

How access Parent Orbit App and Parent Lounge

Setting up your account and how to login

Your login details will be the same for Parent Orbit App, Parent Lounge, and Canvas. If you have not set up an account, you will need to do this first.

If you are a current family, your username is the email address you have registered with the College. Your password is the one you set when you set up your account.

New families

- You will have received an email from invites@microsoft.com.
- Please access this email and follow the steps to set up your account first.
- If you have already set up your account, you are all set to go using the email address you have registered with the college and the password you set.
- If you have not yet set up your account, please do this first before you can access Parent Orbit and Parent Lounge.

Troubleshooting

- If you have not set up an account and cannot locate the email from invites@microsoft.com please email us at parentportal@chevalier.nsw.edu.au and we will resend the email.
- If you have set up your account but are having issues with logging in, please try the following:
 - Reset your browser history.
 - Use a different browser than you normally use.
 - Mac users – if you regularly use Safari, use Google Chrome for accessing the College sites (Parent Lounge, Canvas). If you use Google Chrome, then use Safari for accessing the College sites.
 - Windows users – if you regularly use Microsoft Edge, use Google Chrome for accessing the College sites (Parent Lounge, Canvas). If you use Google Chrome, then use Microsoft Edge for accessing the College sites.
 - Log in with an “Incognito” or “Private” window. This may be useful if you also use your device for work.

If you encounter any difficulties during the download or setup process, please contact the College via parentportal@chevalier.nsw.edu.au for assistance.