

# Parent Portal User Guide

Web Version




*Fall 2023*

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## A. INTRODUCTION

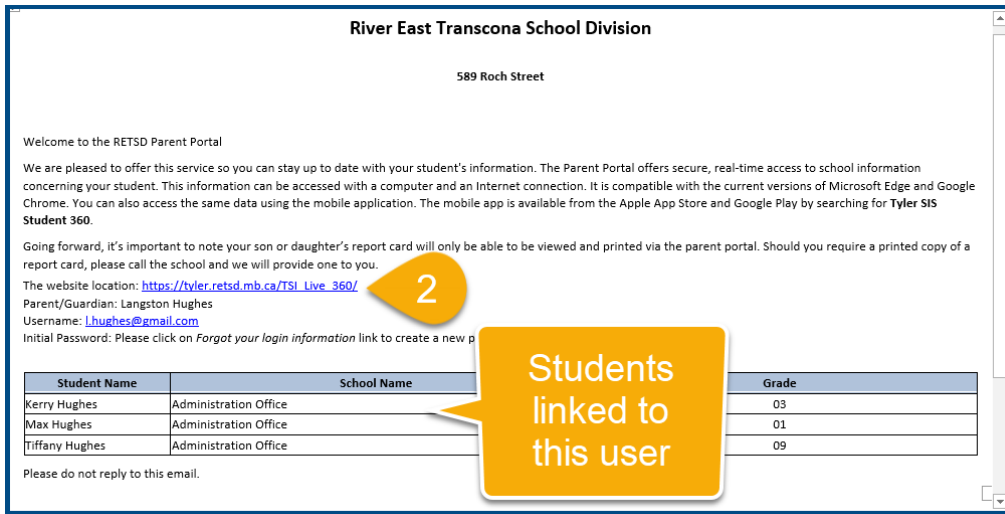
- The RETSD Portal is best experienced through a computer and Web browser. The Web browser version will always provide access to the full feature set and data.
- Most commonly used browsers have been tested and will work with this portal including:
  - Microsoft Edge Chromium (used in this guide)
  -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

Browser Icon	Name
	Microsoft Edge
	Google Chrome
	Mozilla Firefox

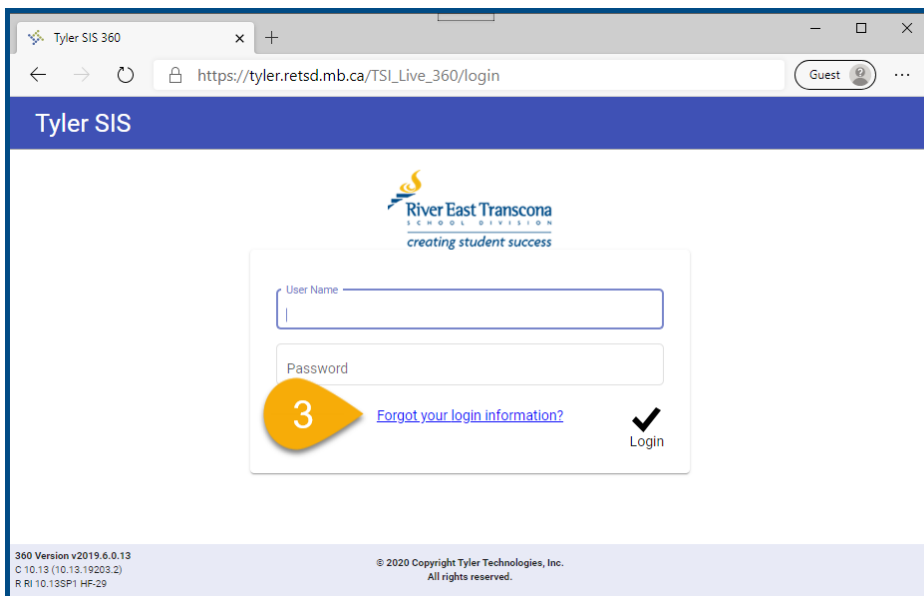
- Currently, browsers on mobile devices are not fully supported.
- Mobile device users need to download the mobile application. See the associated guide for more information.

## B. FIRST LOGIN

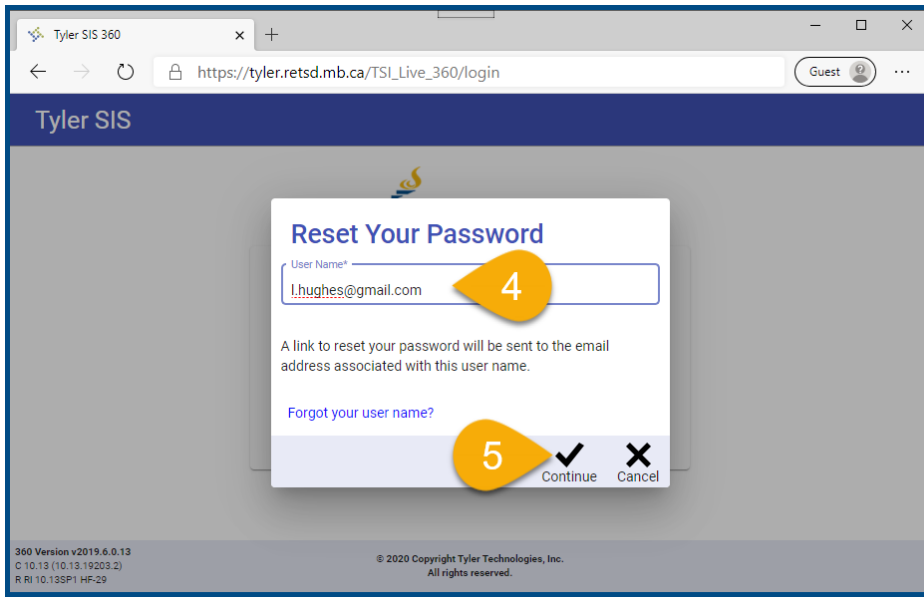
1. Schools will send out a notification to the email address of new portal users.
2. Click the included link to go to the portal site.
  - This will open your Web browser and go to the Parent Portal login site.



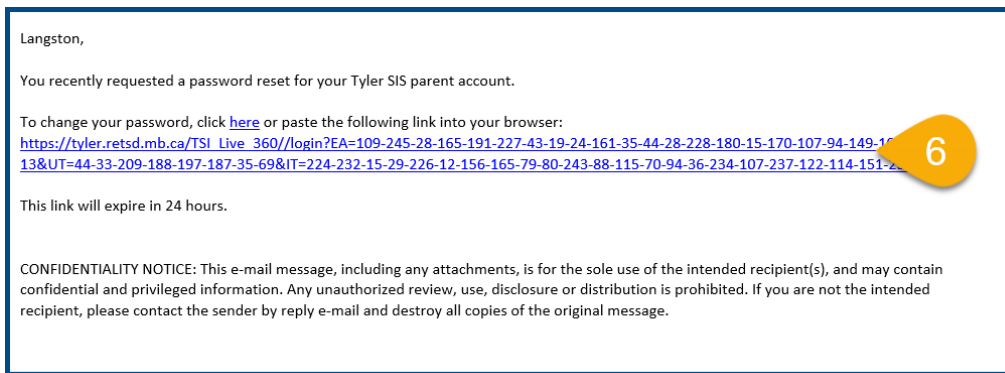
3. Click the **Forgot your login information** link.



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



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

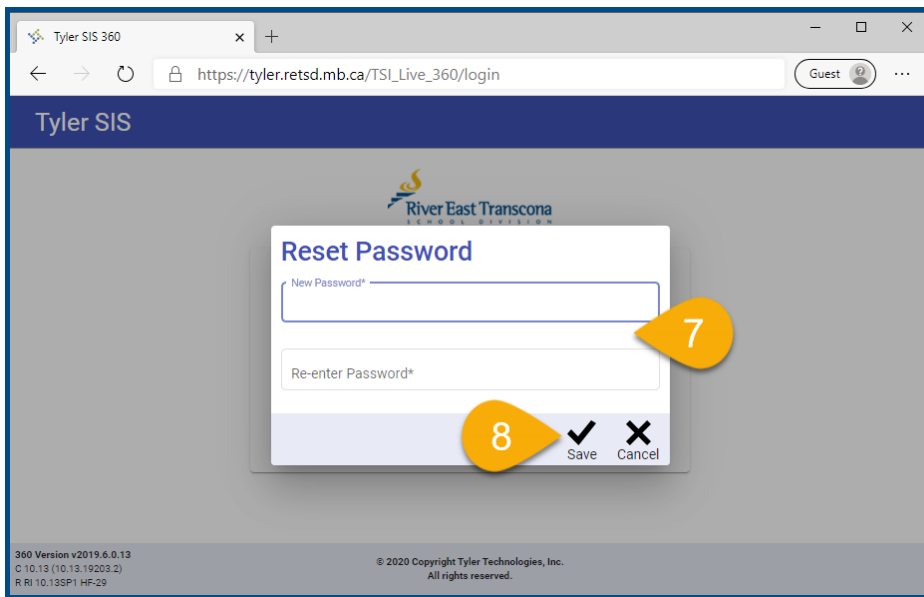


7. Enter your new (phrase-based) password and then repeat the entry. This password will need to fit the RETSD requirements:

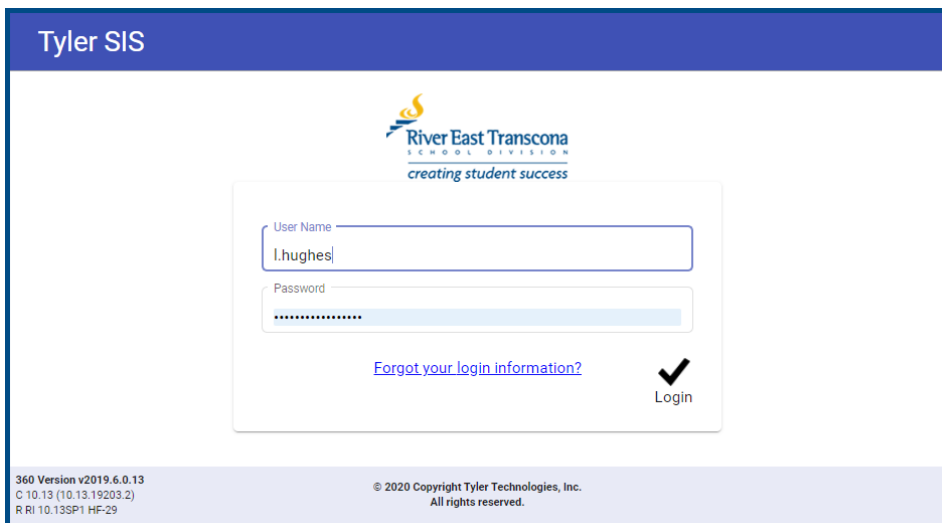
- At least 14 character long (including spaces)
- At least one upper case character
- At least one lower case character
- Special character like punctuation or symbol

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.

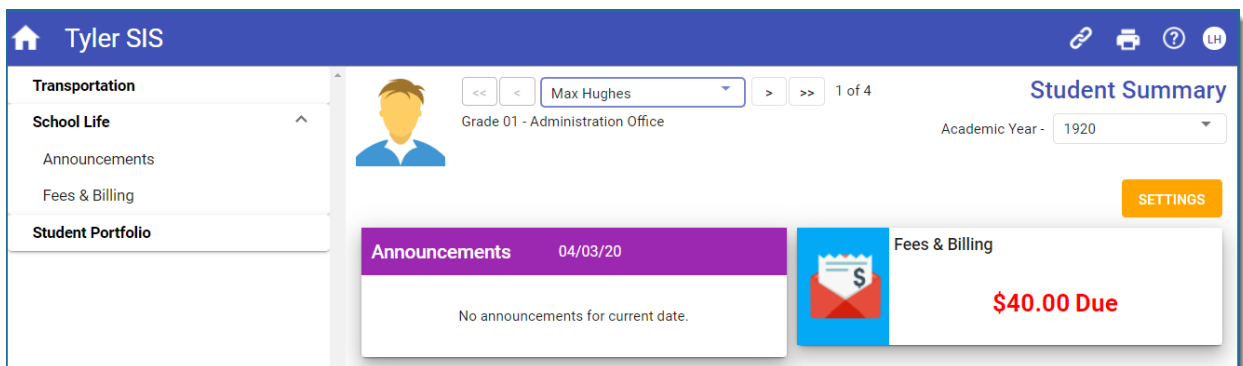
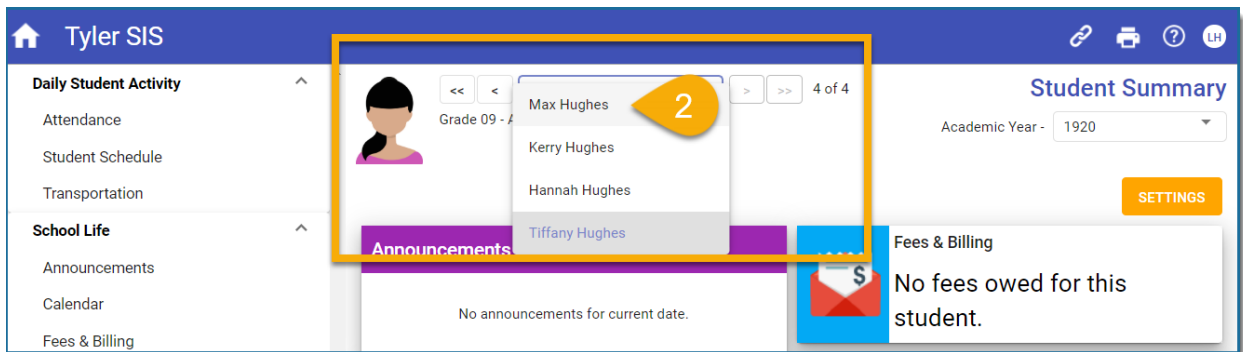
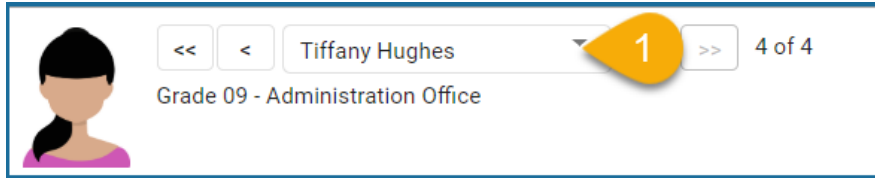
Area	Description
1	Student selection
2	User settings
3	Academic Year selection
4	Screen settings
5	Information Menu
6	Visible information “Cards”

The screenshot shows the Tyler SIS Parent Portal interface for student Tiffany Hughes. The header includes 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 (04/03/20), 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 as defined in the table above.

## 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.




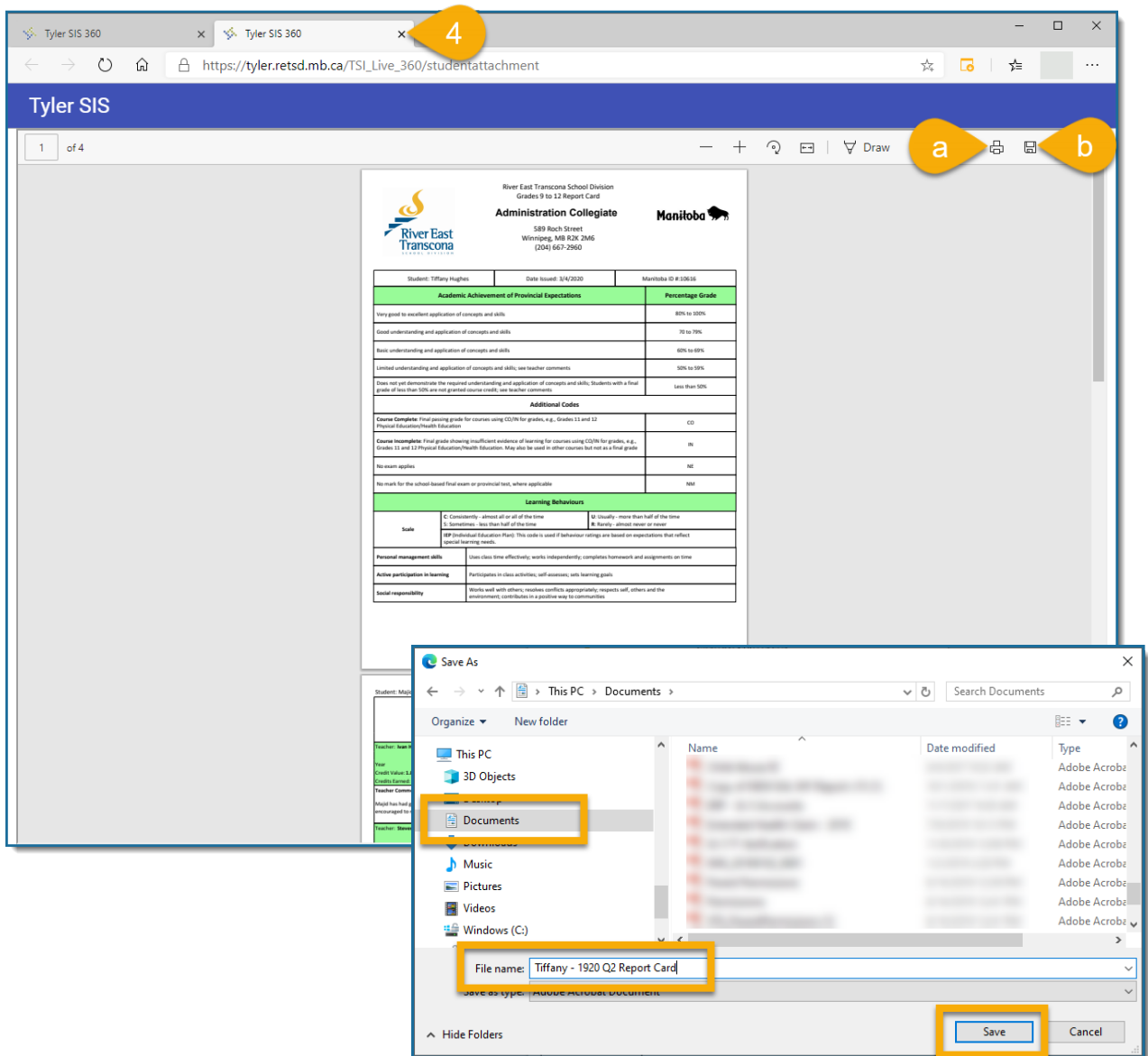
## Optional

### 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 shows a web browser window displaying the Tyler SIS 360 interface. The URL is [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 "Tiffany Hughes" and is dated "3/4/2020". The report card is displayed in a PDF viewer with navigation icons. A "Save As" dialog box is open over the report card, showing the file name "Tiffany - 1920 Q2 Report Card" and the "Save" button highlighted.

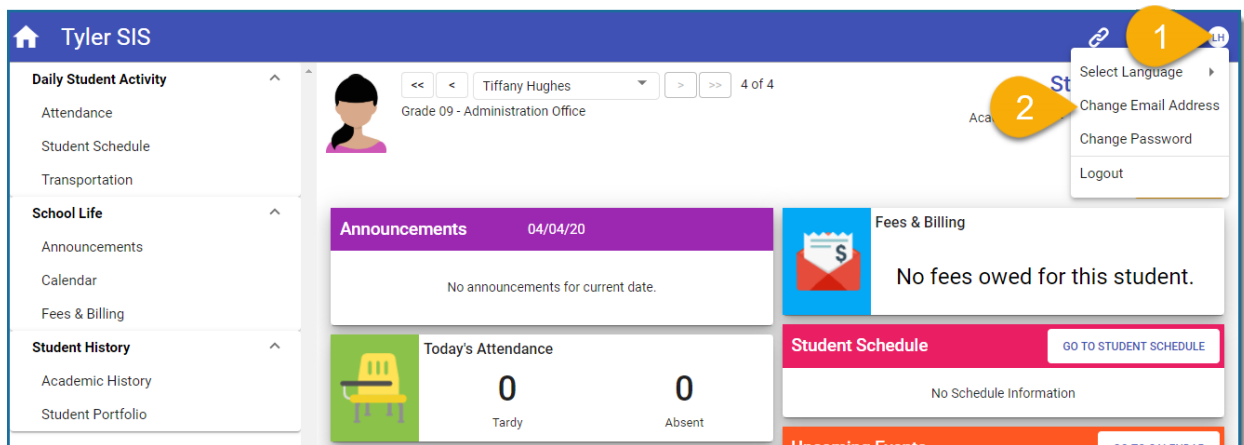
Academic Achievement of Provincial Expectations	Percentage Grade
Very good to excellent application of concepts and skills	80% to 100%
Good understanding and application of concepts and skills	70 to 79%
Basic understanding and application of concepts and skills	60% to 69%
Limited understanding and application 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%

Course Complete	Final passing grade for courses using CO/IN for grades, e.g., Grades 11 and 12 Physical Education/Health Education	CO
Course Incomplete	Final grade showing insufficient evidence of learning for courses using CO/IN for grades, e.g., Grades 11 and 12 Physical Education/Health Education. May also be used in other courses but not as a final grade	IN
No exam applies		NE
No mark for the school-based final exam or provincial test, where applicable		NM

Learning Behaviours		
Scale	C: Consistently - almost all of the time S: Sometimes - less than half of the time EP (Individual Education Plan): This code is used if behaviour ratings are based on expectations that reflect special learning needs.	D: Usually - more than half of the time R: Rarely, almost never or never
Personal management skills	Uses class time effectively; works independently; completes homework and assignments on time	
Active participation in learning	Participates in class activities; self-assesses; sets learning goals	
Social responsibility	Works well with others; resolves conflicts appropriately; respects self, others and the environment; contributes in a positive way to communities.	

## 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

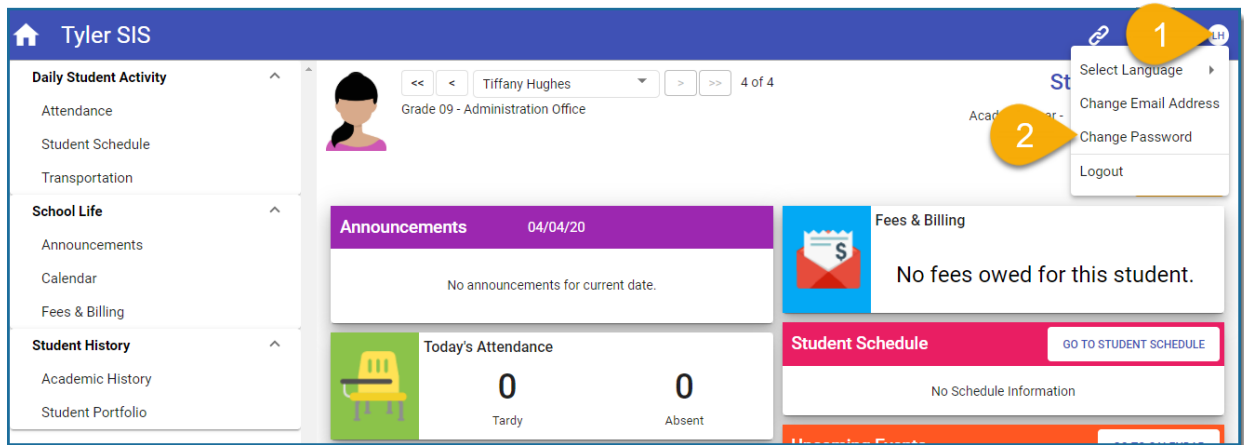


3. Enter, and then re-enter your new email address.
4. Click the **Save** icon.

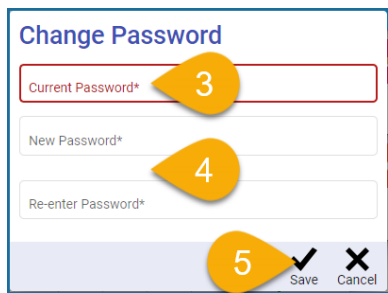
5. Make note that this new email address will also be your portal Username. Click the **Save** button to confirm this.

## 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:

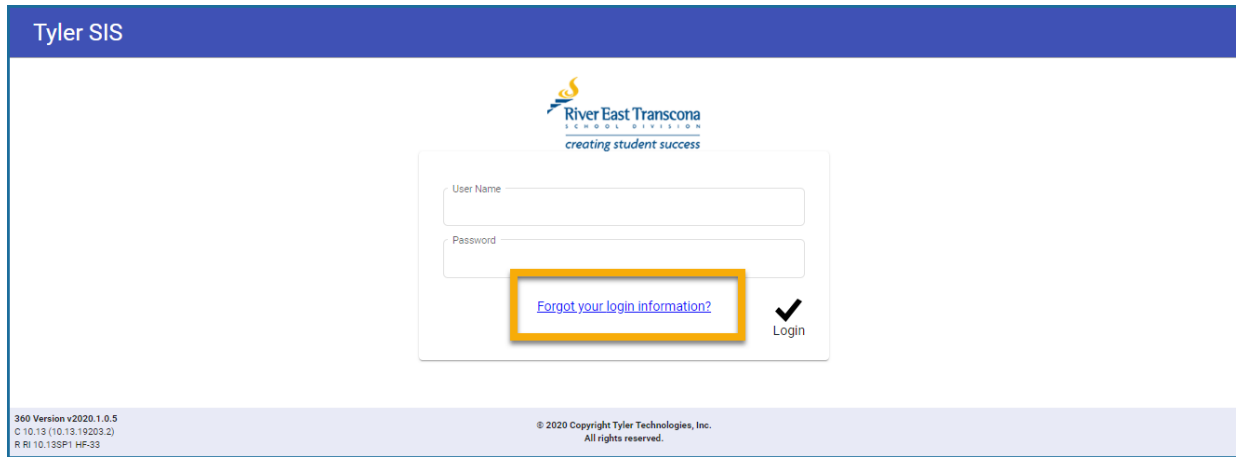
- At least 14 character long (including spaces)
- At least one upper case character
- At least one lower case character
- Special character like punctuation or symbol

Examples include:

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

## H. RESETTING A FORGOTTEN PASSWORD

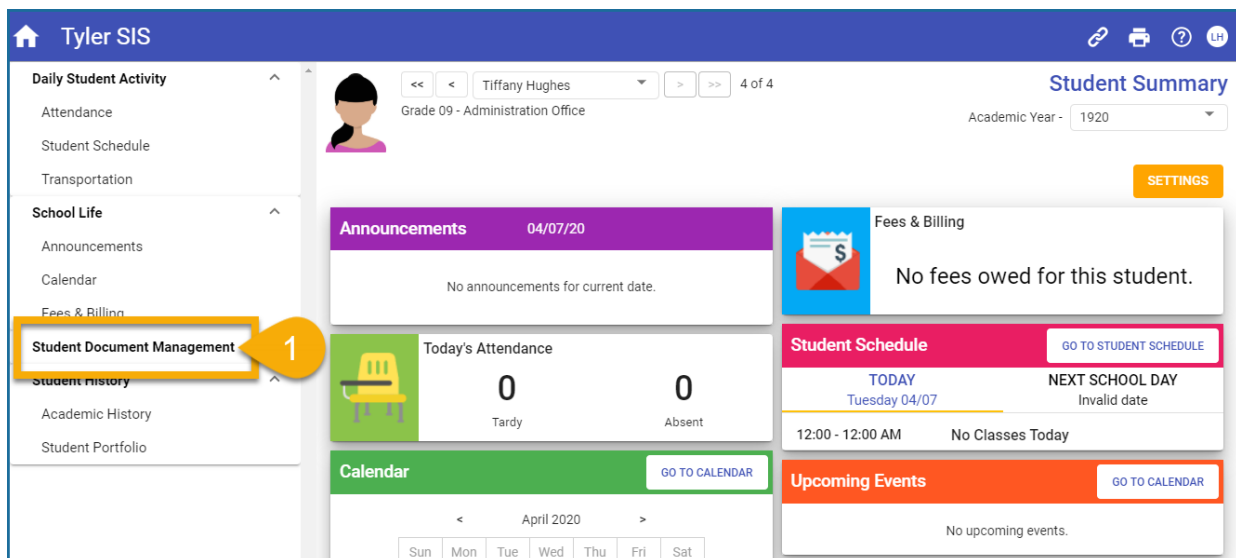
- Please reference the process for **First-Time Login** starting on step 3.



## 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 a PDF document titled 'STUDENT SERVICES ANNUAL SUMMARY REPORT' for Student Name: Hughes, Tiffany. The browser window has a yellow callout '3' pointing to the address bar, and two other callouts 'a' and 'b' pointing to the print and save icons in the browser's toolbar. The PDF document includes contact information for River East Transcona School Division, a table with student details, a confidentiality disclaimer, and sections for 'SUMMARY OF STUDENT PROGRESS', 'SUMMARY OF SERVICES PROVIDED', 'STUDENT GOALS/OUTCOMES FOR NEXT YEAR', 'SERVICE/SUPPORT PLAN FOR NEXT YEAR', and 'SIGNATURE'.

### Optional

#### a) Printing the report

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

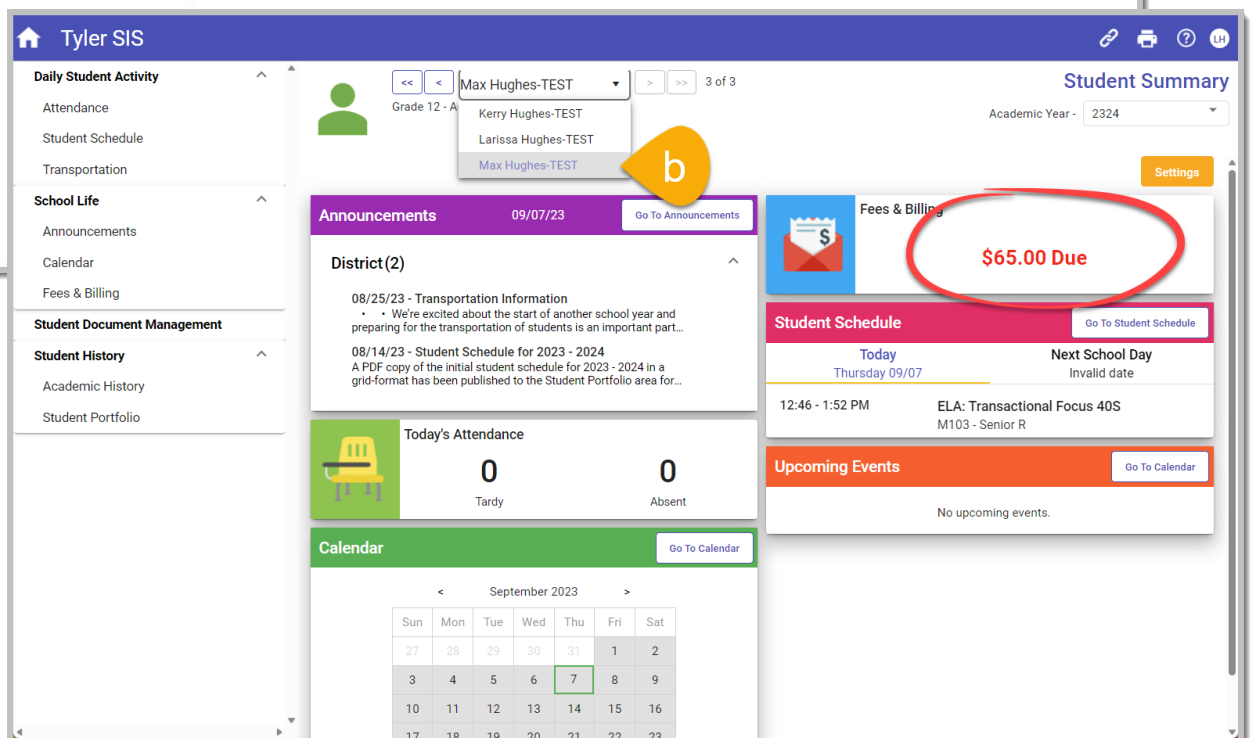
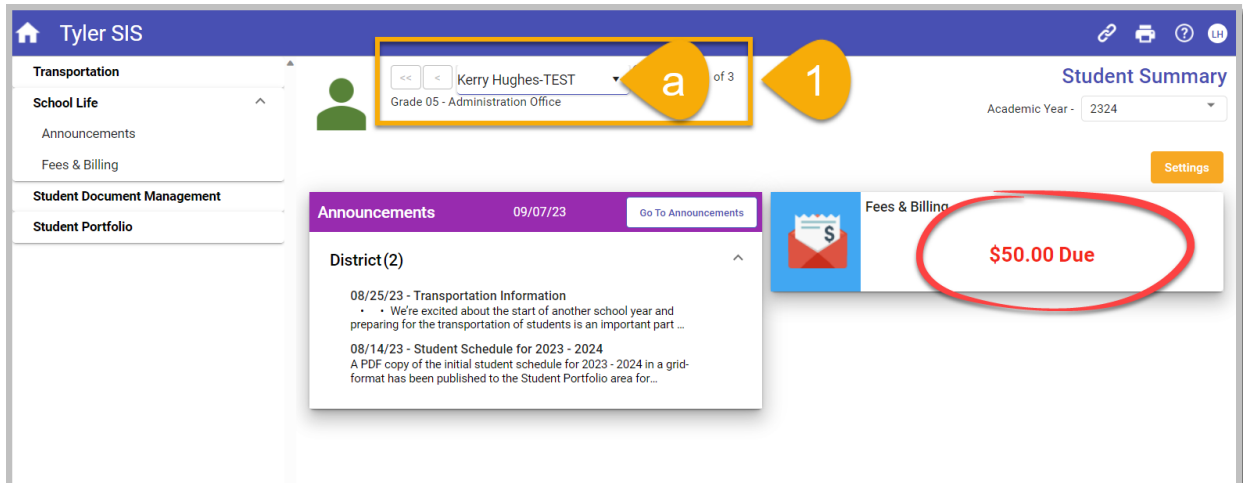
#### b) Saving the report

- 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.

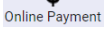


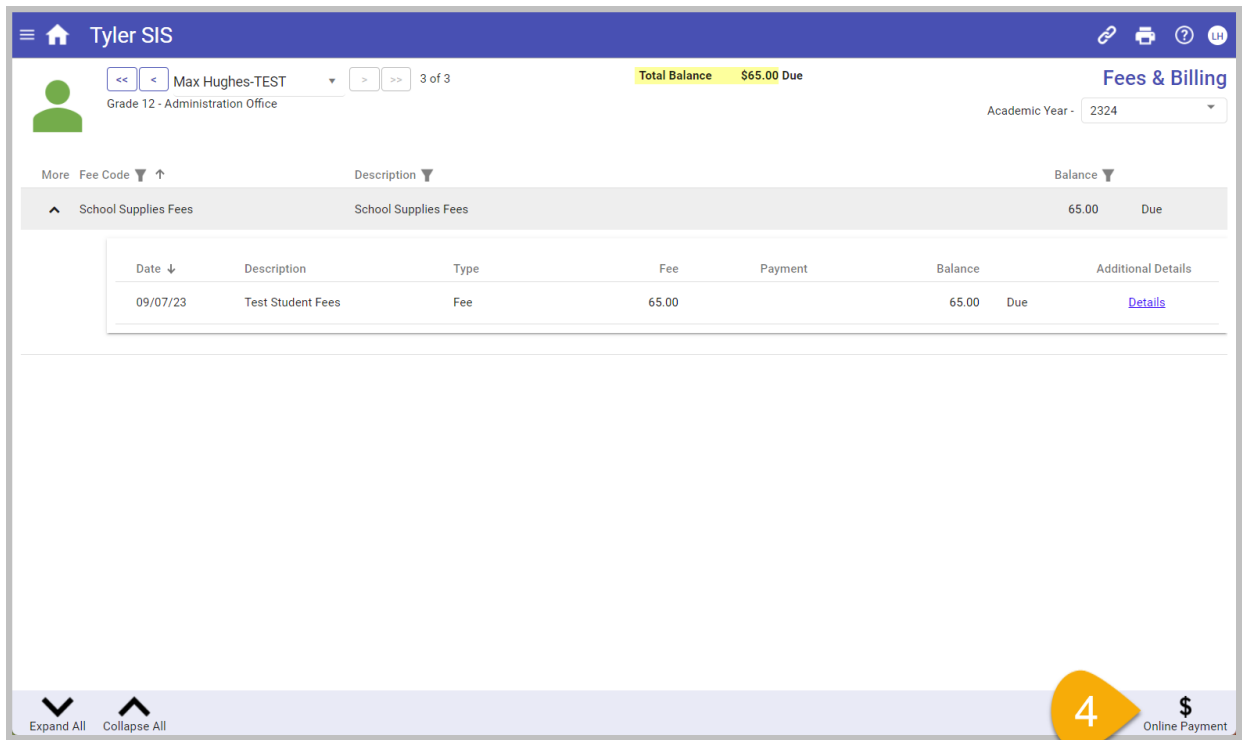
2. Click on the **Fees & Billings** link.

The screenshot shows the Tyler SIS Parent Portal interface. On the left, a navigation menu includes 'Daily Student Activity', 'School Life', 'Student Document Management', and 'Student History'. The 'Fees & Billing' link is highlighted with a yellow callout bubble containing the number '2'. The main content area displays a 'Student Summary' for Max Hughes-TEST, Grade 12 - Administration Office. It includes sections for 'Announcements', 'Today's Attendance' (0 Tardy, 0 Absent), a 'Calendar' for September 2023, and a 'Fees & Billing' section showing a total balance of \$65.00 Due. The 'Fees & Billing' section also includes a 'Student Schedule' and 'Upcoming Events' section.

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

The screenshot shows the 'Fees & Billing' page in the Tyler SIS Parent Portal. At the top, it displays the student's name, grade, and a 'Total Balance' of \$65.00 Due. Below this is a table with columns for 'More', 'Fee Code', 'Description', and 'Balance'. The table contains one entry: 'School Supplies Fees' with a balance of 65.00 and a status of 'Due'. A yellow callout bubble with the number '3' points to a downward-pointing chevron icon next to the 'School Supplies Fees' entry. At the bottom of the page, there are 'Expand All' and 'Collapse All' buttons, and an 'Online Payment' link with a dollar sign icon.

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



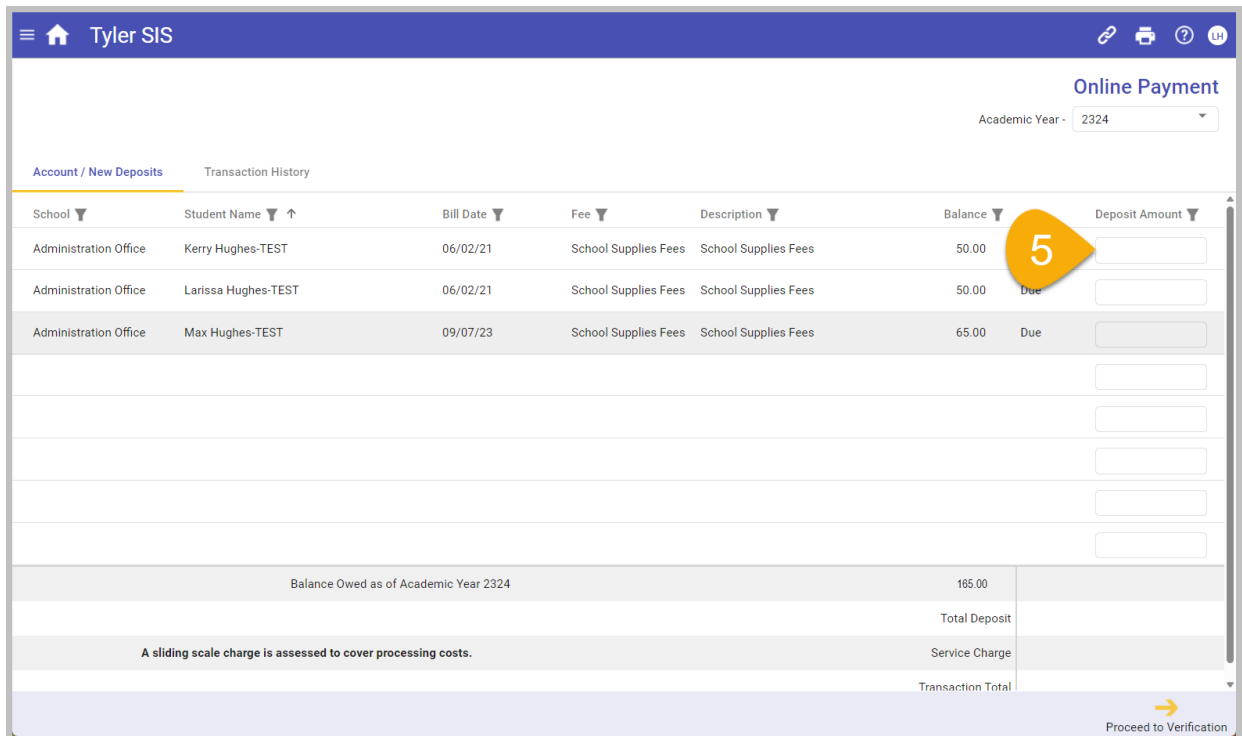
**Tyler SIS** | Max Hughes-TEST | Grade 12 - Administration Office | Total Balance \$65.00 Due | Academic Year 2324 | Fees & Billing

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	



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 'Balance Owed as of Academic Year 2324' of 355.00, a 'Total Deposit' of 165.00, a 'Service Charge' of 5.23, and 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.

