# User Guide

This document is written to help Parents understands how to register and login into the Student E-Portal. Parents can link with one or more children and view their Timetable, Results, Fees, etc.
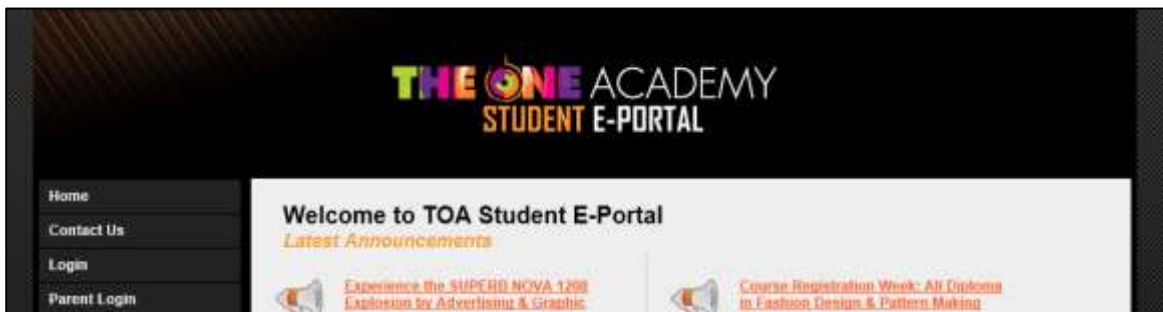
Table of Contents

Getting Started

1. For Parents whose children are studying in TOA Bandar Sunway, open an Internet Browser and type in http://student.toa.edu.my in the address bar. Then click on the "The One Academy Student E-Portal" link as highlighted below.
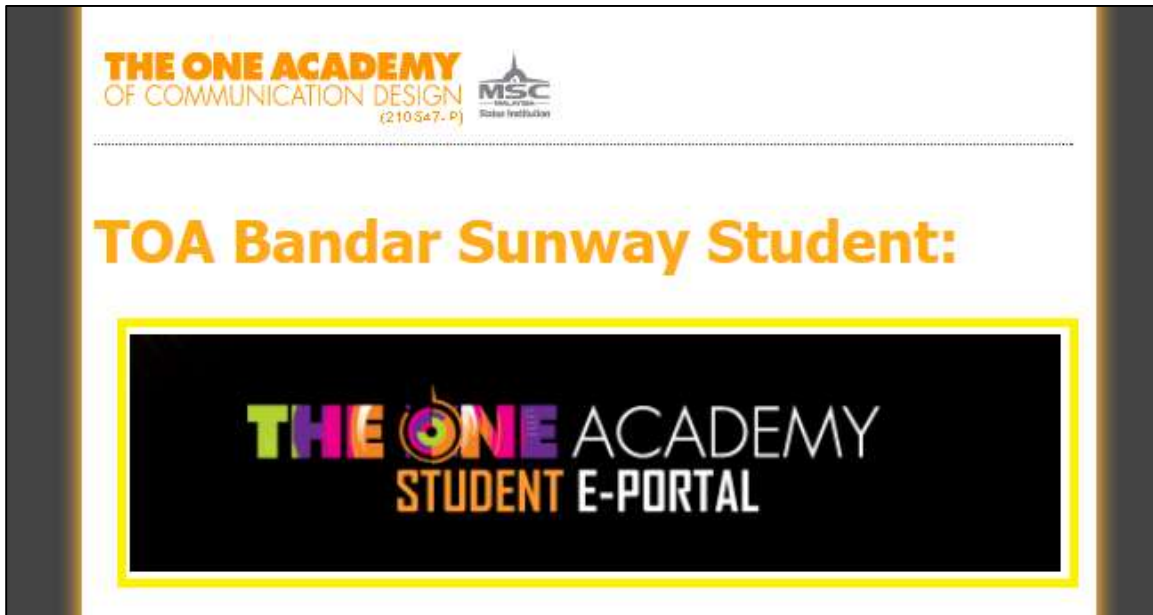
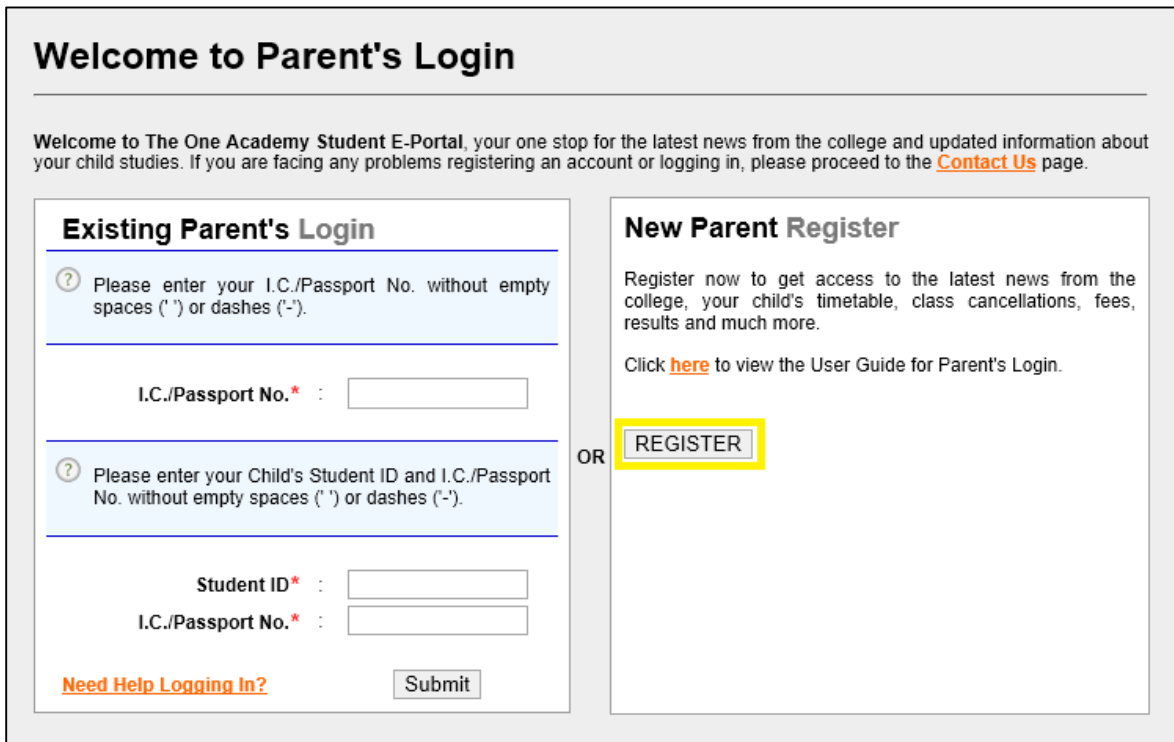2. You will then see the homepage of the Student E-Portal

Registration

1. For first time users, you are required to register for a login account. Click on the "Parent Login" link as highlighted below.
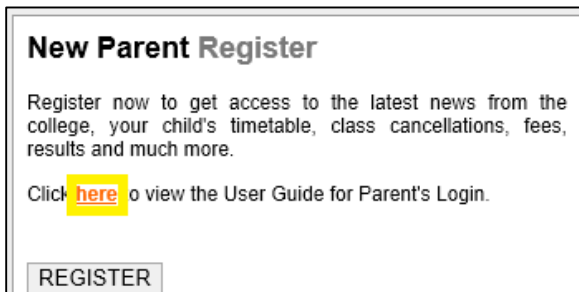

2. You will then see the following page. Click on the Register button as highlighted below to proceed to the Registration page.

This User Guide is also available online by clicking on the link shown below.

3. Following is the Registration page. Fields with ***** are required fields where you must fill up.

Login Account

1. Your Username will be your I.C./Passport No. For Non-Malaysian Citizens, we strongly encourage that you use your Identification No. instead of Passport No. as your Passport No. changes periodically.
2. Please take note that you should enter your I.C./Passport No. in full capital letters, if any, without any spaces or dashes.
3. The system will crosscheck for any duplicate I.C./Passport No. that has been registered in the system.

Particulars

1. The next section is to fill up your Particulars.
2. You are required to provide either your Telephone or Mobile No. This is so that the college can reach you should the need arises.
3. Although the Email is optional, it is recommended that you provide one for system notifications as well as important correspondence from the college.

Children Studying at TOA

1. The next section is for you to link your account with your children studying at The One Academy.
2. You are required to enter at least 1 children in order to create your Login account.
3. You can link with other children later on after you have logged in. Read more on this in the "Link Your Account with Other Children" section.
4. For security purposes, each student can only be linked with ONE parent account. If there is any special scenarios requiring the student to be linked with more than 1 parent account, kindly contact us via the Contact Us page.

Terms and Conditions

1. Lastly, you are required to agree to the Terms and Conditions set by the college regarding the registration and usage of the Student E-Portal.
2. Please check on the checkbox to agree to our Terms and Conditions.
3. Once you have checked on the checkbox, the Register button will appear at the bottom of the Registration page.

Lastly, click on Register button as highlighted below to register your Login Account.

Login

1. After you have successfully registered for an account, you will be able to login into the Student E-Portal. Click on the "Parent Login" link as highlighted below.

2. You will then see the following page. Enter your I.C./Passport No. as per your Registration, your child's Student ID and I.C./Passport No. Then click on the Submit button as highlighted below to login.

3. If you are encountering any problems logging in, you can click on the "Need Help Logging In" link at the bottom left corner as highlighted below. It will redirect you to the Contact Us page where you can submit an enquiry to us.

More than 1 Children

If you have more than 1 children linked to your account, you will need to login individual to each children in order to access their results and other records.

To keep track of which child's account you are currently viewing, you can refer to the Student ID on the top right corner as shown below.

Main Features

Following are some of the main features available in the Student E-Portal for you to get updated on the latest updates of The One Academy and your child's studies. The following is just a handful of features available in the Student E-Portal. Please feel free to browse through the entire set of features by logging into our Student E-Portal.

Announcements

Once you have successfully logged in, you will be able to see the list of latest announcements by the college. The latest news, activities, memos, etc. will be posted here to keep you and child updated.

You can also view earlier announcements from the Announcement listing link as highlighted below.
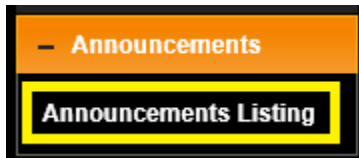
Class Notices

The Class Notices page shows the any Change of Venue and Time for Classes, Class Cancellations and Replacement Classes. You can access this page by click on the Class Notices link as highlighted below.

Fee Notification

The Fee Notification provides you with the Fees information for your child according to their class. To access this page, click on the "Download Fee Notification" link as highlighted below.
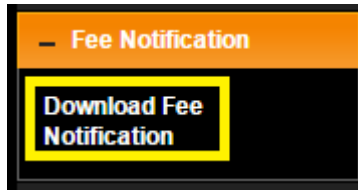
Results

The Results section allows you to view your child's past and current Results. To access this page, click on the "My Result" link as highlighted below. Please take note that the Results for Degree Students are only available inside StudyNet (portal provided by our counterparts).
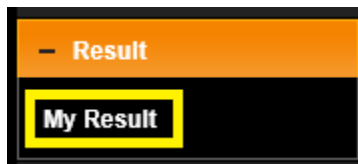
Student Handbook

If you would like to view our college's Student Handbook, you can do so by clicking on the "View/Download Student Handbook" link as highlighted below.
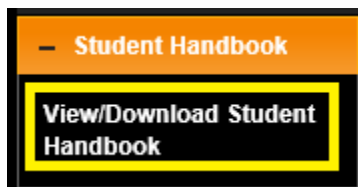
Timetable

You can also view your child's Timetable by clicking on the link as highlighted below. The timetable is sorted by Programmes and according to your child class.

Updating Your Particulars

In order for the college to get in touch with you, we appreciate it if you could keep your details up to date. You can update your Contact No. or Email address anytime by accessing this page.

To access your Particulars page, click on the link as highlighted below.
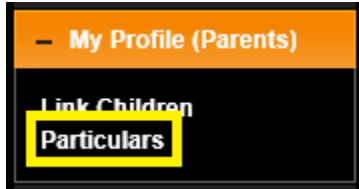
Once you have clicked the link, you should see the following page where you can update your Particulars. After you've made the changes, please make sure that you click on the Save button at the bottom of the page.

Please take note that you are not allowed to change your I.C./Passport No. If you wish to do so, kindly write to us via the Contact Us page.

Linking Your Account with other Children

If you have more than 1 children studying at The One Academy, you can link them to your account anytime by going to the Link Children page. You can access this page by clicking on the "Link Children" link as highlighted below.
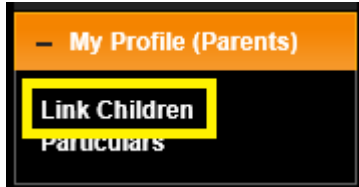
On this page, you will see the listing of children linked to your account. You can add or remove children linked to your account here.
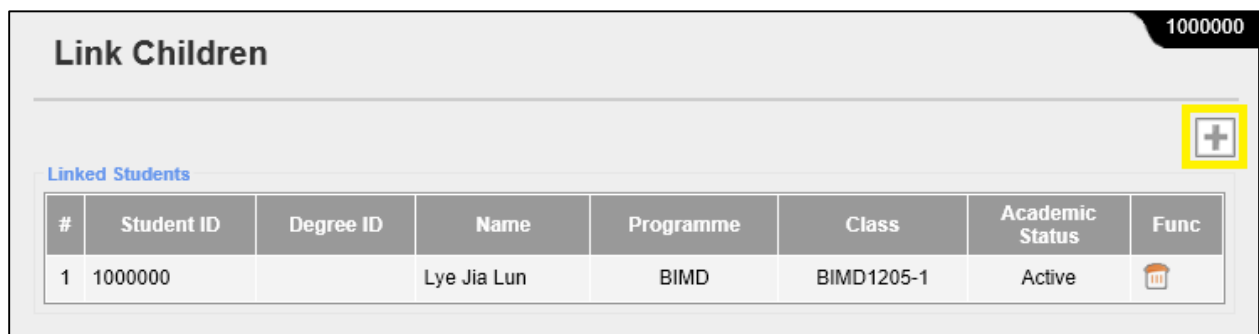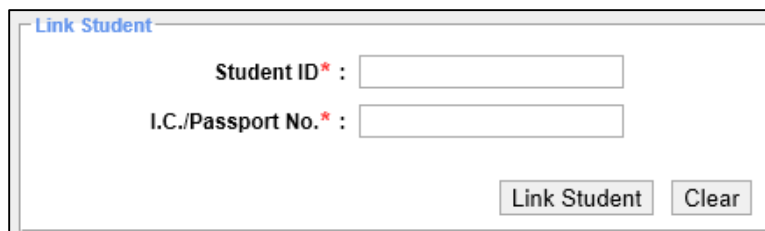
Link Additional Children

To link your child, click on the Add button as highlighted below.

You will then see the following section where you will need to enter your child's Student ID and I.C./Passport No.

Lastly, click on the "Link Student" button to link them to your account. Please take note that each student can only be linked with 1 parent. If there's any necessity to link the child to multiple parents, please write to us via the Contact Us page.

Remove Linked Children

To remove linked children, click on the corresponding Delete button as highlighted below. You can link children that you have removed previously, as long as that child has not been linked to another parent. If there's any necessity to link the child to multiple parents, please write to us via the Contact Us page.

Contact Us

If you are facing any technical difficulties during Registration, Login or while accessing the Student E-Portal, please feel free to write to us via the Contact Us page. You can access the page with or without logging into the Student E-Portal.
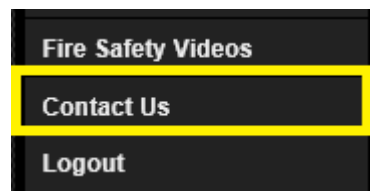
You can access the Contact Us page by clicking on the highlighted link below.

There are several categories of enquiries that students can submit their enquiry to depending on the issue/problem they are facing. To help students with determining which category their issue/problem/enquiry falls under, we have listing down the categories with brief descriptions for their reference. You can click on the category to expand and view the description of the category.

As for Parents, you are required to select the Category: Parent Support.

There are slight differences to the Contact Us page if you have or haven't logged into the Student E-Portal. The following section highlights the differences that you should take note of.

Contact Us (Not Logged In)

If you haven't logged into the Student E-Portal, the Contact Us page will look like the following.

Contact Us

Contact the right person:

Dear Students,

If you are unsure which category your problem belongs to, please refer to the brief description for each Category that we have prepared for you below. We hope that you can contact the right person as soon as possible so that your problem can be resolved.

Dear Parents,

Please select Parent Support and provide us with the details of your Login Problem or Technical Difficulties you are facing. We will get back to you as soon as possible. Our Support Hours is 9am - 6pm from Monday to Friday and 9am - 1pm on Saturdays.

Student E-Portal Support

Results, Option To Progress, Timetable, Student Handbook, Student Particulars

Fees Enquiry

Student Access Card Support

Lab Computer Login & Server Access

IT Facilities

Other Facilities

Parent Support

Enquiry

Please fill up the form below to submit your enquiry to **TOA Bandar Sunway**.
If you're a student from TOA Penang or your child is studying at TOA Penang, please click here to be redirected.
Please click on the tab most applicable to you to submit your enquiry.

| Student | Parent | Staff |

Name* :
Student ID* :
Class* :
Email* :
Contact No :
Category* : Please choose one...
Subject* :
Message* :

☐ Send a copy to myself.

Submit Enquiry   Back

Please click on the Parent tab, as highlighted below, to fill up and submit your enquiry.

All the fields mark with * are required fields where you must fill it up.

Contact Us (Logged In)

If you have logged into the Student E-Portal, the system detects that you are a Parent and will only show the Parent tab. Also relevant information, e.g. Name, Email, Contact No., your child's Student ID and Category, will be automatically entered into the form based on the information you provided in your Particulars page.

After you have entered the required details in the enquiry form, click on the "Submit Enquiry" button.

Logout

1. When you finished accessing the Student E-Portal, please remember to logout by click on "Logout" link from the left menu pane.