> Call my mobile phone		
<input type="button" value="Email"/>		

- 7 Enter the **verification code** received via email or text. (The phone call option will automatically verify you without providing a code.)

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

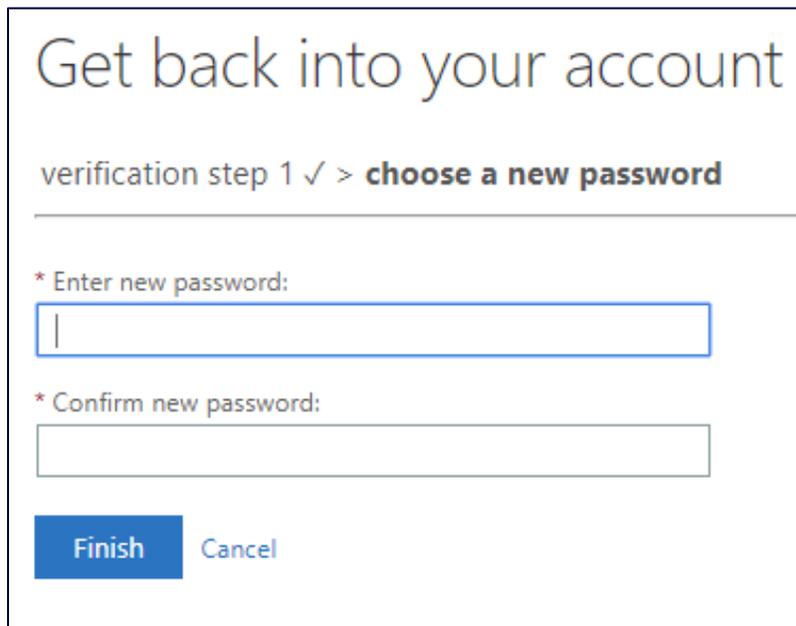
<input checked="" type="radio"/> Email my alternate email	We've sent an email message containing a verification code to your inbox.	<div style="border: 2px dashed purple; padding: 5px;">Enter your verification code received via email or text to continue with the process and click <i>Next</i></div>
<input type="radio"/> Text my mobile phone		
<input type="radio"/> Call my mobile phone		
<input type="text" value="Enter your verification code"/>		
<input type="button" value="Next"/>		

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## 8 Create a **Password**.

When choosing a password, make sure you keep to the following rules:

- It must be 8 characters or longer
- It cannot contain your name or surname
- It must include at least one Upper case letter
- It must include a number(s) or a symbol(s)



Get back into your account

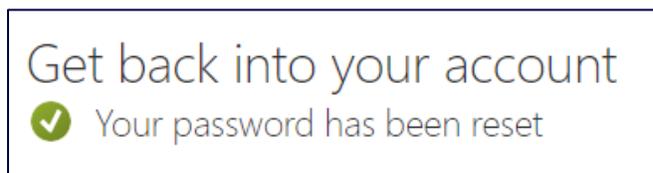
verification step 1 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

## 9 You have now **successfully** created your Chairo online account and a password to access Linc.



Get back into your account

✓ Your password has been reset

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## Logging into Linc

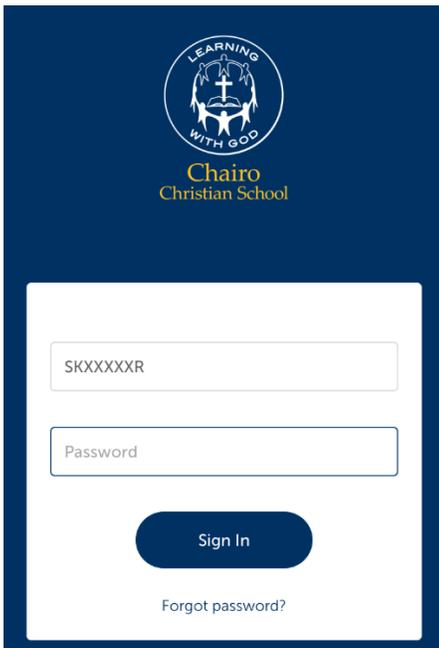
Use your 8-digit Chairo **account code** and **password** to log into Linc, and click on Sign in.

### Logging in via the website



The screenshot shows the login page for Chairo Christian School. At the top left is the school's logo, which includes a circular emblem with a cross and the text 'LEARNING WITH GOD' around it, followed by 'Chairo Christian School' in gold text. Below the logo, the text 'Sign in with your Chairo account' is displayed. There are two input fields: the first is for the account code, containing 'SKXXXXXR', and the second is for the password, represented by a yellow bar with seven dots. A blue 'Sign in' button is centered below the fields. At the bottom, there is a link that says 'Can't access account?'.

### Logging in via the Chairo App



The screenshot shows the login screen of the Chairo App. At the top is the school's logo, featuring a circular emblem with a cross and the text 'LEARNING WITH GOD' around it, and 'Chairo Christian School' below it. The login form consists of two white input fields on a dark blue background. The first field is for the account code, containing 'SKXXXXXR'. The second field is for the password, with the placeholder text 'Password'. A blue 'Sign In' button is positioned below the fields. At the bottom, there is a link that says 'Forgot password?'.

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## Linc Dashboard

### Linc website - Dashboard

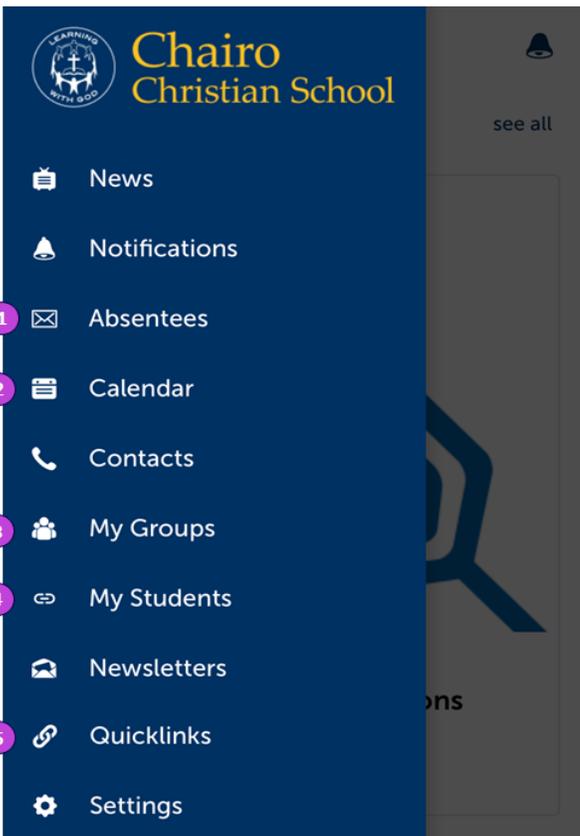
Once logged in, you will be able to see all your child(ren)'s timetables, campus related news, etc.

- 1 My Students:** This section is visible on the Dashboard and also (as an alternative way to navigate) on the left-hand side panel. Your child's name is hyperlinked, and you can click on their name to see more detail about their classes and who the teacher for each class is.
- 2 Timetable:** You can view each student's timetable and see which class is happening at what time.
- 3 Calendar:** You will see the school calendar with events happening at your child(ren)'s campus. This option is available at the top of the Dashboard or under each student's section on the Dashboard.
- 4 Due Work:** Students, parents and teachers all have access to the student Due Work calendar. This calendar shows the due dates for assignments/homework posted by the teacher to help the student plan and submit assignments on time. This is more relevant to Middle School and Senior School students.

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- 5 **Results:** This is where you can view your child(ren)'s results when the teacher has marked their homework/assignment.
- 6 **ePortfolio:** These are assessment tasks that students have submitted through Linc and have chosen to display in their ePortfolio. This is more relevant to Middle School and Senior School students.
- 7 **News:** This is where whole school campus-related news will be displayed.
- 8 **Campuses:** You can click on a campus to see more specific information and events happening at that campus.
- 9 **Additional important Information:** This is where parents can access information regarding Chairo's policies about child safety, cyber security, how to become a parent volunteer, etc.

## Chairo App - Dashboard



1	<b>Absentees:</b> Use the app to let the school know if your child(ren) is going to be absent.
2	<b>Calendar:</b> You will see the school calendar with events happening at your child(ren)'s campus.
3	<b>My Groups:</b> Access all the campus-specific Groups or Homepages that you are automatically subscribed to, such as Sport, Library, Art, Music, etc.
4	<b>My Students:</b> See your child(ren)'s Classes, Timetable and Due Work.
5	<b>Quicklinks:</b> This option provides you with links to Chairo's website, Linc website, Canteen information, Child safety policies, Parent Lounge (which is a new feature where parents will be able to book Parent Teacher interviews, see their child(ren)'s academic reports, give online permission to Tours and Excursions, etc.)

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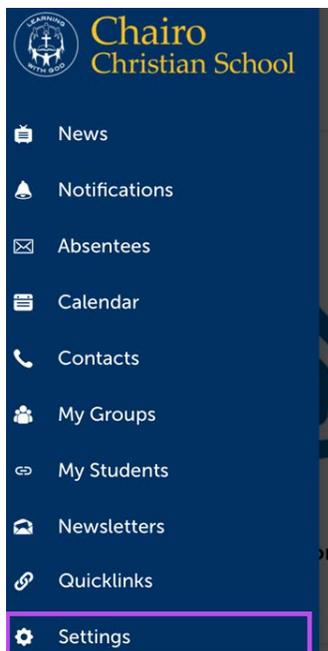
## Linc Settings

This section allows you to change your Linc settings.

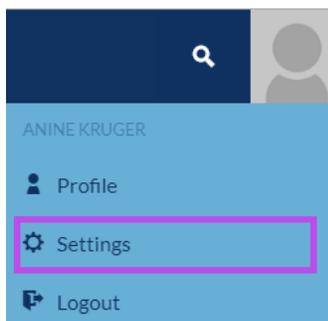
- 1 Click on the **user icon** at the top right-hand side of your Dashboard on the **Linc website**.



In the **Chairo App**, you will find the Settings option at the bottom of your Menu.

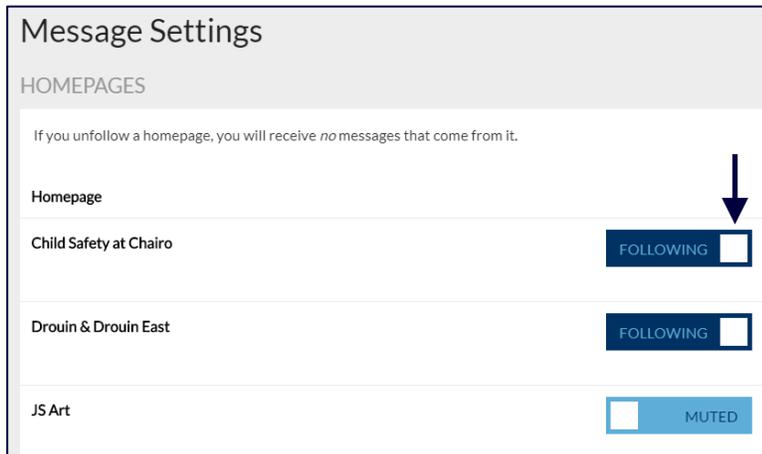


- 2 Click on **Settings**

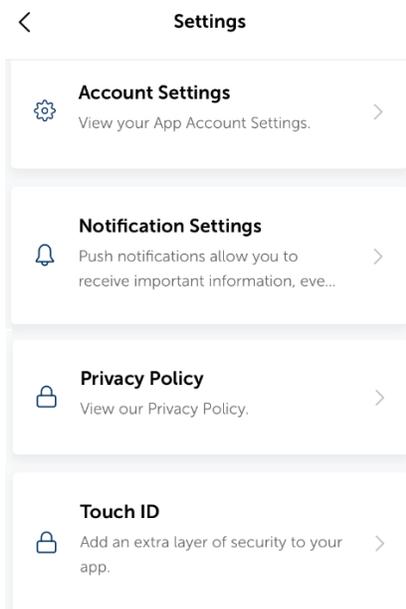


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3 On the **Settings page**, you will see all the Groups or Homepages that you are subscribed to, such as Sport, Library, Art, Music, etc. Each one of these Group pages can produce its own notifications: via **Linc** (internal messages/notifications in the top right-hand corner of your Dashboard), **Digest email** (the standard Chairo Digest three times a week), **Email** (immediate email) and/or **Mobile** (immediate text message). You have the choice to 'mute' a whole Group's messages, or you can keep "Following" the Group but define how you want to be notified.



In the **Chairo App**, you will find the Message Settings page under Settings (see Step 1 above), and then **Notification Settings**. Also note that there are more settings options in the app, such as the **Touch ID**, which is where you can activate Touch ID which as a quick way for logins and permissions.



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- 4 Scroll down to the Messages heading and read through each notification type. **Choose how you would like to be notified.** You can choose Muted, Digest, or Instant as a main option and add (+ symbol) mobile and/or email as additional notifications to your main choice. Your options are outlined below.

### MESSAGE DELIVERY OPTIONS

 Muted  
*You won't receive this message.*

---

 Digest  
*This message will be collated and emailed to you in a digest*   
*It will not appear in your internal messages list.*

---

 Instant  
*This message will appear in your internal messages list.*

---

 +

---

 Mobile  
*This message will be pushed to your mobile device.*  
*\* Requires Instant to be enabled.*

---

 Email  
*This message will be immediately emailed to you.*  
*\* Requires Instant to be enabled.*

- 5 Once you have made changes to your Settings page, remember to scroll down to the bottom of the Settings page and click on **Submit** to save your changes.

**Submit**

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## Forgotten Password

### Linc website – Password Recovery

- 1 Click on the 'Can't access account' option at the bottom of the login screen



- 2 This will navigate you to the **Linc Help page**, which will provide more specific information about your Linc access account questions.

On this Help page, you will find the link to reset your password. This follows the same steps as the **Chairo Account and Password Setup** section explained earlier in this document.

<https://www.chairo.vic.edu.au/linc-help>

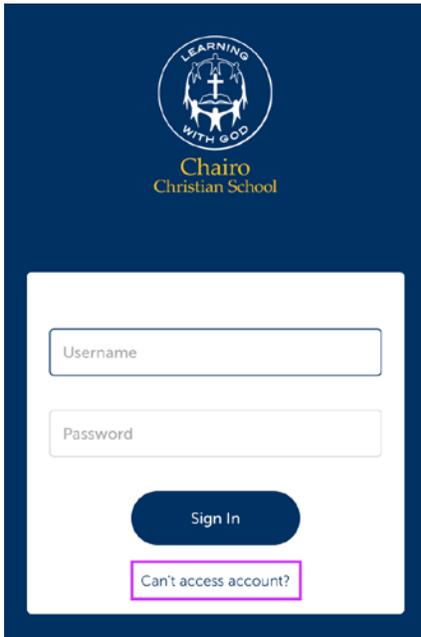


## Linc Help

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## Chairo App – Password Recovery

- 1 Click on the **Can't access account** option at the bottom of the login screen to open the Linc Help page.



- 2 On the Linc Help page, you will find the link to reset your password. This follows the same steps as the **Chairo Account and Password Setup** section explained earlier in this document.



## Linc Help

### What is Linc?

Linc (Learning & Information Network at Chairo) is Chairo's virtual learning environment for staff members, students and parents. It's an all-in-one learning management and communication system between home and school. Share, teach, learn and stay connected online with Linc.

For more information, please see the Parent Quick Start Guide.

### How can I log in?