



Troubleshooting Parent Access to the Parent Portal

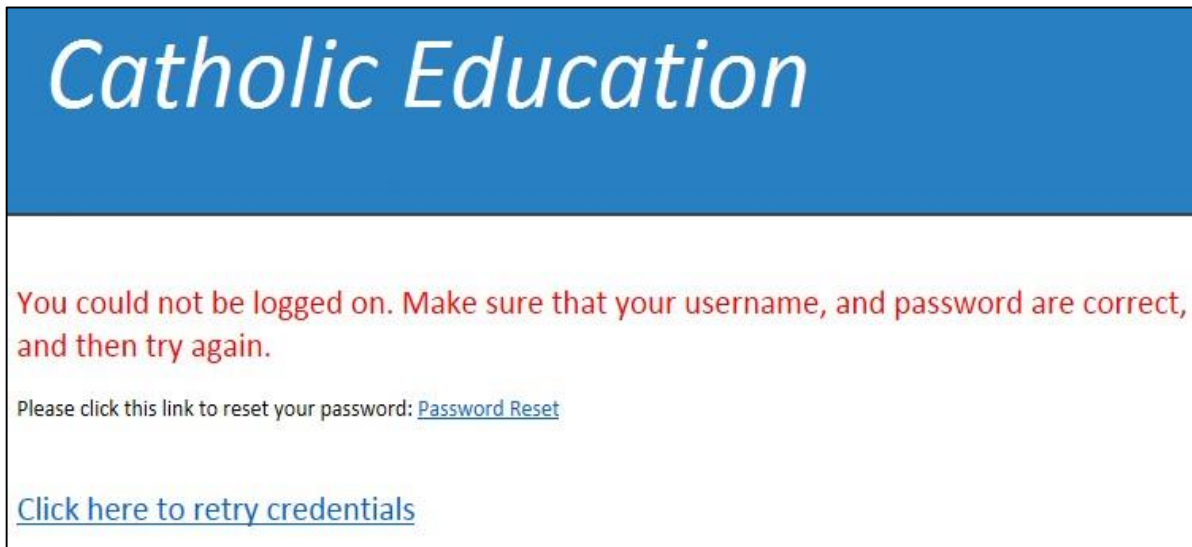
(tips for Parents/Legal Guardians)

Below are a few troubleshooting tips that you can check in the first instance. If there is still an issue logging into the Parent Portal after completing these checks, please contact the College office so that we can follow this up further for you.

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 get the following message trying to log on



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](#)*

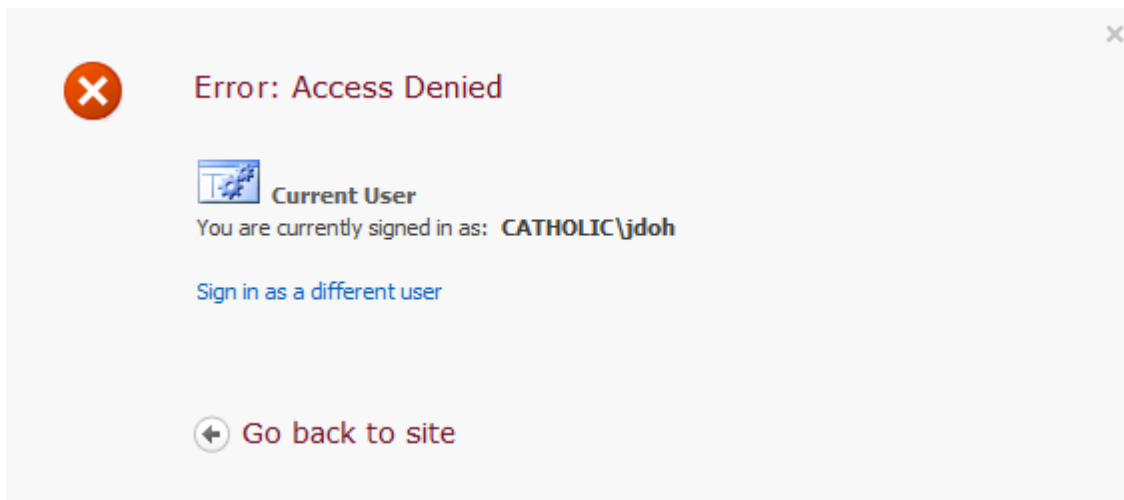
If you are still unable to log on after clearing cache and cookies, please contact the school and advise them of such. The school will then follow this up on your behalf.

Is the nominated email account also shared by a spouse? *If so, two accounts cannot be created using the **same email address** as the Parent Portal requires a unique email address for each account holder.*

*If this is the case, and an account is shared by two people, an account will only be created for the **Main Contact**. The other parent can advise the school of their email address and once updated in eMinerva, an account will be created for this parent.*

A video has been created and released on the BCE Public Site to assist parents - [Parent Portal - Logging on for the first time](#). Parents will not need a log in to view it.

The login succeeds but the parent is denied access to the Parent Portal



This means that you have used a valid username and password to login but have not been allowed to enter the site. This could be for one of the following reasons:

1. *Ensure you are using the correct Parent Portal 'URL' to log in. This should be the link from the School's Website>Community Access. If you have previously saved the Parent Portal link as a favourite, try deleting this favourite and try again from this link:
<https://extranet.bne.catholic.edu.au/parent/mtm>*
2. *This could be because you are missing from the security group that would give you access. Check with the College office if this is the case, they will then follow this up on your behalf.*