

# Parent Portal FAQ

## HOW DO I LOG ON?

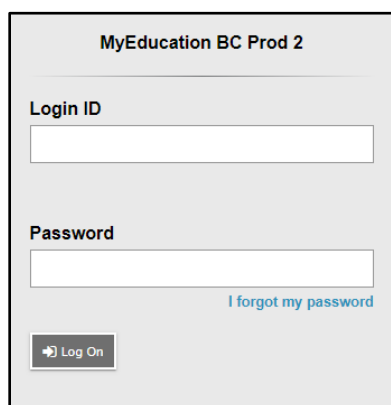
**\*\*When logging on for the first time, you must log on from a COMPUTER, not a phone.**

The website is: [www.myeducation.gov.bc.ca](http://www.myeducation.gov.bc.ca)

You can also find the link on the school website ([css28.com](http://css28.com)) or the school Facebook page.

It is also available on the SD28 website [sd28.bc.ca/content/myed-portal](http://sd28.bc.ca/content/myed-portal)

The website will look like this:



The screenshot shows a login form titled "MyEducation BC Prod 2". It has two input fields: "Login ID" and "Password". Below the password field is a blue link that says "I forgot my password". At the bottom left of the form is a "Log On" button with a right-pointing arrow.

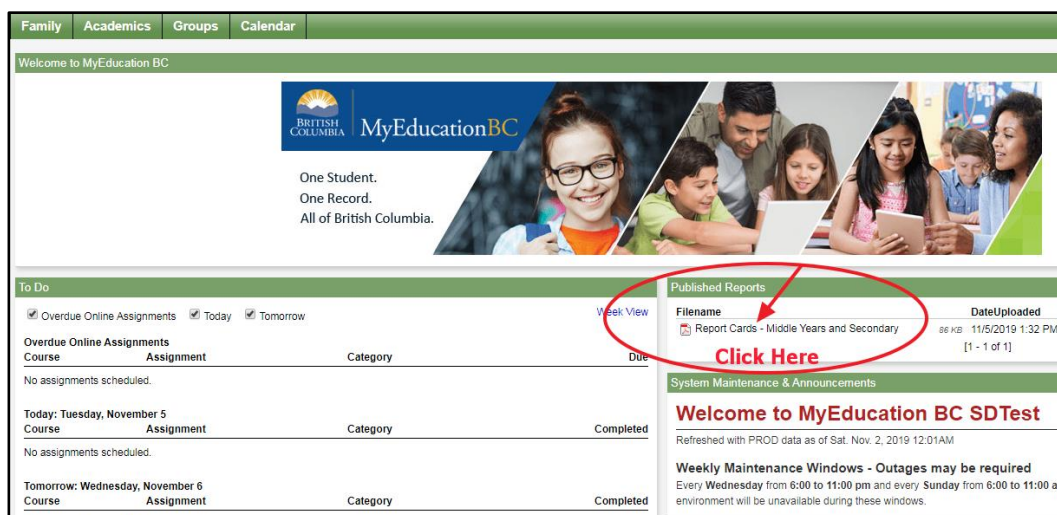
Enter your ID (sd28-firstnamelastname) and password provided from the email. You will be prompted to change your password which must have a *capital* and *lower case letter, number, and symbol*.

If you forget your password, click on "forget password". You will then receive an email with your new password (pls note - you will be prompted to change your password once you log on again).

If this is unsuccessful, please let the school know.

## WHERE CAN I SEE MY CHILD'S REPORT CARD?

When you log on, you can click on the report card link under **Published Reports** on the main page:



The screenshot shows the main page of the MyEducation BC portal. At the top, there are navigation tabs for "Family", "Academics", "Groups", and "Calendar". Below the navigation is a banner with the MyEducation BC logo and a photo of students. The main content area is divided into several sections. On the left, there is a "To Do" section with a table of assignments. On the right, there is a "Published Reports" section with a table of reports. A red circle highlights the "Report Cards - Middle Years and Secondary" link in the "Published Reports" section, with a red arrow pointing to it and the text "Click Here" below it. Below the "Published Reports" section is a "System Maintenance & Announcements" section with a "Welcome to MyEducation BC SDTest" message and a "Weekly Maintenance Windows - Outages may be required" notice.

Filename	DateUploaded
Report Cards - Middle Years and Secondary	11/5/2019 1:32 PM

**Click Here**

**Welcome to MyEducation BC SDTest**

Refreshed with PROD data as of Sat. Nov. 2, 2019 12:01AM

**Weekly Maintenance Windows - Outages may be required**  
Every Wednesday from 6:00 to 11:00 pm and every Sunday from 6:00 to 11:00 am environment will be unavailable during these windows.

## HOW DO I SEE MY CHILD'S ATTENDANCE?

Click on **Family** top-tab, chose the student you would like to see the attendance for, then click on **Daily Attendance** on the side. Here you can see what date the student was absent.

**A** means they were **Absent** for one or more classes with no reason given.

**A-E** means they were **Absent-Excused** with a reason (parent has called in, or they are on field trip).

The screenshot shows the 'Family' tab selected in the top navigation bar. Below it, there is a 'Students ::' dropdown menu. To the right of this dropdown are buttons for 'Options', 'Reports', and 'Help', along with a 'Search on Date' input field. On the left side, there is a vertical menu with 'Daily Attendance' selected. The main content area shows 'Absences: 8.25 (3.5 unexcused)' and a table of absences.

<input type="checkbox"/>	Date	Code
<input type="checkbox"/>	10/29/2019	A
<input type="checkbox"/>	10/18/2019	A
<input type="checkbox"/>	10/17/2019	A-E
<input type="checkbox"/>	10/16/2019	A-E
<input type="checkbox"/>	10/15/2019	A-E
<input type="checkbox"/>	10/1/2019	A
<input type="checkbox"/>	9/30/2019	A-E
<input type="checkbox"/>	9/27/2019	A
<input type="checkbox"/>	9/26/2019	A-E
<input type="checkbox"/>	9/24/2019	A
<input type="checkbox"/>	9/23/2019	A
<input type="checkbox"/>	9/19/2019	A-E

## HOW DO I VIEW MY DEMOGRAPHICS TO MAKE SURE THEY ARE UP-TO-DATE?

Click on **Family** top-tab, **Contacts** side-tab and click on the number beside your name.

Let the school know of any changes that should be made.

The screenshot shows the 'Family' tab selected in the top navigation bar. Below it, there is a 'Students ::' dropdown menu. On the left side, there is a vertical menu with 'Contacts' selected. The main content area shows a table of contacts.

<input type="checkbox"/>	Priority	Name
<input type="checkbox"/>	1	Parent Name
<input type="checkbox"/>	2	Parent Name
<input type="checkbox"/>	3	Emergency
<input type="checkbox"/>	4	Emergency