

# User Guide

---

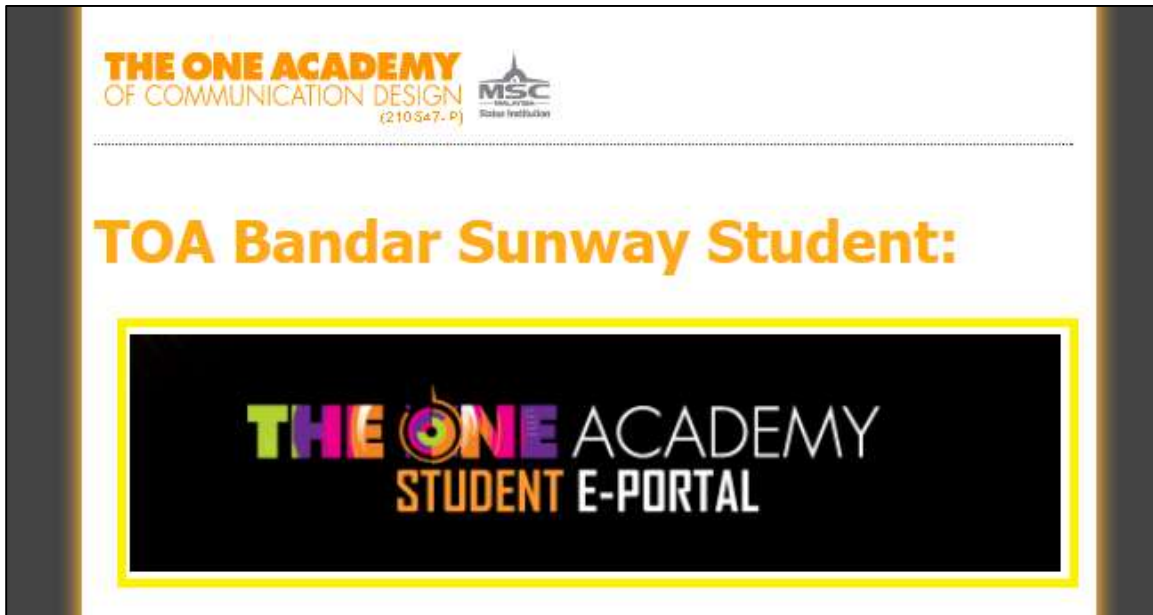
*This document is written to help Parents understands how to register and login into the Student E-Portal. Parents can link with one or more children and view their Timetable, Results, Fees, etc.*

## Table of Contents

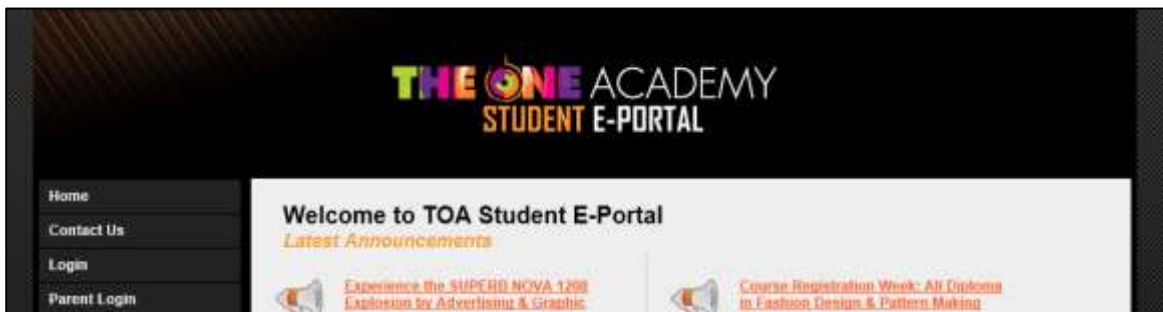
Getting Started.....	2
Registration.....	3
Login Account.....	4
Particulars .....	5
Children Studying at TOA.....	5
Terms and Conditions .....	6
Login.....	7
More than 1 Children.....	8
Main Features .....	9
Announcements.....	9
Class Notices .....	9
Fee Notification.....	10
Results.....	10
Student Handbook.....	10
Timetable .....	10
Updating Your Particulars .....	11
Linking Your Account with other Children .....	12
Link Additional Children.....	12
Remove Linked Children .....	13
Contact Us.....	14
Contact Us (Not Logged In).....	15
Contact Us (Logged In).....	17
Logout .....	18

## 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

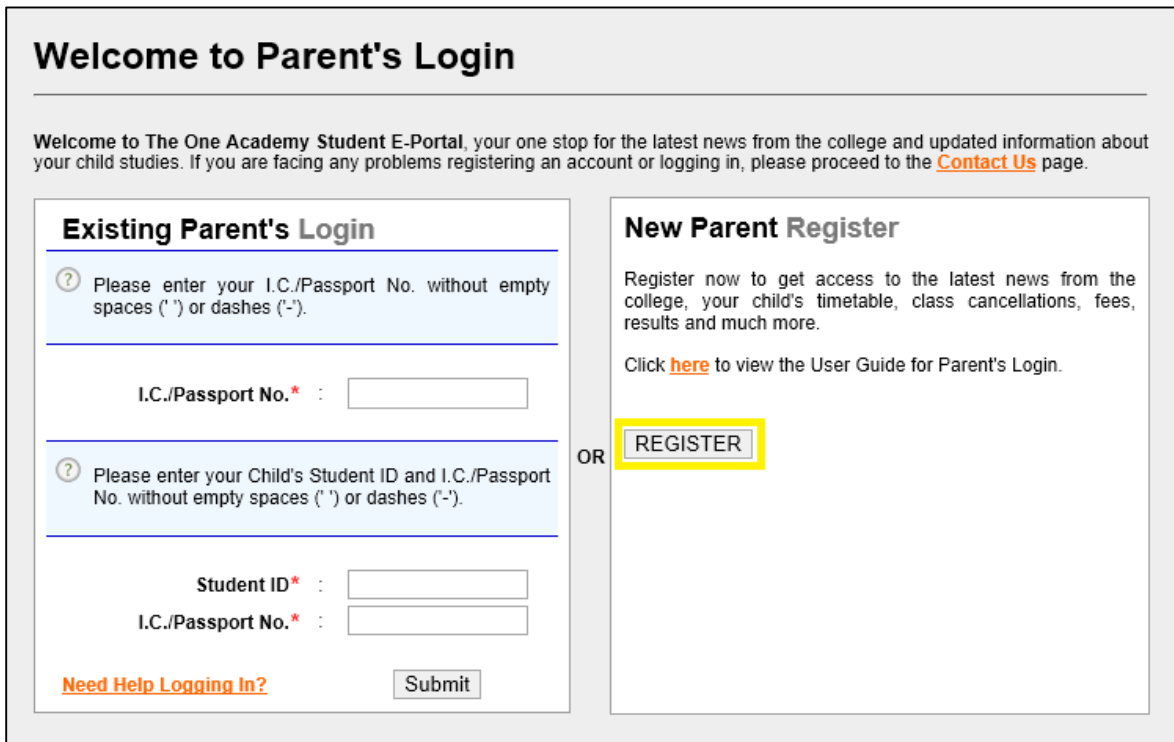


## Registration

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

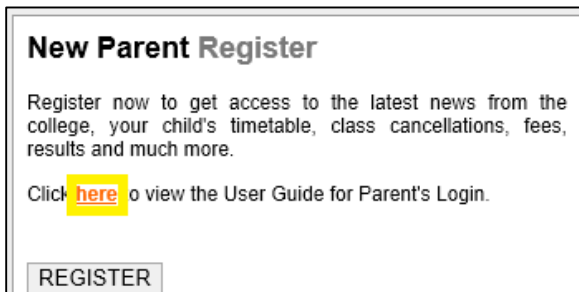


2. You will then see the following page. Click on the Register button as highlighted below to proceed to the Registration page.



The screenshot shows the 'Welcome to Parent's Login' page. It includes a welcome message and two main sections: 'Existing Parent's Login' and 'New Parent Register'. The 'Existing Parent's Login' section has two options: one for logging in with an I.C./Passport No. and another for logging in with a Child's Student ID and I.C./Passport No. The 'New Parent Register' section includes a 'REGISTER' button highlighted in yellow. A 'Need Help Logging In?' link and a 'Submit' button are also visible.

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



This screenshot is a close-up of the 'New Parent Register' section. It contains the text: 'Register now to get access to the latest news from the college, your child's timetable, class cancellations, fees, results and much more.' Below this is a link: 'Click [here](#) to view the User Guide for Parent's Login.' At the bottom, the 'REGISTER' button is highlighted in yellow.

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

### Parents Registration

**Login Account**

- For Non-Malaysian Citizens, it is preferable if you use your Identification No. instead of Passport No. (as the Passport No. will change over time).
- Please enter your I.C./Passport No. without dashed '-' or spaces ''.
- Please enter all alphabets, if any, in Upper Case.

I.C./Passport No.\*:

Confirm I.C./Passport No.\*:

**Particulars**

Name\*:

Gender\*:  Male  Female

Relationship\*:  Father  Mother  Guardian

### 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.

**Login Account**

- For Non-Malaysian Citizens, it is preferable if you use your Identification No. instead of Passport No. (as the Passport No. will change over time).
- Please enter your I.C./Passport No. without dashed '-' or spaces ''.
- Please enter all alphabets, if any, in Upper Case.

I.C./Passport No.\*:

Confirm I.C./Passport No.\*:

## 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.

**Particulars**

**Name\*** :

**Gender\*** :  Male  Female

**Relationship\*** :  Father  Mother  Guardian

- You are required to enter either your Tel. or Mobile No., preferably both, for ease of contact should the need arise.
- Please enter your Tel., Mobile or Fax No. without any '+', '-' or ''.

**Tel.\*** :

**Tel. (Alt)** :

**Mobile\*** :

**Mobile (Alt)** :

**Fax** :

- Please provide your email address, if possible, so that you can receive system notifications or email from the college.

**Email** :






**Email Alt.** :

## 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.

**Children Studying at TOA**

- Please enter the Student ID or Degree Student ID of your children to be linked.
- Please enter the I.C. No. (Local Students) or Passport No. (International Students) without any spaces '' or dashes '-'.
- You are required to enter at least 1 children in the list below in order to create your account.

#	Student ID	I.C./Passport No.	Func
1.	<input type="text"/>	<input type="text"/>	
2.	<input type="text"/>	<input type="text"/>	
3.	<input type="text"/>	<input type="text"/>	
4.	<input type="text"/>	<input type="text"/>	
5.	<input type="text"/>	<input type="text"/>	

## 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.

**Terms and Conditions**

By creating your account, you are agreeing to abide by and support all the terms and conditions set forth in this document to ensure the safety and privacy of each student. To register on this site, you must be a legal parent or guardian of a full-time student at the College. We take the confidentiality of students' data very seriously and take every precaution to make sure that only authorized individuals can access them.

Pursuant to the Personal Data Protection Act 2010 which came into force on 15 November 2013, The One Academy is committed to protecting students' personal data in accordance with our Personal Data Protection Notice which can be viewed at <http://www.toa.edu.my/pdpa-notice>. As The One Academy manages students' information electronically, their records are available for viewing only to authorized parents / guardians as well as students with secure connection over the Internet. We own or are licensed to use all copyrights and other intellectual property rights of this site, including its designs, contents, and all technical infrastructures relating to it.

Parents / guardians will be required to adhere to the following guidelines:

agree to abide with the above terms and conditions.

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

Parents / guardians will be required to adhere to the following guidelines:

I agree to abide with the above terms and conditions.

## 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.

**Welcome to Parent's Login**

Welcome to The One Academy Student E-Portal, your one stop for the latest news from the college and updated information about your child studies. If you are facing any problems registering an account or logging in, please proceed to the [Contact Us](#) page.

**Existing Parent's Login**

Please enter your I.C./Passport No. without empty spaces ( ' ') or dashes ('-').

I.C./Passport No.\* :

Please enter your Child's Student ID and I.C./Passport No. without empty spaces ( ' ') or dashes ('-').

Student ID\* :

I.C./Passport No.\* :

[Need Help Logging In?](#)

**New Parent Register**

Register now to get access to the latest news from the college, your child's timetable, class cancellations, fees, results and much more.

Click [here](#) to view the User Guide for Parent's Login.

OR

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.

Student ID\* :


I.C./Passport No.\* :

[Need Help Logging In?](#)

## 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.



### Welcome to TOA Student E-Portal


#### Latest Announcements



**Experience the SUPERB NOVA 1208 Explosion by Advertising & Graphic Design graduates!**  
*posted on 2015-08-18 20:48:43*

Witness the ultimate explosion at One Gallery, featuring 'NOVA 1208' which is inspired by the phenomenon of a supernova – the explosion before a star can emit its own light. The NOVA 1208 'explosion' will unveil 14 passionate advertising and..


[More >](#)



**Congratulations, Ter Mei Ching! We are so proud of you!**  
*posted on 2015-08-17 18:21:14*

Recently, 3 of ESMOD KL's students were nominated Top 10 finalists of AirAsia Runway Ready Designer Search 2015.


[More >](#)



**Course Registration Week: All Diploma in Fashion Design & Pattern Making Students**  
*posted on 2015-08-17 17:23:45*

There will be an upcoming course registration week for students to register their repeat and clear deferred and/or remaining course(s). Please refer inside for details.

[More >](#)



**Course Registration Week: All Diploma, CCD and IEP Students (except Diploma in FD Students)**  
*posted on 2015-08-17 17:22:32*

There will be an upcoming course registration week for students to register their electives, repeat and clear deferred and/or remaining course(s). Please refer inside for details.

[More >](#)



## 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.

1000000

### Welcome to TOA Student E-Portal


**Latest Announcements**

 **Experience the SUPERB NOVA 1208 Explosion by Advertising & Graphic Design graduates!**  
posted on 2015-08-18 20:48:43

Witness the ultimate explosion at One Gallery, featuring 'NOVA 1208' which is inspired by the phenomenon of a supernova – the explosion before a star can emit its own light. The NOVA 1208 'explosion' will unveil 14 passionate advertising and...


[More >](#)

---

 **Congratulations, Ter Mei Ching! We are so proud of you!**  
posted on 2015-08-17 18:21:14

Recently, 3 of ESMOD KL's students were nominated Top 10 finalists of AirAsia Runway Ready Designer Search 2015.


[More >](#)

 **Course Registration Week: All Diploma in Fashion Design & Pattern Making Students**  
posted on 2015-08-17 17:23:45

There will be an upcoming course registration week for students to register their repeat and clear deferred and/or remaining course(s). Please refer inside for details.

[More >](#)

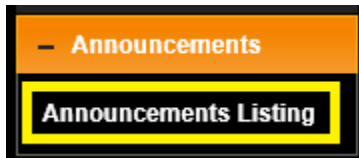
---

 **Course Registration Week: All Diploma, CCD and IEP Students (except Diploma in FD Students)**  
posted on 2015-08-17 17:22:32

There will be an upcoming course registration week for students to register their electives, repeat and clear deferred and/or remaining course(s). Please refer inside for details.

[More >](#)

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



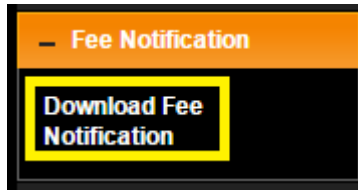
## Class Notices

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.



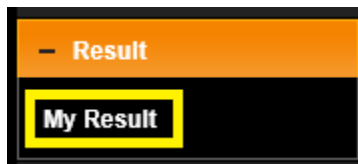
## Fee Notification

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.



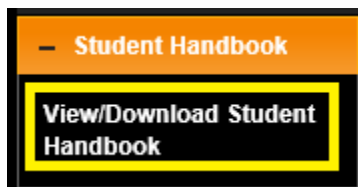
## Results

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

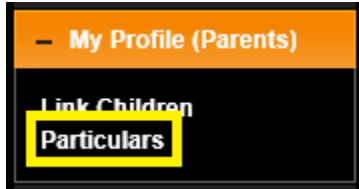
You can also view your child’s Timetable by clicking on the link as highlighted below. The timetable is sorted by Programmes and according to your child class.



## 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.

**Particulars** 1000000

---

- You are not allowed to change your I.C. No. as it is linked with your Login Account. If there are any modifications that you would like to make, kindly submit an Enquiry through the [Contact Us](#) page.
- You are required to enter either Telephone or Mobile No. It is preferable that you could provide both in case the College needs to contact you.
- If possible, please provide your Email Address so that the College is able to contact you and the system, whenever applicable, is able to send you Email Notifications.

**Parent's Particulars**

**Name\*** :

**I.C./Passport No.** :

**Gender\*** :  Male  Female

**Relationship\*** :  Father  Mother  Guardian

**Telephone\*** :

**Telephone (Alt.)** :

**Mobile\*** :

**Mobile (Alt.)** :

**Fax** :

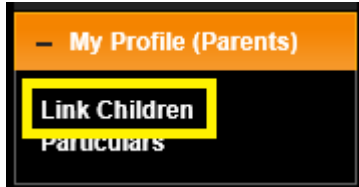
**Email** :

**Email (Alt.)** :

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.

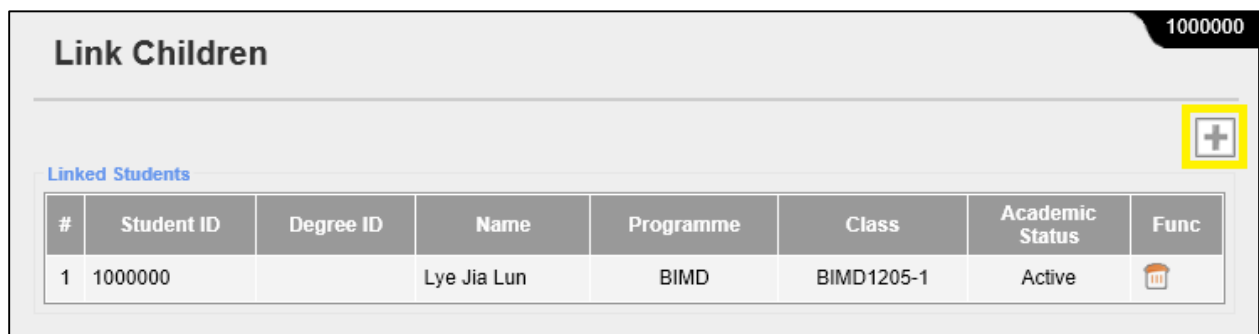


A screenshot of the "Link Children" page. The page title is "Link Children" with a user ID "1000000" in the top right corner. Below the title is a table of linked students. A plus sign icon in the top right corner of the table area is highlighted with a yellow box.

#	Student ID	Degree ID	Name	Programme	Class	Academic Status	Func
1	1000000		Lye Jia Lun	BIMD	BIMD1205-1	Active	

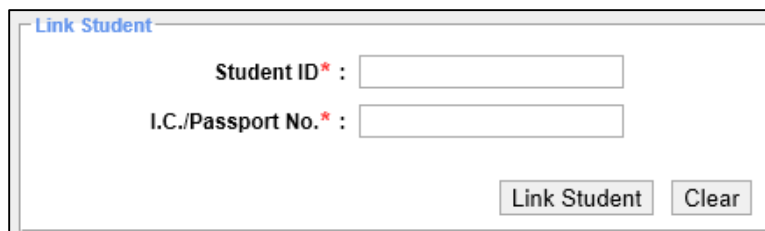
## Link Additional Children

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



A screenshot of the "Link Children" page, identical to the previous one, but with the plus sign icon in the top right corner of the table area highlighted with a yellow box.

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



A screenshot of the "Link Student" form. It contains two input fields: "Student ID\*" and "I.C./Passport No.\*". Below the fields are two buttons: "Link Student" and "Clear".

Link Student

Student ID\* :

I.C./Passport No.\* :

Link Student Clear

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.

### Link Children

---

[Link Student](#)

Student ID\* :

I.C./Passport No.\* :

### 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.

### Link Children

1000000

---

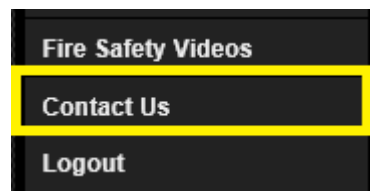
[Linked Students](#) +

#	Student ID	Degree ID	Name	Programme	Class	Academic Status	Func
1	1000000		Lye Jia Lun	BIMD	BIMD1205-1	Active	<input type="button" value="Delete"/>

## 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.

<b>Student E-Portal Support</b>
<b>Results, Option To Progress, Timetable, Student Handbook, Student Particulars</b>
<b>Fees Enquiry</b>
<b>Student Access Card Support</b>
<b>Lab Computer Login &amp; Server Access</b>
<b>IT Facilities</b>
<b>Other Facilities</b>
<b>Parent Support</b>

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

<b>Parent Support</b> <i>Any problems related to Parent's Access into Student E-Portal:</i> <ol style="list-style-type: none"><li>1. Registration Problems.</li><li>2. Login Problems.</li><li>3. Problem updating your Profile.</li><li>4. Problem linking or unlinking Children.</li><li>5. Change of I.C./Passport No.</li></ol>
--

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.

<b>Student E-Portal Support</b>
<b>Results, Option To Progress, Timetable, Student Handbook, Student Particulars</b>
<b>Fees Enquiry</b>
<b>Student Access Card Support</b>
<b>Lab Computer Login &amp; Server Access</b>
<b>IT Facilities</b>
<b>Other Facilities</b>
<b>Parent Support</b>

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.

<b>Student</b>	Parent	Staff
----------------	--------	-------

Name\* :

Student ID\* :

Class\* :

Email\* :

Contact No :

Category\* :

Subject\* :

Message\* :

Send a copy to myself.

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

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

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

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\* :

Please provide us with your Email Address, if available, so that it is easier for us to contact you.  
Please take note that if you do not provide a valid Email Address, we are unable to send a copy of this Enquiry to you.

Email :

Contact No\* :

You are required to enter your child's Student ID in order for us to identify the Technical Issue you are facing.  
If you have more than 1 child studying at TOA, please enter the Student ID of your child you're currently facing issues with.

Student ID\* :

Category\* : Parent Support ▼

Subject\* :

Message\* :

Send a copy to myself.



## 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.

**1000000**

### 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.

<b>Student E-Portal Support</b>
<b>Results, Option To Progress, Timetable, Student Handbook, Student Particulars</b>
<b>Fees Enquiry</b>
<b>Student Access Card Support</b>
<b>Lab Computer Login &amp; Server Access</b>
<b>IT Facilities</b>
<b>Other Facilities</b>
<b>Parent Support</b>

Enquiry

Parent

Name\* : Lye Jia Lun

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

Send a copy to myself.

**Submit Enquiry** Back

## Logout

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

