

# Parent Portal User Guide

Web Version




*Fall 2023*

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## A. INTRODUCTION

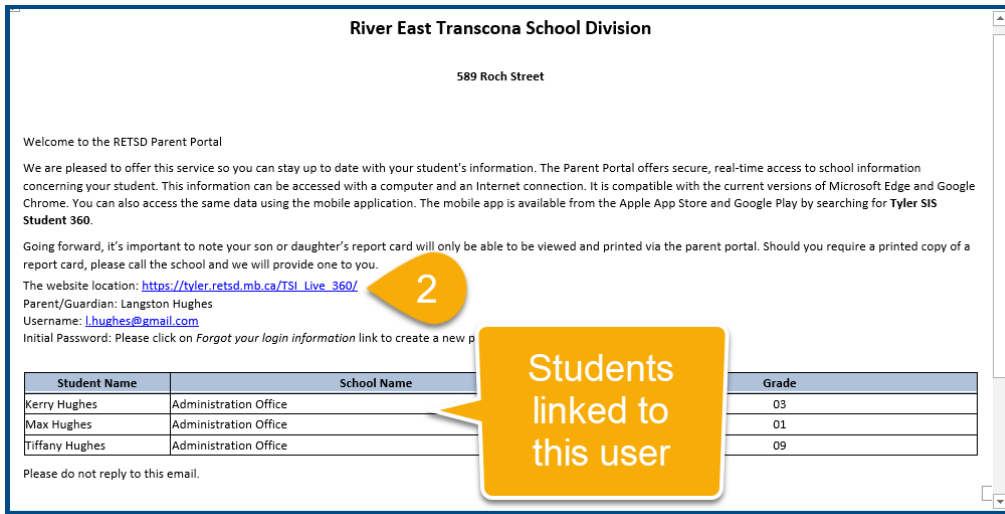
- The RETSD Portal is best experienced through a computer and Web browser. The Web browser version will always provide access to the full feature set and data.
- Most commonly used browsers have been tested and will work with this portal including:
  - Microsoft Edge Chromium (used in this guide)
  - Google Chrome
  - Mozilla Firefox

Browser Icon	Name
	Microsoft Edge
	Google Chrome
	Mozilla Firefox

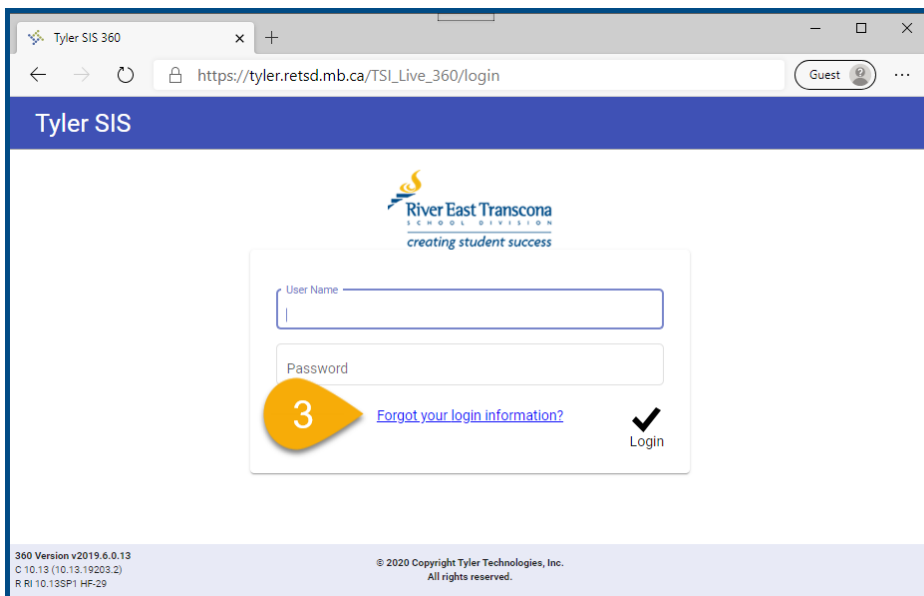
- Currently, browsers on mobile devices are not fully supported.
- Mobile device users need to download the mobile application. See the associated guide for more information.

## B. FIRST LOGIN

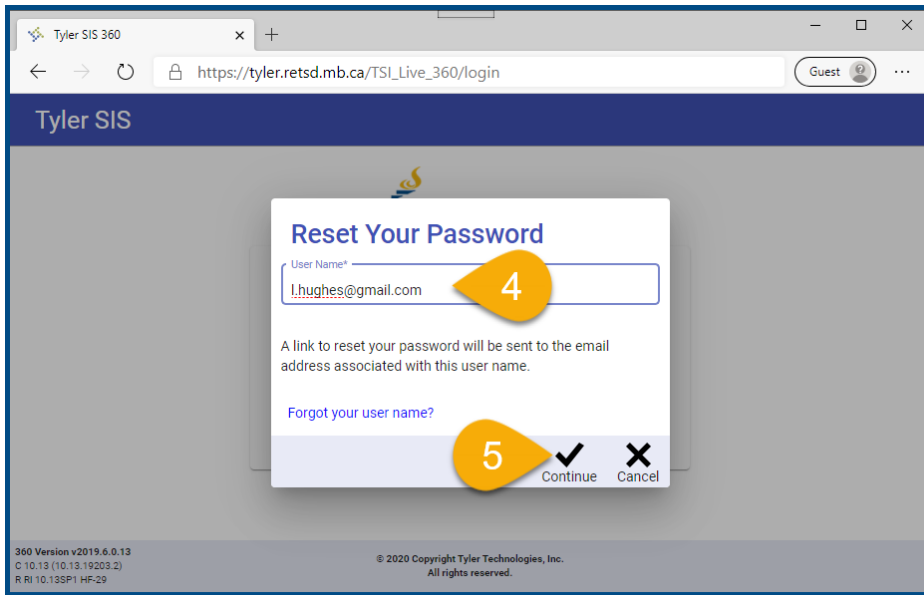
1. Schools will send out a notification to the email address of new portal users.
2. Click the included link to go to the portal site.
  - This will open your Web browser and go to the Parent Portal login site.



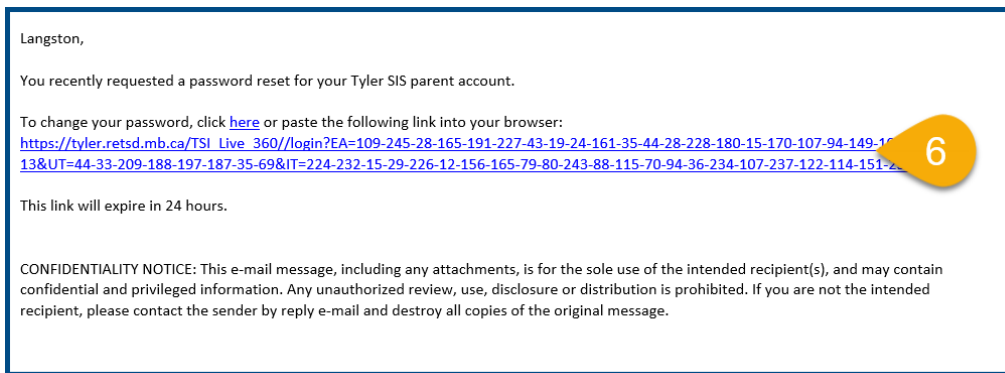
3. Click the **Forgot your login information** link.



4. Enter your email address.
5. Click the **Continue** button.



6. You will receive another email with a reset password link. Click this link.

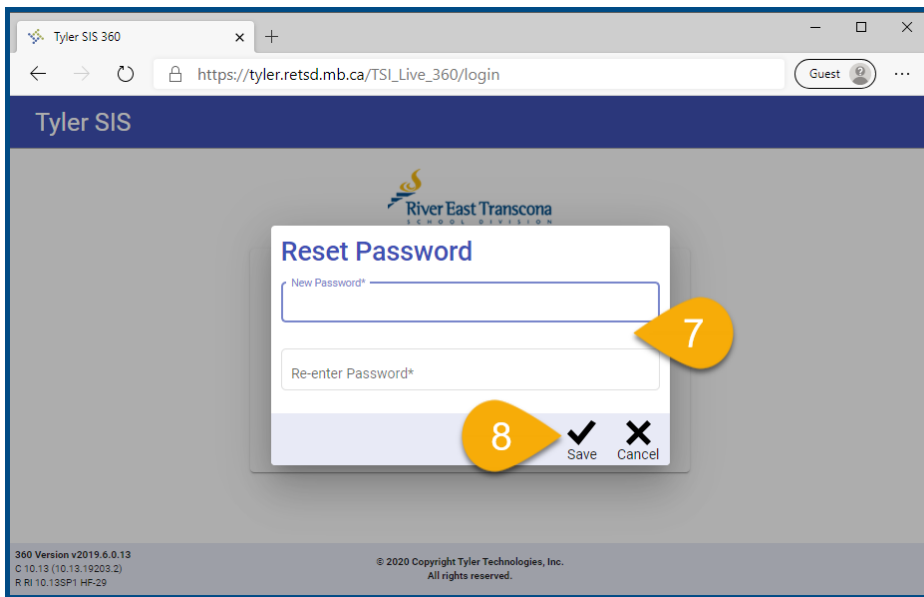


7. Enter your new (phrase-based) password and then repeat the entry. This password will need to fit the RETSD requirements:

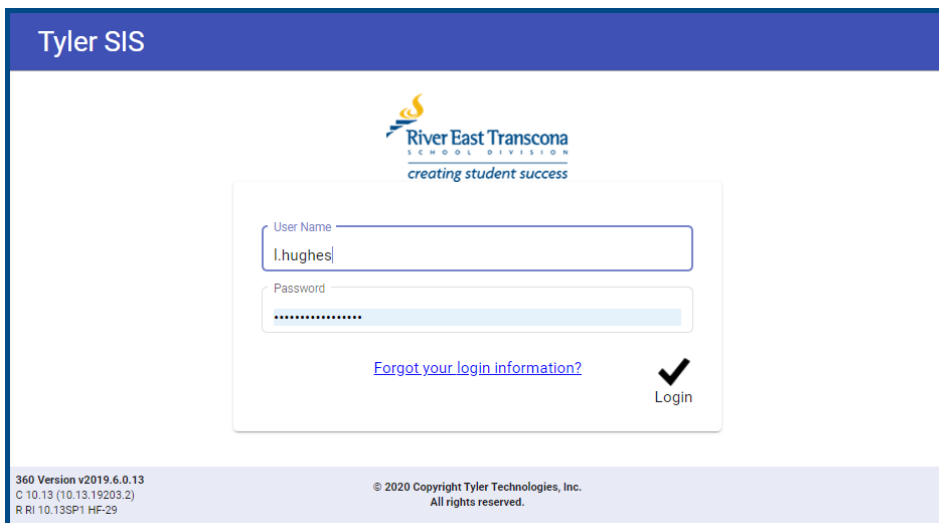
- At least 14 character long (including spaces)
- At least one upper case character
- At least one lower case character
- Special character like punctuation or symbol

Examples include:

- The Bombers are Grey Cup Champs!
- My dog's name is Santa's L Helper.



8. You will then be able to login to the portal and access the student information.



## C. THE HOME SCREEN

- This screen provides a menu to all available areas and summary information about the selected student.

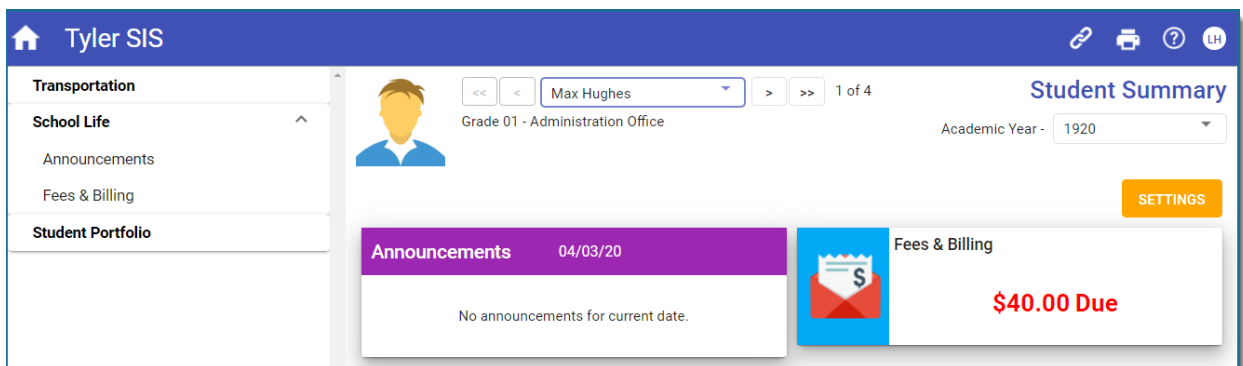
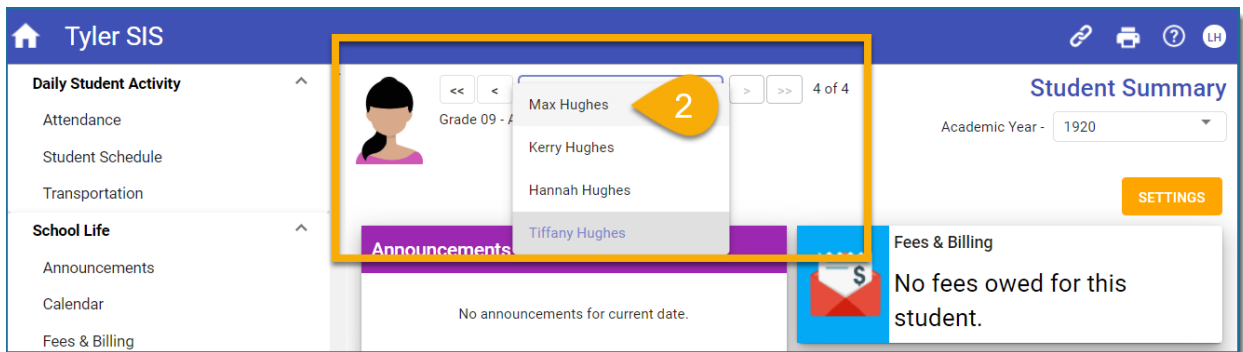
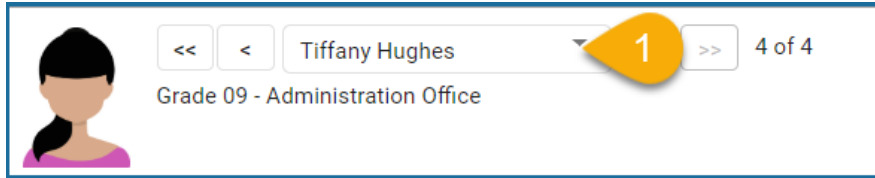
Area	Description
1	Student selection
2	User settings
3	Academic Year selection
4	Screen settings
5	Information Menu
6	Visible information “Cards”

The screenshot shows the Tyler SIS Parent Portal interface for student Tiffany Hughes. The top header displays the student's name, grade (09), and administration office. The left navigation menu is categorized into Daily Student Activity, School Life, and Student History. The main content area features several summary cards: Announcements (no announcements for current date), Today's Attendance (0 Tardy, 0 Absent), Fees & Billing (no fees owed), Student Schedule (no schedule information), and Upcoming Events (no upcoming events). A calendar for April 2020 is also visible, with the 3rd highlighted. Numbered callouts (1-6) point to specific UI elements: 1 (Student selection dropdown), 2 (User settings icon), 3 (Academic Year selection dropdown), 4 (Settings button), 5 (Information Menu items in the left menu), and 6 (The main content area cards).

## D. SELECTING THE STUDENT

- Portal accounts can now be linked to all the students that you have a connection with.
- Contact your school to make any required changes.

1. Click on the student selection list box
2. Click on the student name to display their associated information.



## E. VIEWING AND SAVING REPORT CARDS

- Schools publish report cards as PDF documents using the appropriate Provincial template.
- Report cards documents can be printed and or saved locally.
- All report cards from 2016 onwards are available on the portal in their associated Academic Year.

1. Select the **Academic Year** for the report card you wish to view.
2. Click on the **Student Portfolio** menu item.

3. Click on the **File Name** link for the report card that you wish to view.
  - The PDF document will appear in a new browser tab.


Added	Category	Description	File Name	Size	Year	Added By
03/04/20	Report Cards	Report Card	<a href="#">1920_01_Report_Card.pdf</a>	696 KB	1920	Schroeder D
03/04/20	Report Cards	Report Card	<a href="#">1920_02_Report_Card.pdf</a>	696 KB	1920	Schroeder D

4. Scroll through the PDF document and then click the **X** on the browser tab to return to the portal.




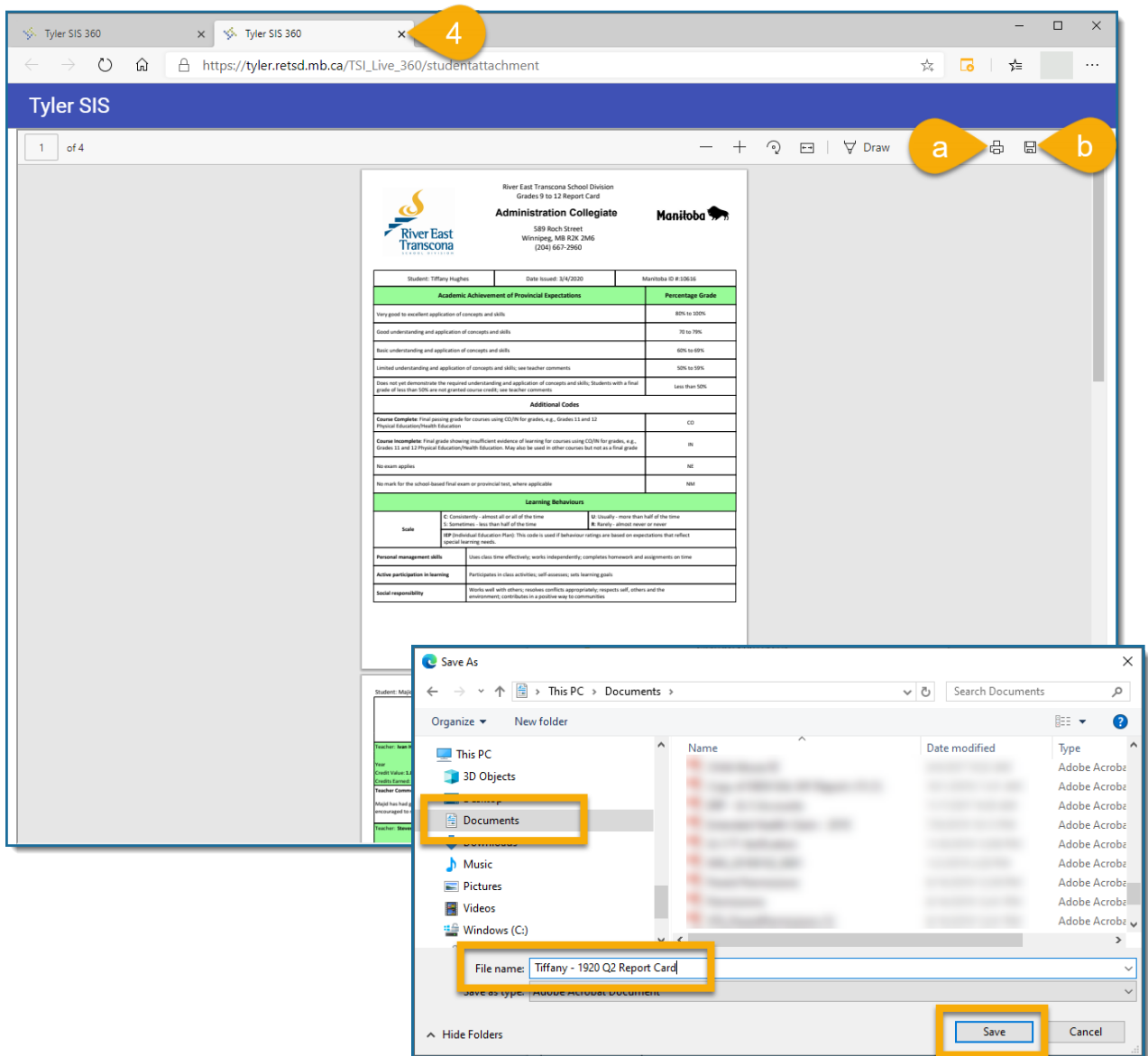
## Optional

### a) Printing the Report Card

- Click the **Print**  icon to make a local printed copy of the report card.

### b) Saving the Report Card

- Click the **Save**  icon to save a local copy of this PDF document for your records.
- Choose the location, document name and then click the **Save** button.



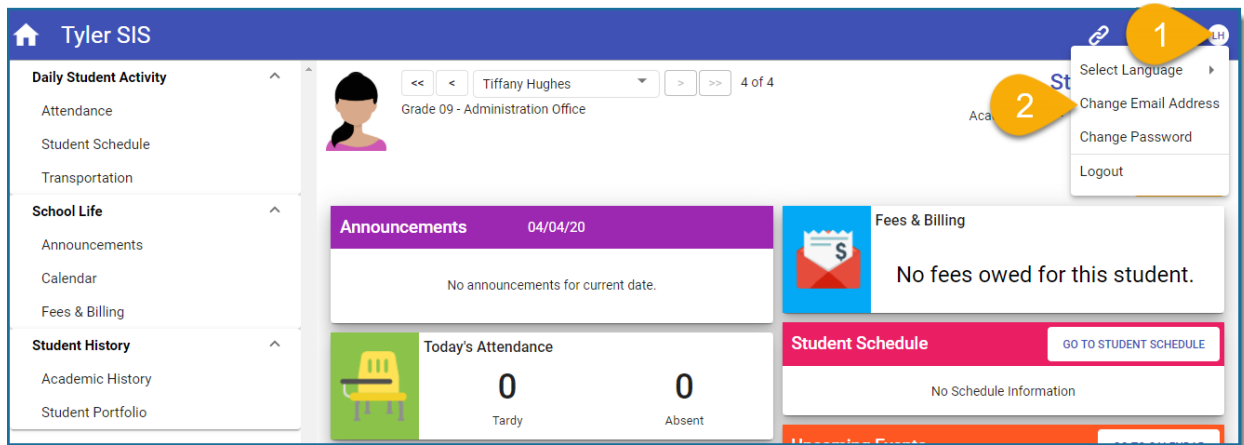
The screenshot displays the Tyler SIS 360 web interface. The browser address bar shows the URL: [https://tyler.retsd.mb.ca/TSI\\_Live\\_360/studentattachment](https://tyler.retsd.mb.ca/TSI_Live_360/studentattachment). The page title is "Tyler SIS". The report card is for "Administration Collegiate" and "River East Transcona School Division". The student's name is "Tiffany Hughes" and the date issued is "3/4/2020".

Academic Achievement of Provincial Expectations	Percentage Grade
Very good to excellent application of concepts and skills	80% to 100%
Good understanding and application of concepts and skills	70 to 79%
Basic understanding and application of concepts and skills	60% to 69%
Limited understanding and application of concepts and skills; see teacher comments	50% to 59%
Does not yet demonstrate the required understanding and application of concepts and skills; Students with a final grade of less than 50% are not granted course credit; see teacher comments	less than 50%

The "Save As" dialog box is open, showing the file name "Tiffany - 1920 Q2 Report Card" and the "Save" button highlighted. The dialog also shows the file type as "Adobe Acrobat Document".

## F. CHANGING YOUR EMAIL ADDRESS

- Portal users can now change the email address used by the school(s) without having to call or go to the school.
  - Email address changes will automatically also change your portal Username to match this new email address.
1. Click on the **Username** icon located at the top right corner of the **Home** screen. It should be your initials.
    - A menu will appear.
  2. Click on the **Change Email Address** menu item.
    - A new dialogue box will appear

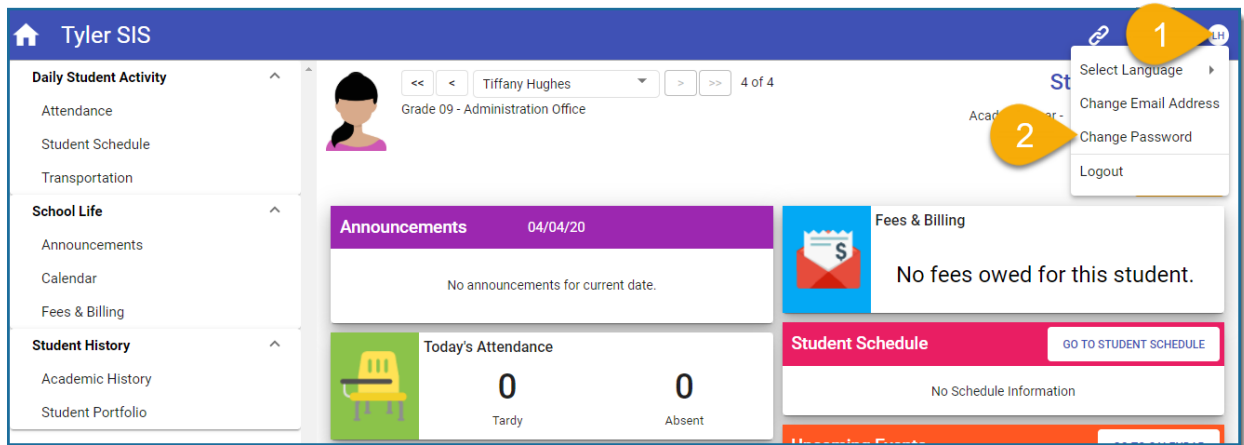


3. Enter, and then re-enter your new email address.
4. Click the **Save** icon.

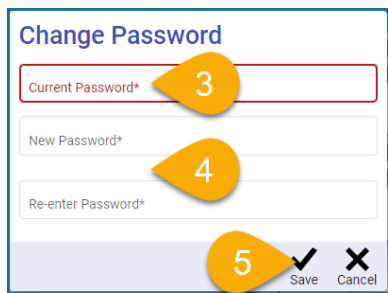
5. Make note that this new email address will also be your portal Username. Click the **Save** button to confirm this.

## G. CHANGING YOUR PASSWORD

1. Click on the **Username** icon located at the top right corner of the **Home** screen. It should be your initials.
  - A menu will appear.
2. Click on the **Change Email Address** menu item.
  - A new dialogue box will appear



3. Enter your current (old) password.
4. Enter, and then re-enter your new password
5. Click the **Save** icon.



Remember, RETSD uses phrase-based passwords which have the following requirements:

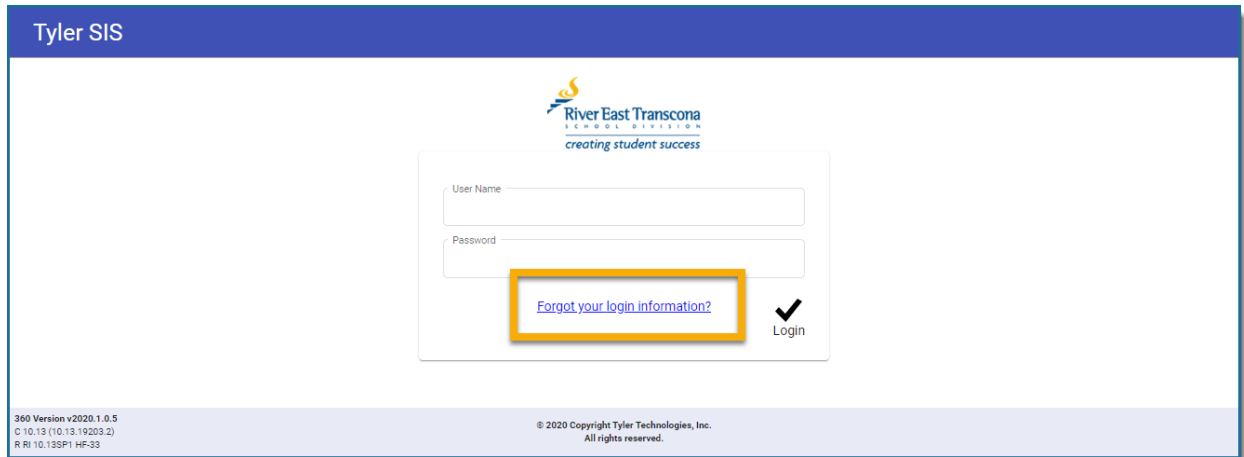
- At least 14 character long (including spaces)
- At least one upper case character
- At least one lower case character
- Special character like punctuation or symbol

Examples include:

- The Bombers are Grey Cup Champs!
- My dog's name is Santa's L Helper.

## H. RESETTING A FORGOTTEN PASSWORD

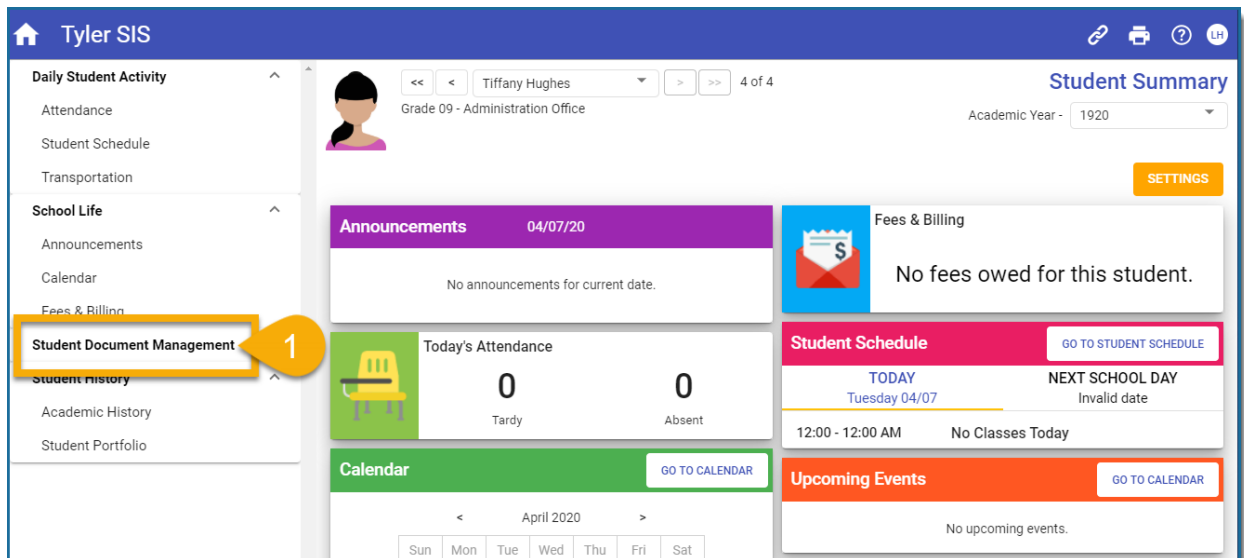
- Please reference the process for **First-Time Login** starting on step 3.



## I. STUDENT DOCUMENT MANAGEMENT

- An additional menu item will appear if a student is receiving services from a divisional clinician.
- This area will provide access to clinical reports in PDF format.

1. Click on the **Student Document Management** link menu item.




2. Click on the **View** link associated with either the **Summary Report** or **Consult Note**.
  - This will display the PDF document on a new browser tab.


The screenshot shows the Tyler SIS Parent Portal interface. At the top, there is a navigation bar with the Tyler SIS logo and user information for Tiffany Hughes, Grade 09 - Administration Office. Below this, there are two document categories: 'SSU - Annual Summary Report' and 'SSU - Consult Note'. A yellow callout '2' points to a 'View' link in the 'SSU - Annual Summary Report' section. A browser window is open in the foreground, displaying the PDF report. A yellow callout '3' points to the browser tab, and callouts 'a' and 'b' point to the print and save icons in the browser's toolbar. The PDF report is titled 'STUDENT SERVICES ANNUAL SUMMARY REPORT' and includes contact information for River East Transcona School Division, a table of student details, a confidentiality disclaimer, and sections for 'SUMMARY OF STUDENT PROGRESS', 'SUMMARY OF SERVICES PROVIDED', 'STUDENT GOALS/OUTCOMES FOR NEXT YEAR', and 'SERVICE/SUPPORT PLAN FOR NEXT YEAR'. It also has a 'SIGNATURE' section and a 'Cc:' field listing 'Student Service File', 'Parent/Guardian', and 'Pupil Support File(School)'.

### Optional

#### a) Printing the report

- Click the **Print**  icon to make a local printed copy of the report card.

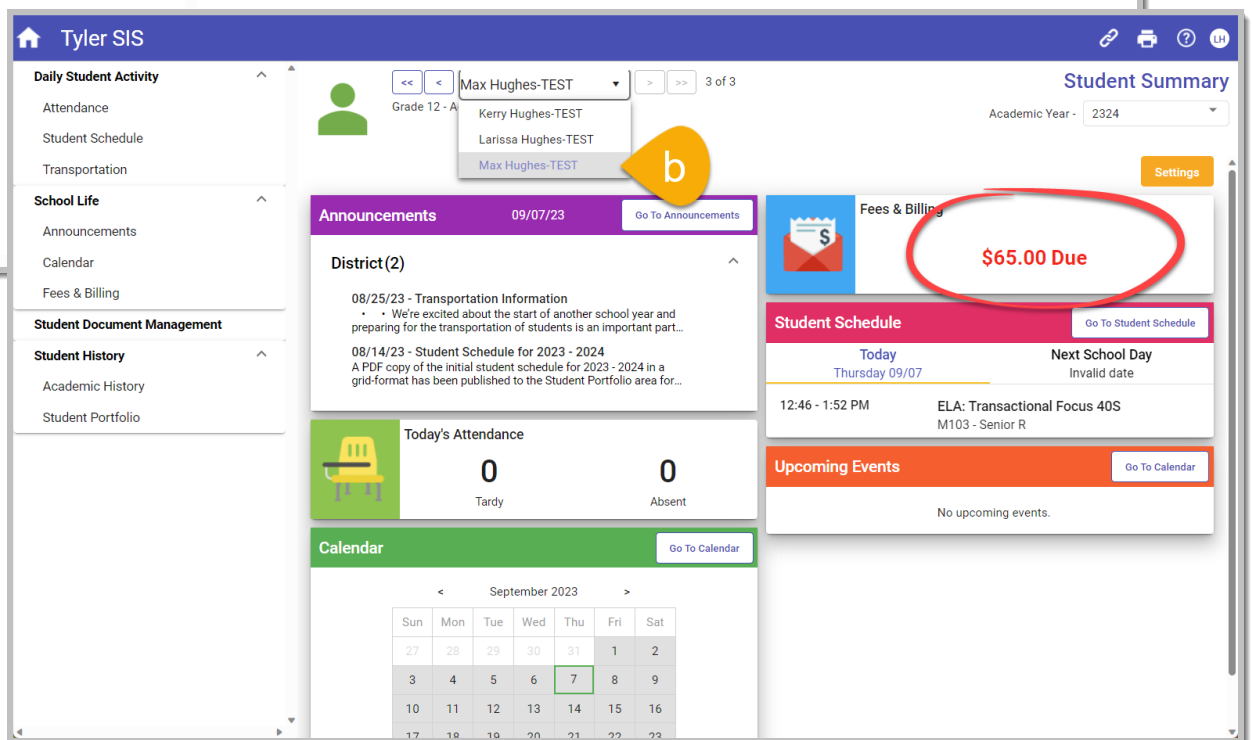
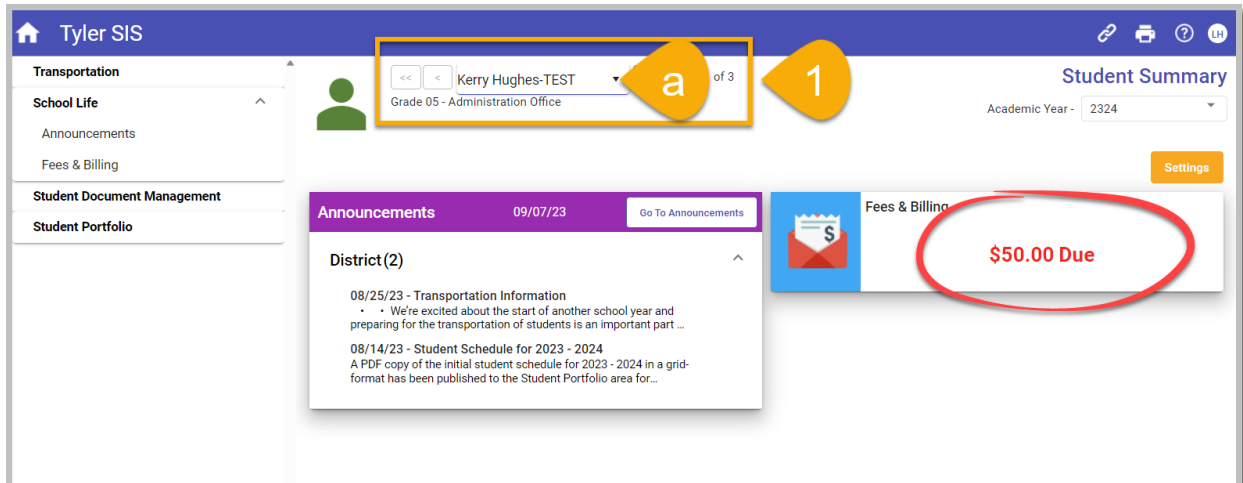
#### b) Saving the report

- Click the **Save**  icon to save a local copy of this PDF document for your records.
- Choose the location, document name and then click the **Save** button.

## J. PORTAL CREDIT CARD PAYMENTS

- Portal users can make credit card payments for school fees.
- Be aware that a small service fee will be applied to these payments.

1. From the portal **Home** screen, select one of the students linked to your account.
  - Click on the student list box.
  - Click on one of the students.

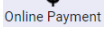


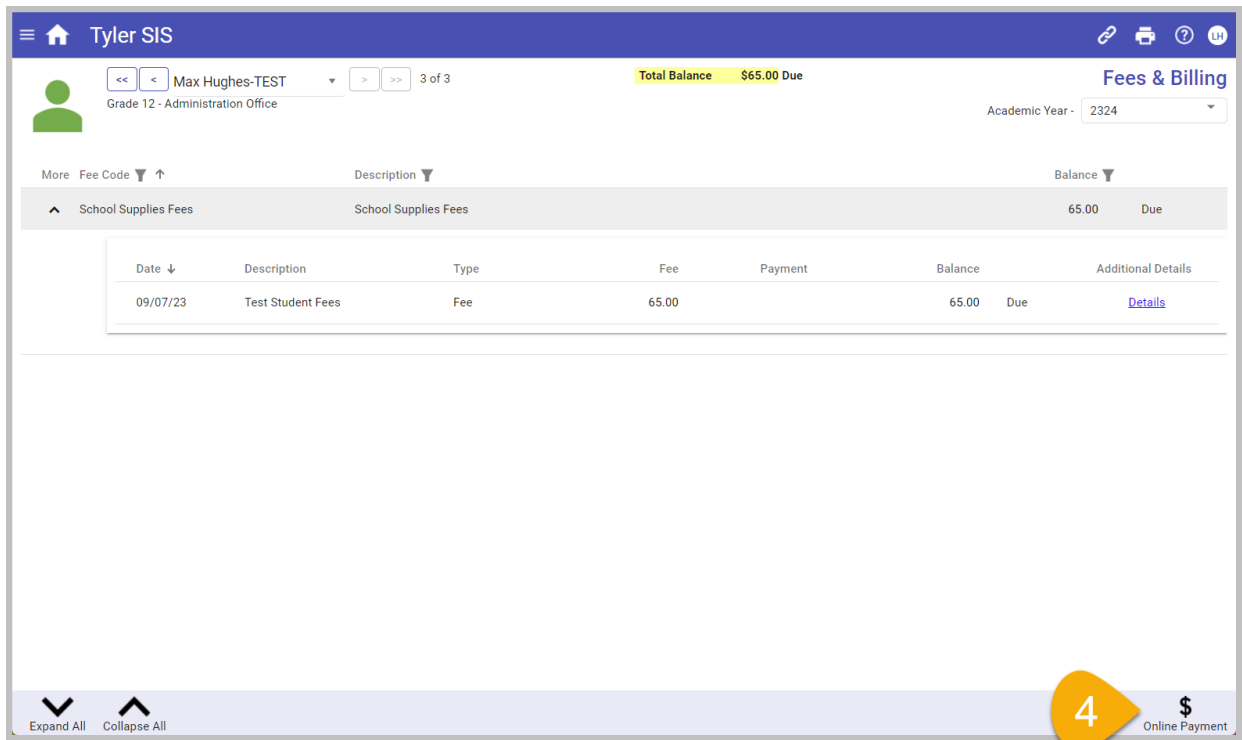
2. Click on the **Fees & Billings** link.

The screenshot shows the Tyler SIS Parent Portal interface. On the left is a navigation menu with categories: Daily Student Activity (Attendance, Student Schedule, Transportation), School Life (Announcements, Calendar, Fees & Billing), Student Document Management, and Student History (Academic History, Student Portfolio). The main content area includes: a student profile for Max Hughes-TEST (Grade 12 - Administration Office); an Announcements section for 09/07/23 with a 'Go To Announcements' link; a Fees & Billing section showing '\$65.00 Due'; a Student Schedule section for Thursday 09/07 with a 'Go To Student Schedule' link; Today's Attendance showing 0 Tardy and 0 Absent; and a Calendar for September 2023 with the 7th highlighted. At the bottom right, there are 'Expand All' and 'Collapse All' icons and an 'Online Payment' link.

3. You may wish to click on the chevron to view more details about the fee.

The screenshot shows the 'Fees & Billing' page. At the top, it displays 'Total Balance \$65.00 Due' and 'Academic Year - 2324'. Below is a table with columns: More, Fee Code, Description, and Balance. The table contains one entry: 'School Supplies Fees' with a balance of 65.00 and a 'Due' status. A yellow callout bubble with the number 3 points to a downward chevron icon next to the 'School Supplies Fees' text. At the bottom, there are 'Expand All' and 'Collapse All' icons and an 'Online Payment' link.

- Click on the **Online Payment** button  at the bottom right corner of the screen.



Tyler SIS

Max Hughes-TEST 3 of 3 **Total Balance \$65.00 Due** **Fees & Billing**

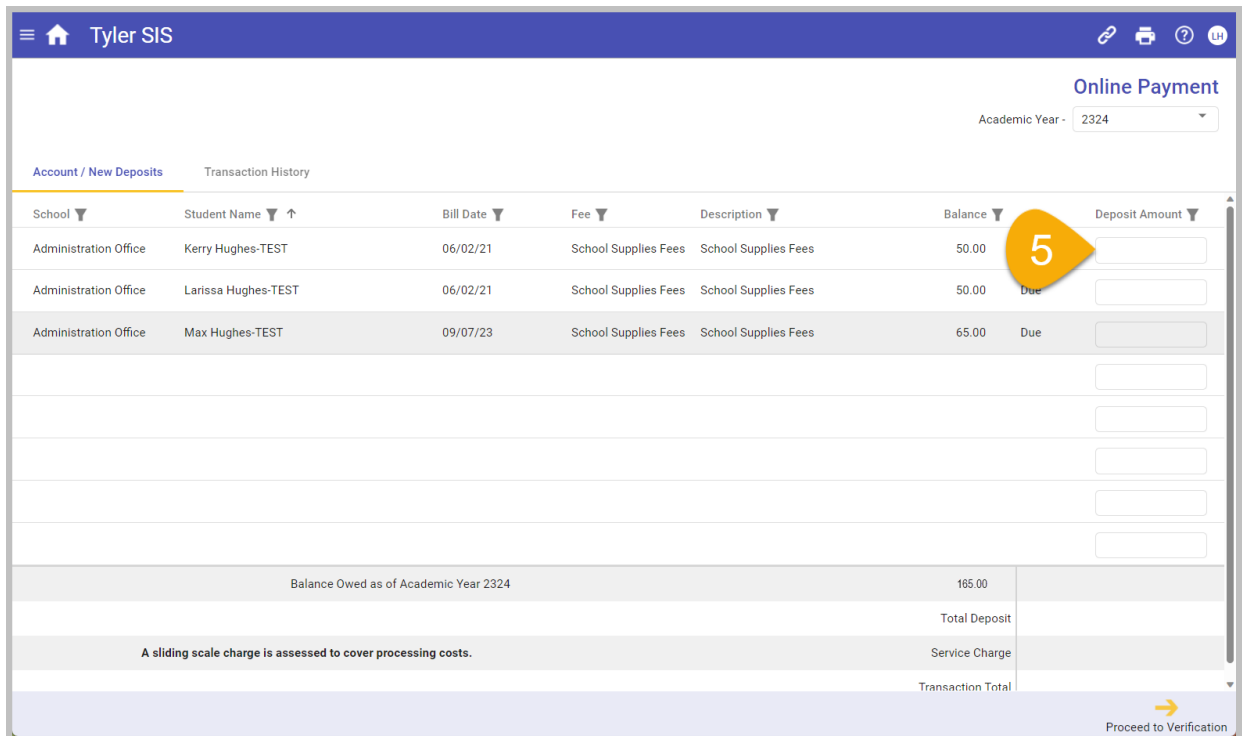
Grade 12 - Administration Office Academic Year - 2324

More	Fee Code	Description	Balance
^	School Supplies Fees	School Supplies Fees	65.00 Due

Date	Description	Type	Fee	Payment	Balance	Additional Details
09/07/23	Test Student Fees	Fee	65.00		65.00 Due	<a href="#">Details</a>

Expand All Collapse All **4** Online Payment

- Click on the **Deposit Amount** field associated with the student fee.



Tyler SIS **Online Payment**

Academic Year - 2324

Account / New Deposits Transaction History

School	Student Name	Bill Date	Fee	Description	Balance	Deposit Amount
Administration Office	Kerry Hughes-TEST	06/02/21	School Supplies Fees	School Supplies Fees	50.00	<input type="text"/>
Administration Office	Larissa Hughes-TEST	06/02/21	School Supplies Fees	School Supplies Fees	50.00 Due	<input type="text"/>
Administration Office	Max Hughes-TEST	09/07/23	School Supplies Fees	School Supplies Fees	65.00 Due	<input type="text"/>
						<input type="text"/>
						<input type="text"/>
						<input type="text"/>
						<input type="text"/>
						<input type="text"/>
Balance Owed as of Academic Year 2324					165.00	
					Total Deposit	
A sliding scale charge is assessed to cover processing costs.					Service Charge	
					Transaction Total	

**5** Proceed to Verification



6. Review the **Service Charge** amount, and then click the **Proceed to Verification** button.

The screenshot shows the 'Tyler SIS' parent portal interface. At the top right, it says 'Online Payment' and 'Academic Year - 2324'. Below this is a table with columns: School, Student Name, Bill Date, Fee, Description, Balance, and Deposit Amount. The table lists three transactions for 'Administration Office' for students Kerry Hughes-TEST, Larissa Hughes-TEST, and Max Hughes-TEST, all for 'School Supplies Fees'. The total balance owed is 165.00. Below the table, there is a 'Service Charge' of 5.23 and a 'Transaction Total' of 170.23. A yellow callout with the number '6' points to the 'Proceed to Verification' button at the bottom right.

School	Student Name	Bill Date	Fee	Description	Balance	Deposit Amount
Administration Office	Kerry Hughes-TEST	06/02/21	School Supplies Fees	School Supplies Fees	50.00 Due	50.00
Administration Office	Larissa Hughes-TEST	06/02/21	School Supplies Fees	School Supplies Fees	50.00 Due	50.00
Administration Office	Max Hughes-TEST	09/07/23	School Supplies Fees	School Supplies Fees	65.00 Due	65.00
Balance Owed as of Academic Year 2324					165.00	
					Total Deposit	165.00
A sliding scale charge is assessed to cover processing costs.					Service Charge	5.23
					Transaction Total	170.23

7. Review the charges involved, and then click the **Proceed to PayPal** button.

The screenshot shows the 'Tyler SIS' parent portal interface with an 'Online Payment Verification' modal window open. The modal contains a table with columns: School, Student Name, Bill Date, Fee, Description, Balance, and Deposit Amount. The table lists the same three transactions as in the previous screenshot. Below the table, it shows a 'Transaction Total' of 170.23. A red message states: 'You have chosen to deposit a total of 165.00 dollars plus service charges of 5.23 dollars for a transaction total of 170.23 dollars.' Below this, it says: 'If you want to proceed to a screen provided by PayPal to submit your eCheck or credit card information and complete this transaction select Proceed to PayPal. If not, select Go Back to Previous Screen.' A yellow callout with the number '7' points to the 'Proceed to Paypal' button at the bottom right of the modal.

School	Student Name	Bill Date	Fee	Description	Balance	Deposit Amount
Administration Office	Kerry Hughes-TEST	06/02/21	School Supplies Fees	School Supplies Fees	50.00 Due	50.00
Administration Office	Larissa Hughes-TEST	06/02/21	School Supplies Fees	School Supplies Fees	50.00 Due	50.00
Administration Office	Max Hughes-TEST	09/07/23	School Supplies Fees	School Supplies Fees	65.00 Due	65.00
Balance Owed as of Academic Year 2324					355.00	
					Total Deposit	165.00
A sliding scale charge is assessed to cover processing costs.					Service Charge	5.23
					Transaction Total	170.23

8. Login to **PayPal** and follow their on-screen instructions.

