Parent Portal User Guide -
Mobile Version

March 2020

River East Transcona
SCHOOL DIVISION

A. INTRODUCTION

- The RETSD Portal is best experienced through a computer and Web browser. The Web version will always provide access to the full feature set and data.

- Users can access most of the portal features with the convenience of using their mobile devices but are required to install the **Tyler Student 360** mobile application.
    - o Currently, Android users will also need to have a PDF viewer installed on their device.
    - o **Foxit PDF Reader** is a free application and seems to work well with Tyler Student 360 application.

- Currently, the portal does not function fully on mobile Web browsers. This may change in the future, but for now, mobile users will need use the mobile application.

Apple iOS	Android
Tyler Student 360	**Tyler Student 360 and a PDF Reader**

B. FIRST LOGIN

- Mobile Web browsers currently don't provide full access to report card PDF documents. This may change in the future, but in the meantime mobile users need to use the mobile application.

- The exception to this is for using the **Forgot your login information** feature which is required for setting up account passwords. This feature only works in the mobile Web version. It can be confusing, so we encourage mobile users to follow the steps in this guide for your first login.

1. Schools will send out a notification to the email address of new portal users.

2. While on your mobile device, open the email sent from **noreply@retsd.mb.ca** and tap the included link to go to the portal site.
   - This will open your mobile Web browser and go to the Parent Portal login site.
   - This will be the starting point for creating your account password.

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

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S C H O O L   D I V I S I O N
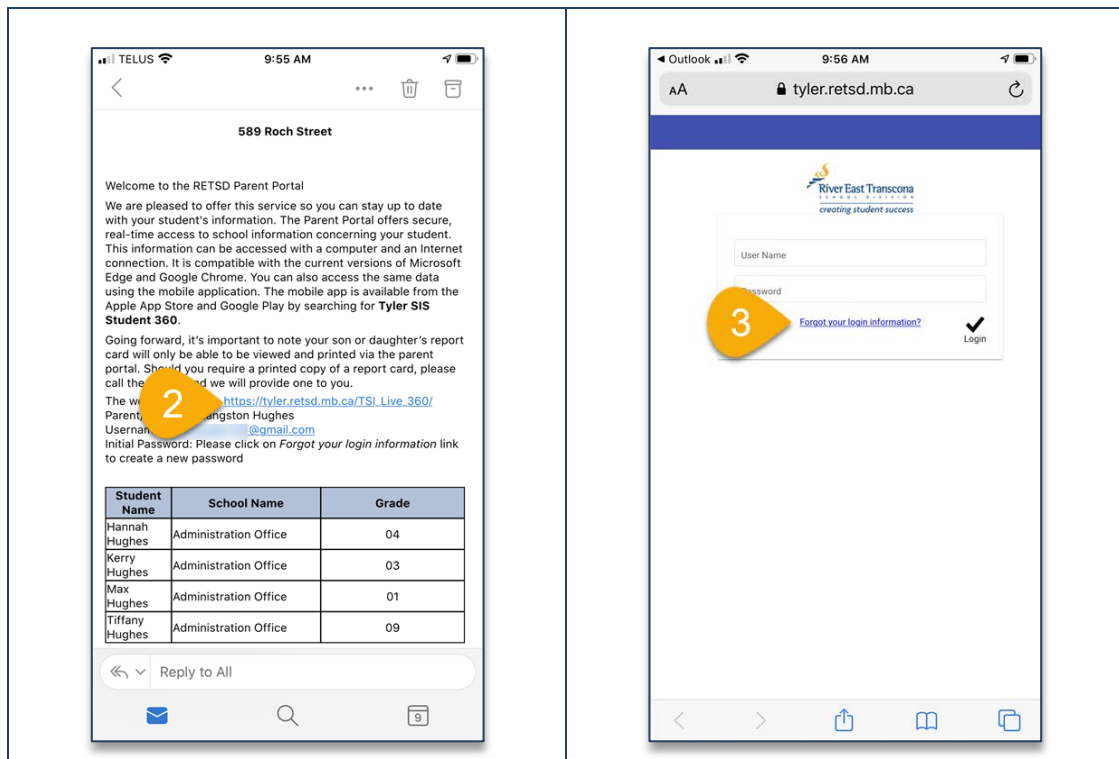
4. Enter your email address for the **User Name**.

5. Tap the **Continue** button.
   - Another message will now be sent to your email address.

6. Tap the **Close** button.
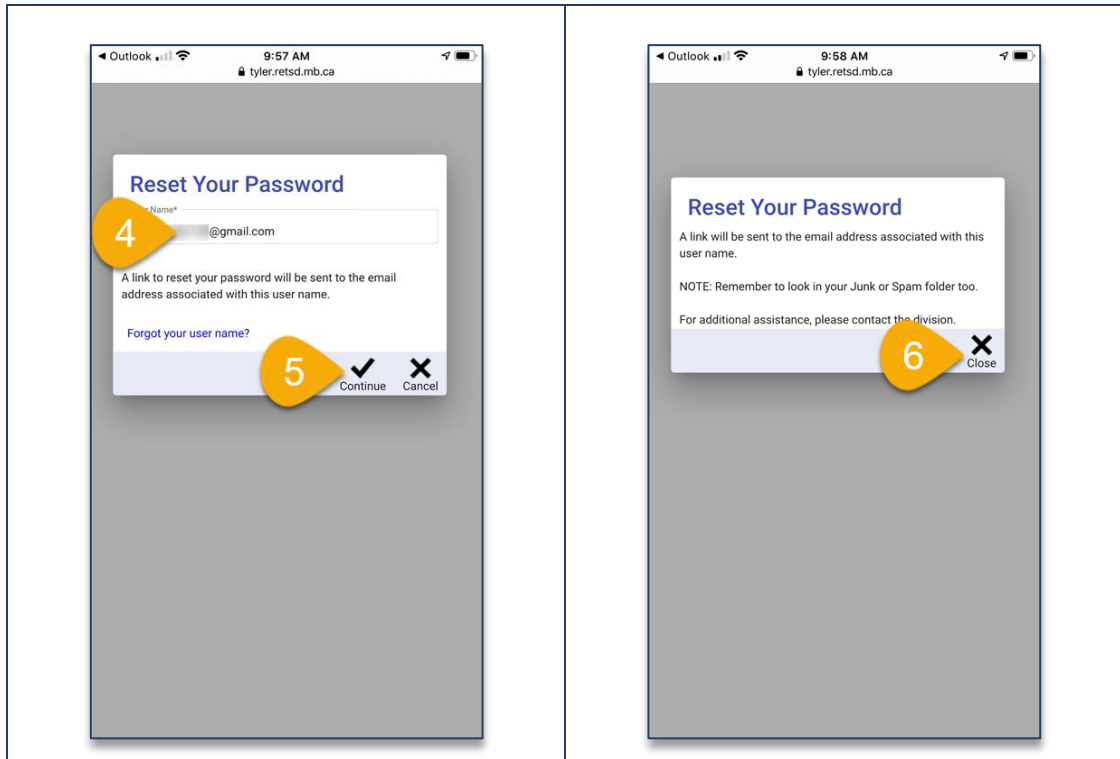
7. Open this second email from **noreply@retsd.mb.ca** and tap on the **here** link.
   - This message seems to look terrible in some mobile email apps. It looks more presentable in a non-mobile email system.

8. Enter and then re-enter your new password for the portal. 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!
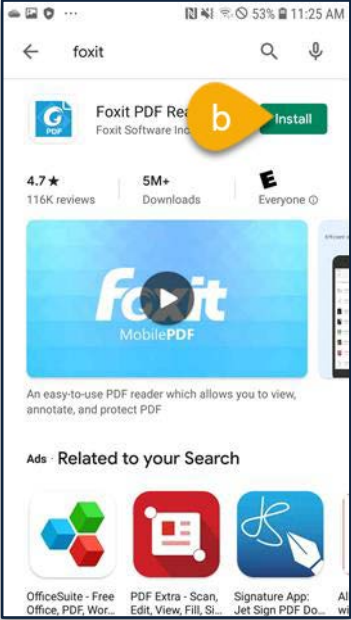   - My dog's name is Santa's L Helper.

9. Tap on the **Save** button to save your new password.
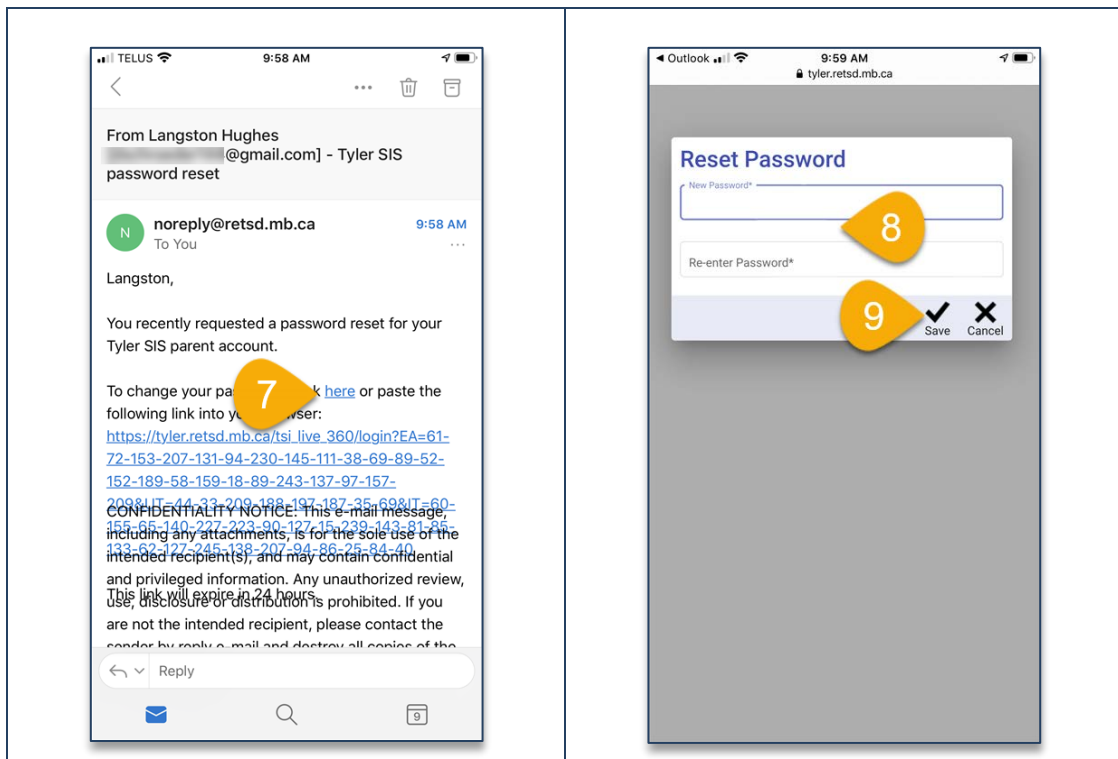
C. INSTALLATION OF THE MOBILE APPLICATION

1. Using your mobile device, open the App Store (Apple iOS) or Google Play (Android).

2. In the **Search** field, enter: **Tyler SIS Student 360**.
   - More information about the application will be displayed.

3. Tap the **Get** button (iOS) or the **Install** button (Android)
   - Android users will need a PDF reader. We recommend installing the **Foxit PDF Reader**.

Apple iOS	Android

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S C H O O L   D I V I S I O N
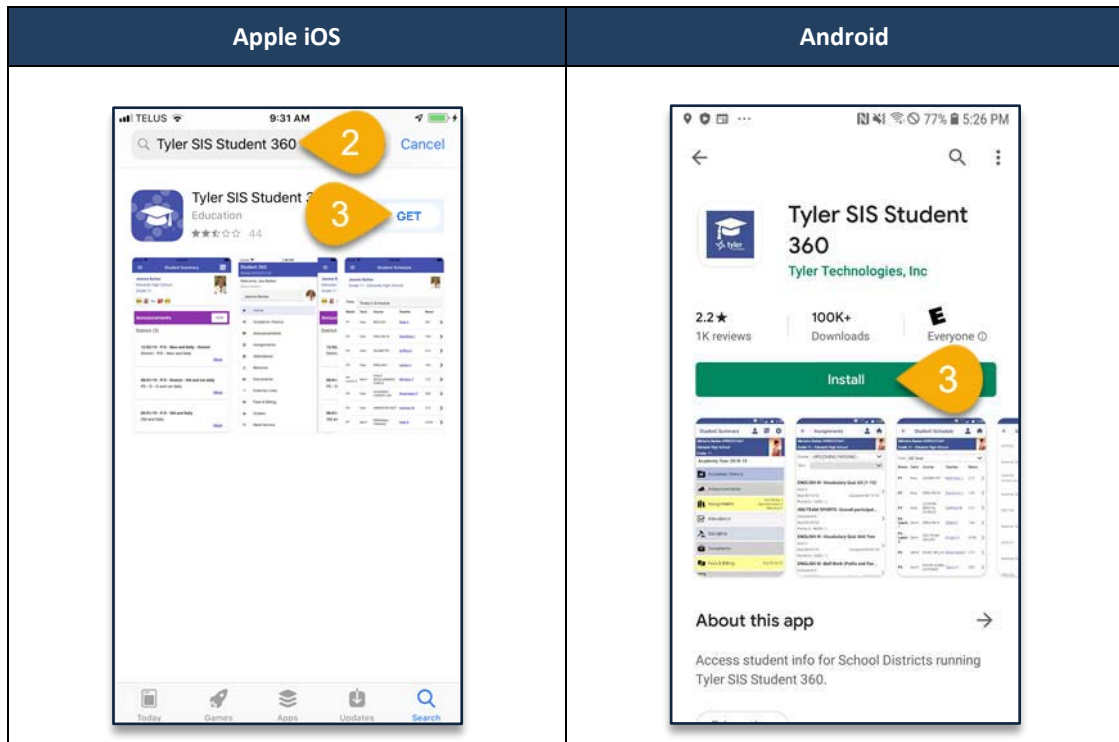
Apple iOS	Android
	Note: You can choose any PDF reader app that you prefer. **Foxit** has been tested and works.

4. Locate the application icon on your device and open it.

5. Read the information provided and tap the **Continue** button.

6. Type **River East Transcona** in the search field and tap the **Search** button.
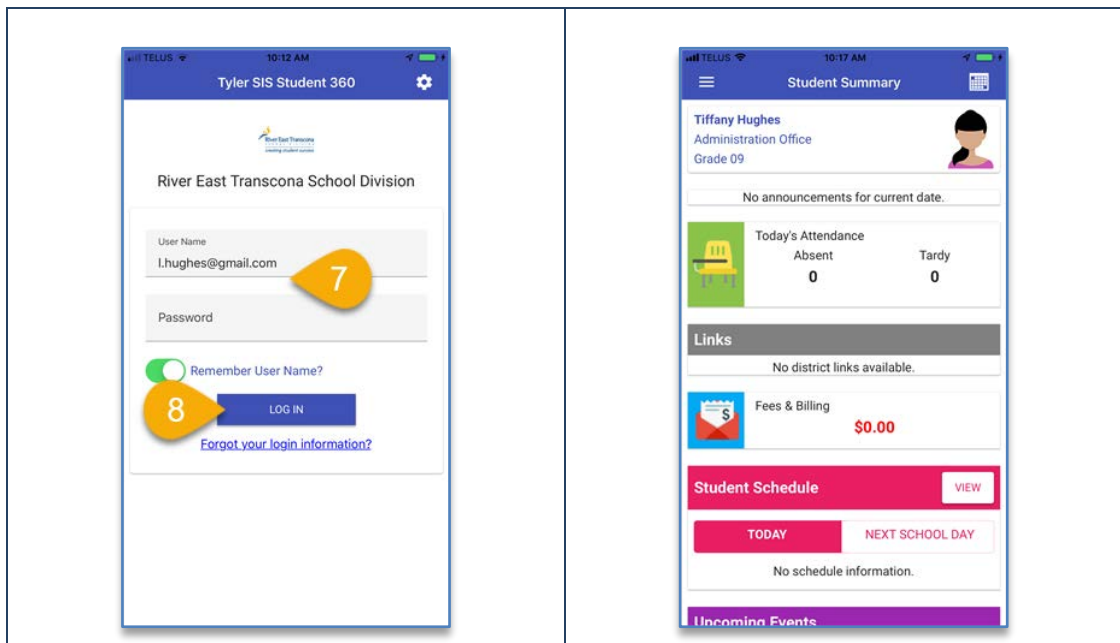   - The search should result in only one hit.

7. Tap the **River East Trancona School Division** item in the search results.
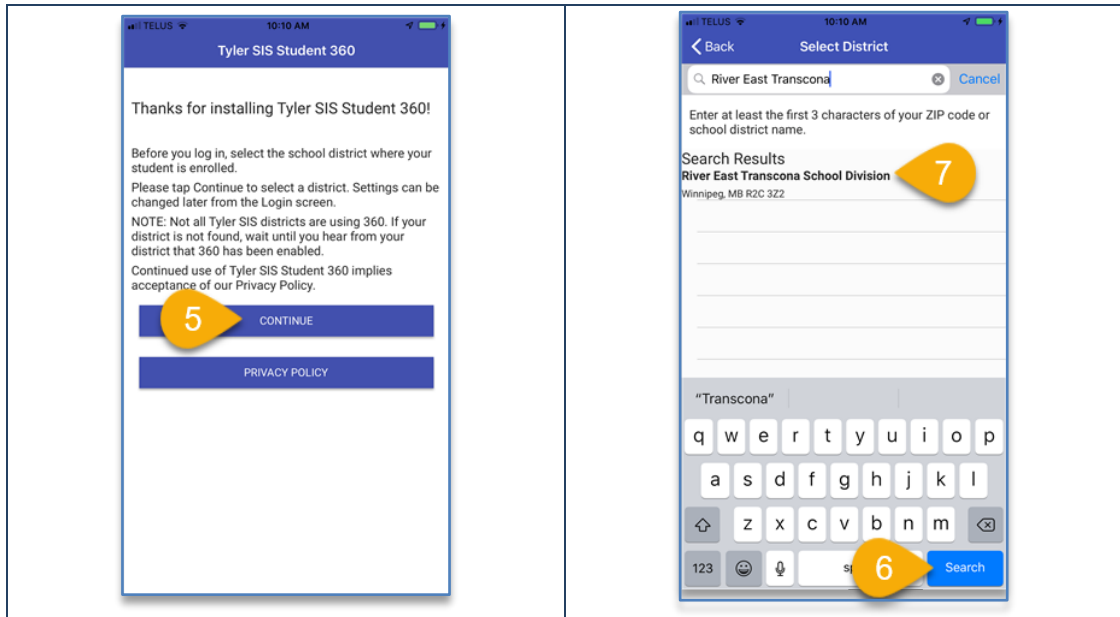

8. Enter your email address and password.
   - Turn on the **Remember User Name** feature if the mobile device won't be used by others.

9. Tap the **Login** In button to enter the portal.

D. SELECTING A STUDENT

1. Tap on the **Menu** ☰ (hamburger) icon.

2. Tap on the **Select Student** field

3. Scroll and tap on the list of students linked to the account at the bottom of the screen.
    -   Please contact your school if there are issues regarding linked students.

4. Tap on the **Done** button.
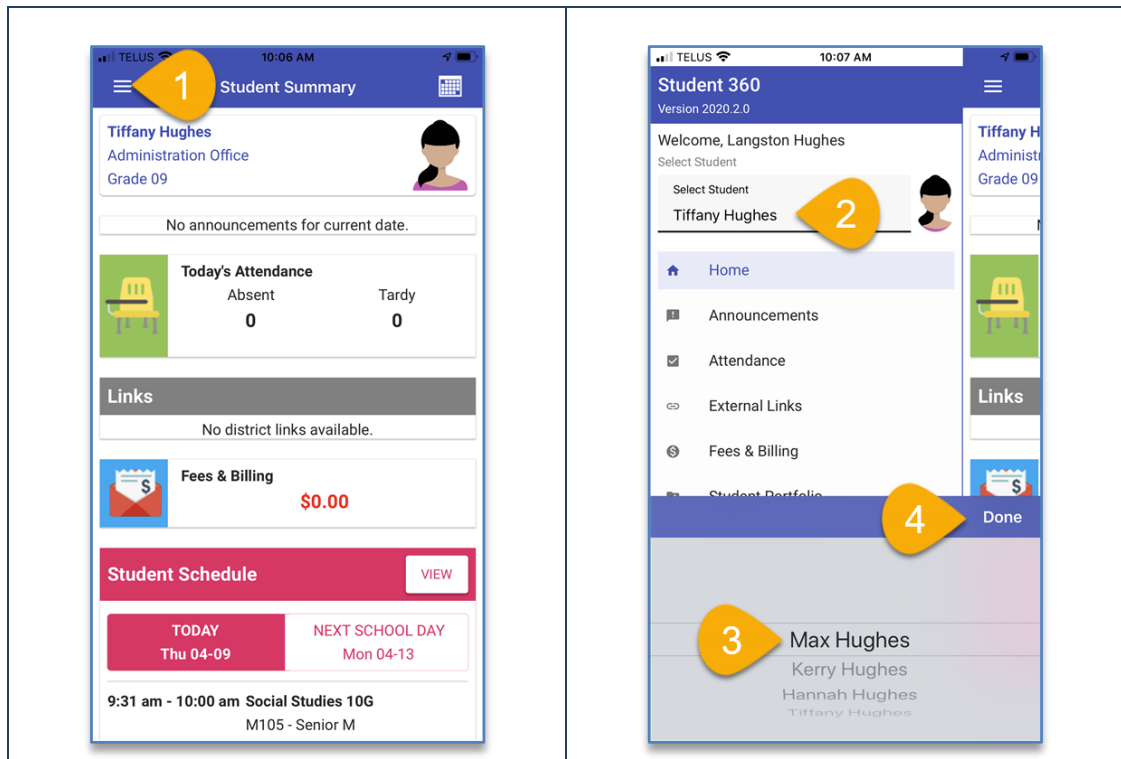
E. VIEW, SAVE AND PRINT REPORT CARDS

- 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. Tap on the **Academic Year** icon and select the year required.

2. Tap on the **Menu** (hamburger) icon.

3. Tap on the **Student Portfolio** menu item.
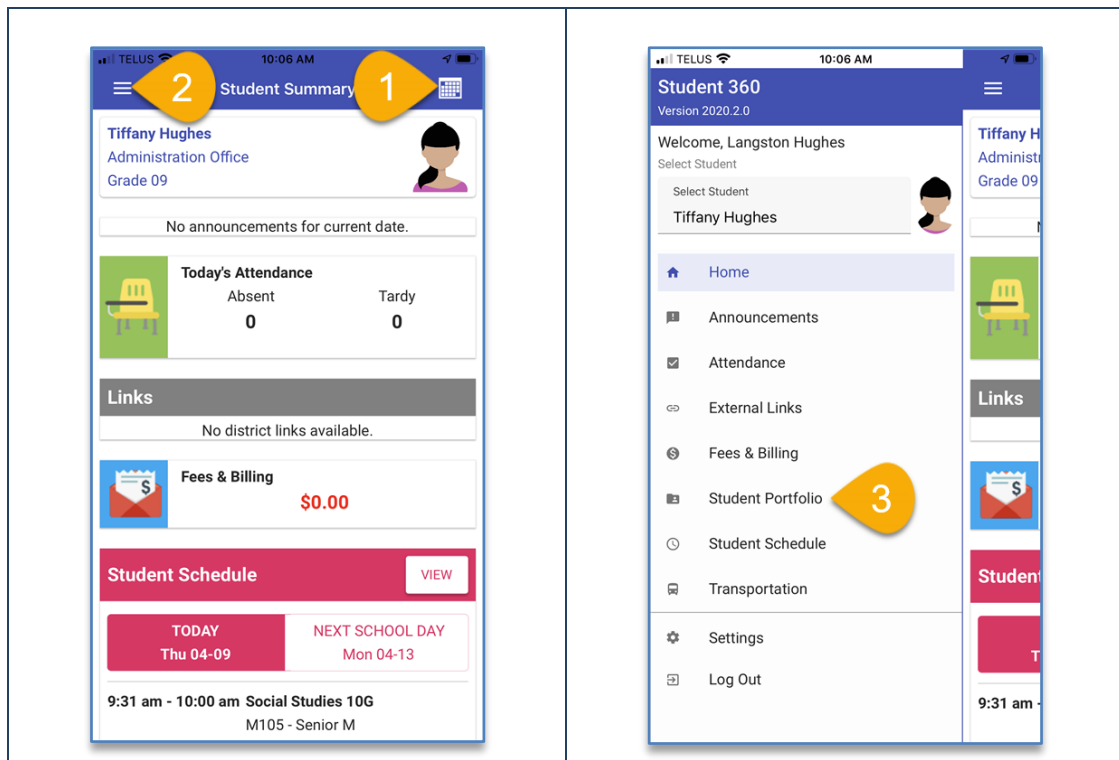
4. Tap on the report card that you wish to view.
   - The PDF report card will be displayed. Scroll through the multi-page document.

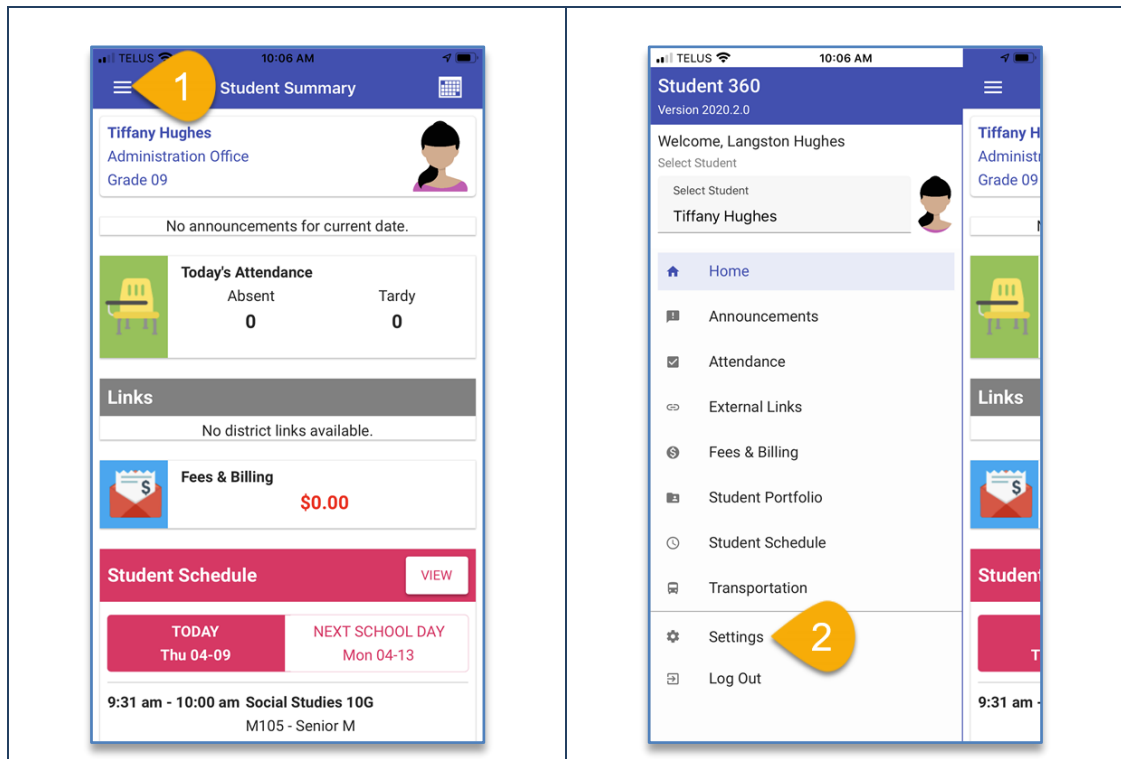5. Tap the **Done** button when completed.
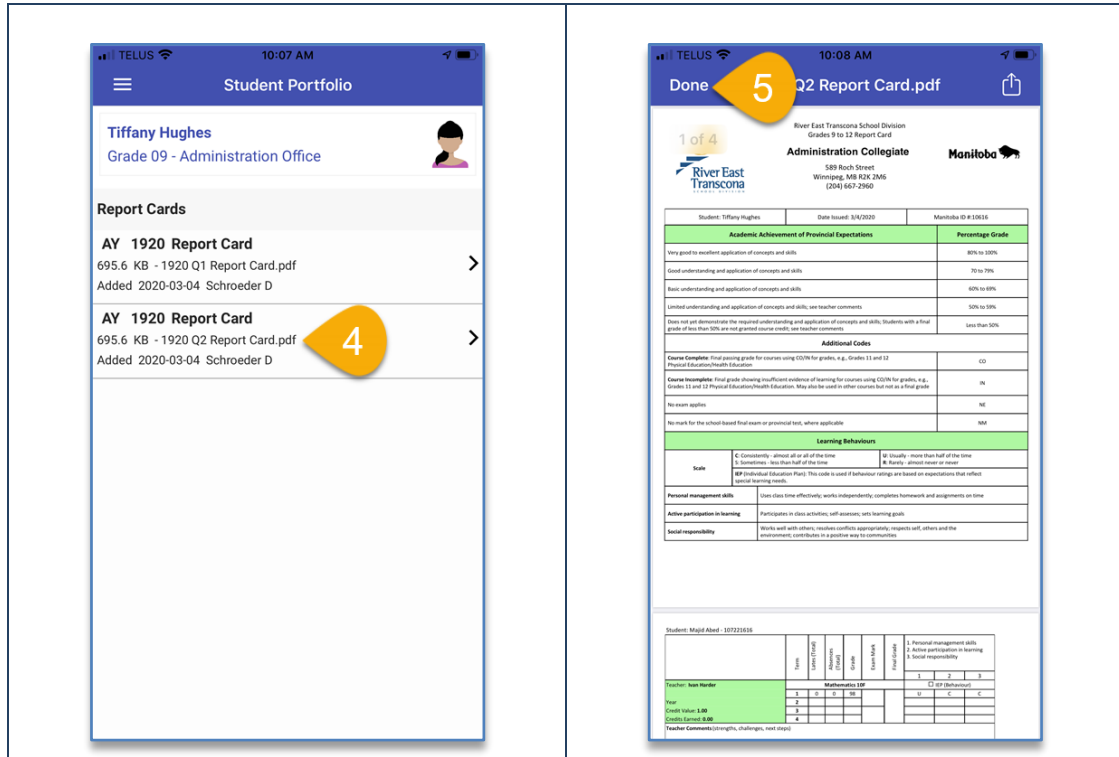
Optional – Print and Save Report Cards

6. Tap the **Share** icon

7. Tap the **Print** icon and send the document to any connected wireless printer.

8. Tap the **Files** icon to save the PDF document to a location on your device.
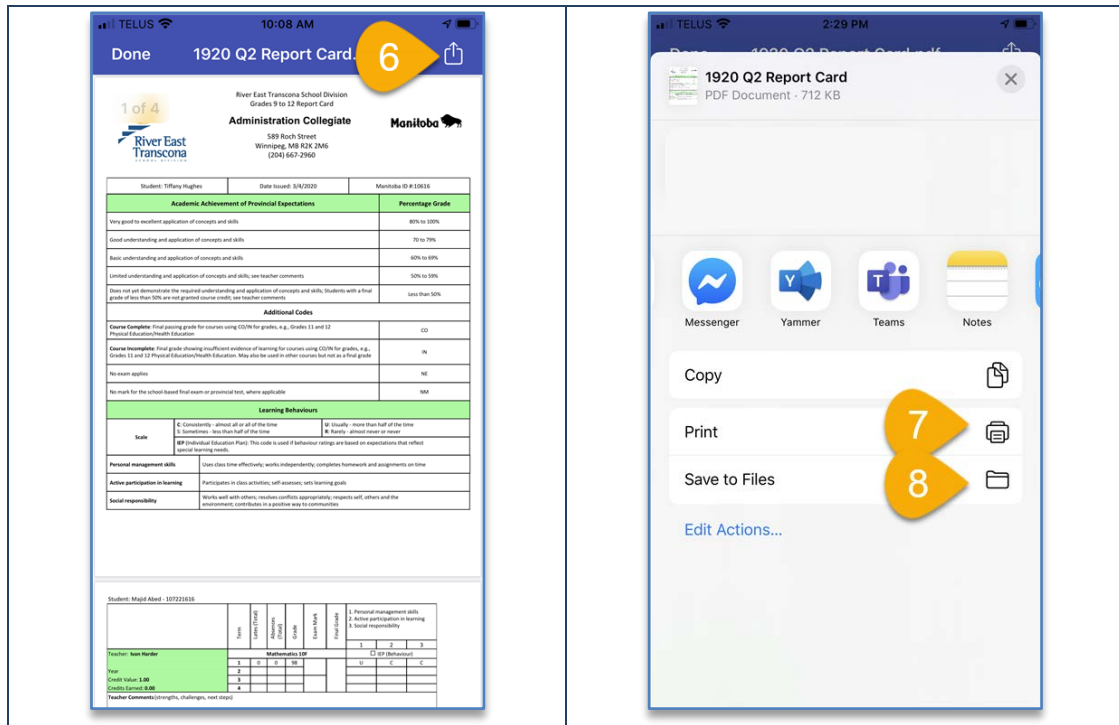
F. CHANGING YOUR PASSWORD OR EMAIL ADDRESS

1. Tap on the **Menu** (hamburger) icon.

2. Tap on the **Settings** menu item.

Passwords

a. Tap on the **Change Password** menu item.

b. Enter your current password, enter and then re-enter your new password for the portal. 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

c. Tap the **Save** button.
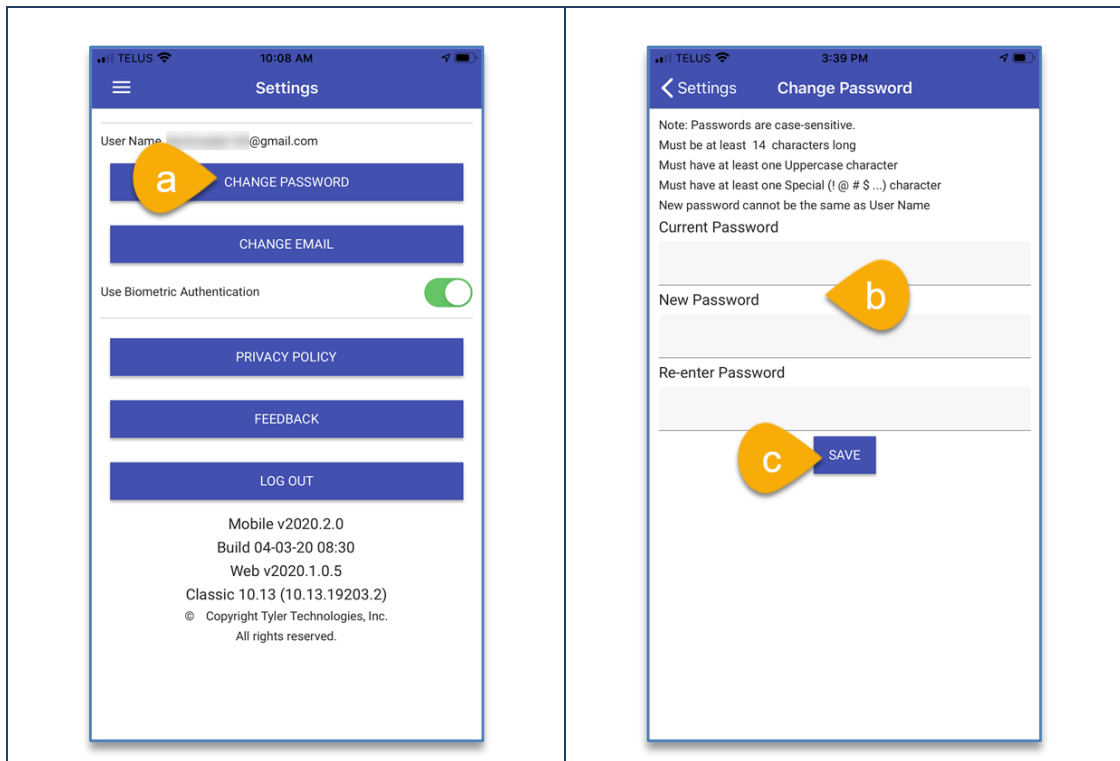
New Email Address

- 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.

    a. Tap on the **Change Email** menu item.

    b. Enter and then re-enter your new email address.
- This will also be your new portal **Username**.

    c. Tap the **Save** button.
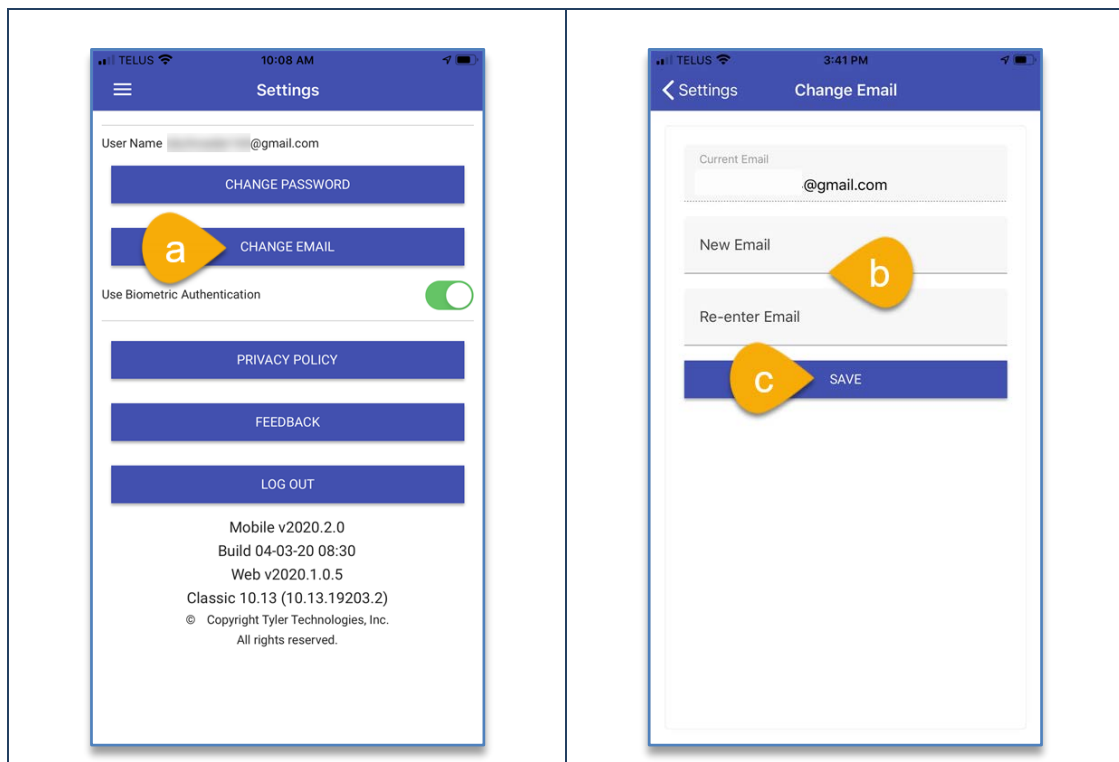
G. STUDENT DOCUMENT MANAGEMENT

- This feature is currently only functional in the Web version of the Parent Portal.

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