



Troubleshooting Access

A guide to troubleshoot access to your BCE Connect and Parent Portal account.

Q. Are you logging in with the exact email address as recorded in eMinerva?

- A. Sometimes the email address you are trying to use may be different to the one recorded in eMinerva (the Student and Related Person Database). Confirm with the school that the email address you are using is exactly what the school has recorded.

Q. I receive either of the following messages trying to log on

<p style="text-align: center;">ERROR</p> <p style="text-align: center;">You have encountered a session error</p> <p style="text-align: center;">Please Close your Browser and try again</p> <p>MAC users are required to use one of the following two options to close their browser: Command(⌘) + Q or  + Q</p> <p style="text-align: center;">Web Disclaimer Brisbane Catholic Education Privacy Policy</p>	 <p style="text-align: center;">You could not be logged on. Make sure that your username, and password are correct, and then try again.</p> <p>Please click this link to reset your password: Password Reset</p> <p style="text-align: center;">Click here to retry credentials</p>
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- A. Each time a file is accessed through a web browser (*Internet Explorer, Firefox, Chrome* etc), the browser caches (i.e., stores) the file so it doesn't have to keep retrieving the same files or images. Periodically clearing the cache allows the browser to function more efficiently. If you click on this link it will give you instructions on how to [Clear cache and cookies](#). If you are still unable to log on after clearing cache and cookies, please contact the school and advise them of such. The school will then follow this up on your behalf.

Q. Are you using an email address that is associated with another person?

- A. Our system creates a unique account based on several criteria; the main criteria is email address. If you are using an email address that is also associated with another account, it's likely one person associated with the email address will experience conflicts. Please contact the school and advise them of a unique email address and retry after 24hours.