

Parent/Guardian Brightspace Accounts from MyEd Student Records

Each student has a MyEd record. In this record, parent/guardian records are entered. This leads to a situation where multiple children of the same parents/guardians will need the same parent/guardian information entered into both of their MyEd records.

Parent/Guardian Brightspace accounts are created based on their information in MyEd. If the parent/guardian records in MyEd are not identical, then their Brightspace account will have issues and they will be unable to see one or more of their children's learning updates in Brightspace.

Each of these fields in MyEd need to be filled and match for the guardian to get access to multiple children's account in Brightspace:

- LegalLast
- LegalFirst
- CellPhone
- Email1
- Parent or Guardian?

Note:

- MyEd only displays the UsualLast and UsualFirst fields in the Parent/Guardian Information. Please "click into" the parent/guardian account to verify that Legal names are the same.
- Additionally, we do not allow both parents/guardians to have the same email address. If this is the case, please remove the duplicate email address for one of them.
- It may take up to 24 hours for the updated MyEd record to update in Brightspace.

Parents/Guardians can enter Brightspace using this link:

<https://sd63.onlinelearningbc.com/d2l/login?noredirect=1>

Troubleshooting Issues: Parent/Guardian Cannot Access Reports

There are three main possible reasons why parents are not able to see their children's report cards:

- Parent/guardian information is not matching in MyEd.
 - In each of their children's MyEd records, all of these fields need to match for the guardian to get access to multiple children's account in Brightspace: LegalLast / LegalFirst / CellPhone / Email1 / Parent or Guardian?
 - Is the parent/guardian data in each student record the same?
 - MyEd only displays the UsualLast and UsualFirst fields in the Parent/Guardian Information. “Click into” the parent/guardian account to verify that Legal names are the same.
 - You may need to collaborate with Clerical in other schools to solve this issue.
- Parent/guardian does not know to click/tap on the “waffle menu” on the Brightspace website in order to see the report cards. Forward them this information:
 - Instructional video on how to view report cards on a computer: <https://saanichschools.ca/d2l-brightspace>
 - Instructional video on how to view report cards on a mobile device: <https://sd63.onlinelearningbc.com/d2l/login?noredirect=1>
- An error in our systems has possibly not properly “connected” the parent/guardian account with the student account.
 - If you’ve verified that the issue is not one above, create a helpdesk ticket by emailing helpdesk (helpdesk@saanichschools.ca) explaining the issue