



## Parent Portal Access – Troubleshooting

**Portal link access:** <http://www.stjosephscoomera.qld.edu.au/contactus/Pages/CommunityAccess.aspx>

Some parents may have difficulty logging into the Parent Portal/BCE Connect. If you're having trouble, please try troubleshooting:

1. Each parent **MUST** have a unique email address recorded in eMinerva (school data system).
2. Are you logging in with the email you provided the school?
3. Are you using the correct password? If unsure, try resetting password by clicking [forgotten password or new user?](#) link, follow prompts.
4. Are you using a Samsung phone? Samsung phones have an inbuilt browser which can cause difficulties logging into the Parent Portal. The simplest solution is to change to the Chrome browser.
5. Have you successfully logged into the Parent Portal on a computer/laptop? You **MUST** do so before attempting to log into the BCE Connect app.
6. Have you updated the BCE Connect app? If this does not work, uninstall and re-install app.
7. If both student and parent are using the same computer to log into either the Student or Parent Portals, ensure previous user has **logged out**, before trying to log into another Portal.

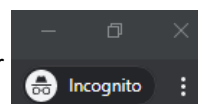
**ALTERNATIVELY, browse in private:**

Open internet in [Chrome](#), with **one person** browsing in the **Incognito** window.

Keyboard shortcut is:

- PC, Windows: Ctrl + Shift + n
- Mac: ⌘ + Shift + n

Exit this mode by clicking Incognito button in top right corner



. Click exit incognito.

If you're still unable to log in, please contact the College office on 5670 5500.