MyEducation BC – Frequently Asked Questions

Student Contacts (Student TT > Contacts ST)

The contact's screen:

Verification Sheet Returns:
Always follow up with parents if contact numbers and/or email addresses have been changed on the verification sheet.

Q: What priority numbers can a contact have?
A: No priority: zero
A: No repeating priority numbers

Q: It is ok for priorities to go from 1, 3, 4, 5?
A: Yes. Ex. Student has a mom (1), 2 uncles (3 & 4) and an aunt (5).

Q: What priority numbers do guardians have?
A: Usually Mom #1, Dad #2
A: School cash (KEV) must have priority #1 (if you change a priority #, make a note in the student memo)
A: Safe arrival calls, school messenger emails/calls only go to people with priority #1 & #2

Q: If there is a new guardian, do I overwrite the data?
A: No. Create a new record & link it if necessary.

Q: If a guardian changes their name, or any other information, do I overwrite the data?
A: Yes, you can change name(s) (and other fields) once you have confirmed that this is the same person.
A: If you are changing the parent's email address, please add the change here Parent - Issues.xlsx
Note: If this contact is linked across schools, please contact the other school(s) to let them know.

Q: A guardian has been scratched out on the verification sheet, what do I do?
A: Ask questions of the school administrator, do not just delete the contact.

Q: What do I do if the parent is marked as deceased?
A: Notify the school counselling secretary, the student's counsellor and school administration. Then contact Brad/Siobhan for support.
A: Consider a family alert and/or a note in the student's memo field

Q: A parent wishes to add a "step" parent as a guardian (for MyEd Access, etc), what do I do?
A: Ask for legal documentation to confirm and/or has the other parent allowed this?
A: Discuss the priority # for this step-parent with school admin with consequences to Safe Arrival/School Messenger/KEV & MyEducation BC

Q: How do I link contacts?
A: If parents have multiple children in the district → we need to link the parent record(s)
        a.   When linking, start with the oldest children in the family
                i.   Put an "!" in front of legal last name to put a marker.

ii.   Go into the "other" student record > search for the other record   iii. Find the record, select it. Click OK Note: You may need to work with another school if the guardian has students in multiple schools.
Q: Do I have to link ALL contacts? A: No. We only link contacts so that when parents log in to school messenger, KEV, and MyEdBC they only need 1 account for each program A: In SD73, we **don't link EMERGENCY** contacts
Q: What phone numbers do I need to enter for contacts? A: Home phone, Cell phone
Q: What do I do if the guardian (parent) only has a cell phone? A: Enter this value in the home phone & cell phone field
Q: What do I do for foster parents OR students in care? A: Follow this document closely: SD73 Students in Care email 8-11-2023.docx

Q: Do I need to enter address(es) for all my contacts?
A: No. Only parent/guardians
Note:
   1.   Need to follow Canada Post Convention(s)
   2.   Need to "validate" by clicking on the box with the 3 dots
        a.   Never click the "user validated" check box
   3.   If the address doesn't save, enter the information here: Parent - Issues.xlsx

Q: It appears that the International Program Student's information is incorrect. What do I do? A: Do not change it. Bring it to the attention of the clerical for the ISP (kfisher@exc.sd73.bc.ca)
Q: What does this Primary District Number mean on the student contact? A: It tells you where the record's home is. If the number isn't in SD73, we have a process to bring it to SD73. Start by filling the information here: Parent - Issues.xlsx
Q: What do I do if a parent changes their email address or it was empty and now it isn't? A: Change the email address in the software and let Siobhan & Brad know to change their login credentials for MyED Parent - Issues.xlsx
Q: How are parent accounts created? A: Parent has an email address, and Contact has family portal access = Y? Note: we recommend that…when parents share an email address that we create only 1 account per email address
Q: When are parent accounts created? A: We create parent accounts on the 15th and the end of each month or upon request of school

Student Information (Student TT > Details)

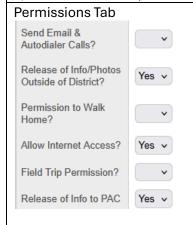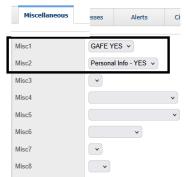| |
|---|
| Q: There is a request to change a student's legal name, DOB, Gender (or I notice a typo), can I just change it?
 A: No, there is a process. Start with an email to Siobhan (slane@exc.sd73.bc.ca) or Brad (bepp@exc.sd73.bc.ca) |
| Q: Do I need to enter a phone number on the student home phone?
 A: Yes. It needs to match a cell phone/home phone of one of the student's guardians (priority #1 & 2) |
| Q: The verification report indicates that there is a change in custody, what do I do?
 A: Notify school counsellor, counselling secretary, school administration, a legal alert may be required. |
| Q. Do I need to enter student addresses. Yes. In addition, the Proof of Address/Residence should be selected – these should be linked with the parent/guardian
 Note:
     1. Need to follow Canada Post Convention(s)
     2. Need to "validate" by clicking on the box with the 3 dots
 Never click the "user validated" check box |
| Q: What alerts do I need to enter?
 A: You enter information that the school & district staff need to know
 A: Be aware, you may need to also enter an inclusion <br> https://docs.google.com/presentation/d/1N1q4veNq45V_cKxefE6dRWYiTx3c1CC11wzrWrYQS90/edit?usp=drive_link |
| Q: How much information do I need to enter in an alert?
 A: Minimal. Please be aware: students, parents, and staff can see these |
| Q: What is the difference between a Medical Alert & Health Alert?
 Medical: Life Threating Conditions (ex. Anaphylaxis)
 Health: Not Life Threating (ex. Allergic to pollen) |
| Q: What do I need to enter in the Citizenship Tab:
 A: Country of Birth, Country of Citizenship & Citizenship Code
 Note: For Out of country students, we need to follow AP 300. Contact Brad/Siobhan for support |
| Q: Where do I enter permissions/forms? |

Permissions Tab

Send Email & Autodialer Calls?	v
Release of Info/Photos Outside of District?	Yes v
Permission to Walk Home?	v
Allow Internet Access?	Yes v
Field Trip Permission?	v
Release of Info to PAC	Yes v

Miscellaneous Tab

GAFE(GEDU) Form -> Yes/No
Personal Info – Yes/No -> Inside of District

Q: How do I enter in demographic information for First Nations students?   A: Click here   Schedule the student in the XAT--000ABS-999 course   Add programs 11006 & 11007 if the parent has consented for their student to receive programs and services