

FAQs

What is SAEKO?

Saeko is a school manager and communication platform that helps schools to manage their information so they can focus all their resources on children's education.

What are the benefits of using Saeko?

Saeko offers our families and staff the convenience of real-time attendance, appointment making, online communication between school and home, and accessibility to your child's reports all at the push of a button. Saeko allows for quick, easy access to communications including the school's newsletter, your child's school reports and when notifying that your child is absent. This saves valuable time that allows our administration staff to fulfil their roles successfully and allows our teaching staff to spend more time teaching.

These functions are available on Saeko's App for families to install on their smartphones. Commencing on 16th July 2018, all government schools are required to notify families of any unexplained absences as early as possible. Saeko allows us to send a notification to families (via the App) by late morning of the same day that your child is absent.

Is my information private and secure for students and parents?

Yes, the school has liaised with the Department of Education's (DET) Legal Division Privacy Officer. The school has submitted a Privacy Impact Assessment Checklist to ensure any privacy risks associated with the handling of personal or health information are mitigated.

Saeko hosts the data in servers based in Sydney, Australia and uses *Amazon Web Services*. The information is protected by multiple levels of security between computers and Saeko's servers. Once any information is uploaded to Saeko's servers, access is restricted to users authorized by the school Principal. Access to physical data stores are secured by means of restricted access, password protection and access monitoring. The server directory only has write options so files cannot be read or executed in this directory.

Saeko uses various encryption implementations to protect its website and services. All communication between web services and browser use standard security technology Secure Socket Layers (SSL), administrative user passwords are encrypted with SHA1 and teacher and student passwords are encrypted with OpenBSD bcrypt().

As part of the contractual agreement there is a Privacy policy, a Confidentiality Agreement and a Service Agreement contract, that, among many things, clearly states limitations on use of personal information and roles and responsibilities of the Principal and Saeko's company (Kioru Australia Pty Ltd).

Saeko's Privacy Policy and Data Security Presentation can be found on our website under the Parent Information Tab at : <http://templestowehts.vic.edu.au>

Can anyone else access or see my child's information?

No, each student account is unique, and parents and guardians will only be able to access their own child's information.

What happens if we are a separated family?

Each parent will receive their own invitation to create their own password. Each parent will only be able to see their own details and their child's information.

Who will have access to the service?

Only the school Principal can authorize access. Parents and guardians will receive an email from Saeko once they have commenced at the school with information on how to setup their password. The school also has the capacity to access and retrieve all content, including personal information, messages or communication from the online service. The school has two levels of access, administration level and teacher level. Only the Principal and the Business Manager will have access to the administration level. Parents and guardians will only have access to their own child's information.

Access to Saeko databases and servers is restricted to authorized employees of *Kioru Australia Pty Ltd* with key and password. Those employees are subject to contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

What does SAEKO offer my family?

Saeko allows for all communication and information between the school and family to be placed in one, easy to access portal. This includes notifying the school of any absence, notifications from the school, electronic newsletter, emailing your child's teacher or the office and accessing your child's twice-yearly reports.

Do I have to use Saeko?

Saeko is our main communication tool that, wherever possible and appropriate, we will use to communicate all school-home information. All families will receive their child's semester 1 and 2 report through the Saeko App as well as the weekly school newsletter. Parents and guardians can still report their child absent by phoning, emailing or writing to the school.

How do I get the App?

You will need to install the ***Saeko Family*** app onto your smartphone, the app is free and you can obtain it from the *Google Play* (for android devices) or the *AppStore* (for Apple devices).

How do I log into the App?

Once your child commences at school you will be sent an email notifying you to click on a link to create a password and download the app. Saeko is also accessible on school website via the Saeko portal login.
<http://templestowehts.vic.edu.au/>

What do I use the App for?

You can use the app for letting the school know as soon as possible when your child is going to be absent from school. You will also receive your child's semester reports now via the app.

What if I don't have a Smartphone?

There is a Saeko Portal Login on the front page of our school website that parents and guardians can access.

<http://templestowehts.vic.edu.au>

What if I need help using the App?

Our friendly office staff are always here to help, either in person or over the phone. During our new Foundation family information sessions, as well as term 1 information evenings, we will also be able to support you.

What do I have to do as a parent/guardian?

1. Click on the link provided via email.
2. Setup your password.
3. Follow the link and download the ***Saeko Family*** app.
4. Start using the app to notify the school of your child's absences, access your child's reports and receive newsletter and notices.