# Parent Portal Login Instructions

Parent Portal access is restricted to parents and caregivers of students at our school and an individual logon is required. An account has been created for you (based on the information you have provided the school) so it is VERY important you keep your details updated via the school office or Parent Portal.

Your initial login requires you to verify your identity and setup your own password.

1. Start by going to the school www.stbenedicts.qld.edu.au/*Contact & Access/Portal Access*. Then select the link: https://extranet.bne.catholic.edu.au/parent/stbenedicts

2. You will be met with a login screen. Select *Brisbane Catholic Education*.

3. Then select *Forgotten Password/First-Time Login*.
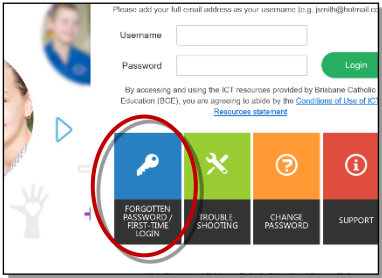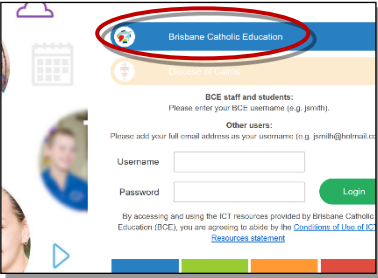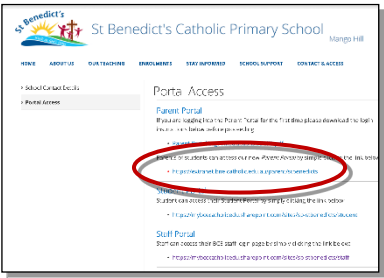
4. Select the link under the *Parents* heading titled *choose your own password online*.

5. Enter the personal email address (cannot be a BCE email address) that you have provided to the school and click *Next*.
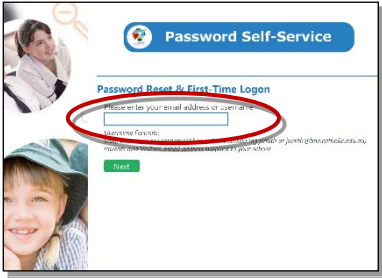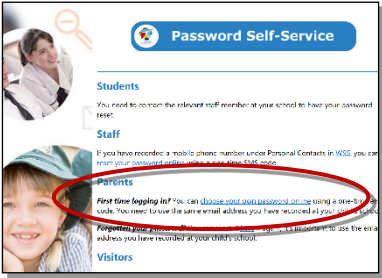
Check your email for a security code and enter the corresponding security code in the screen that follows and click *Next*. Ensure that *Password Reset* option is selected and enter your desired password in both boxes before clicking *Next*.

Now that you have set your password you can login to the Parent Portal, whenever you like, by following the original link on the school website: https://extranet.bne.catholic.edu.au/parent/stbenedicts

Please note that any changes made in the eMinerva system take 24 hours to process and sync to the Parent Portal.

Parent Portal Troubleshooting

Access to our Parent Portal can occur on many different devices. Unfortunately, sometimes people may experience difficulties gaining access. If you are having trouble logging in please try the following advice before contacting the school:

- Re-login from the original device you used (ie laptop or pad). iPhones are not recommended for logging in if you are having trouble.
- Re-login directly through the school website/*Contact & Access/Portal Access*.
- If you have saved the Parent Portal link as a favourite, delete it and re-login.
- Clear your cache and cookies and re-login.
- BCE staff please remember you will not be able to access the Parent Portal using your BCE email address.

If, after you try the above actions, you still get a message box saying '*You could not be logged on'* or '*Error: Access Denied'* then the data in the school's eMinerva system may be old or incorrect. You will need to confirm with the school office that:

- Your email is correct and not an 'email alternative.'
- You are listed as the 'Main Contact.'
- The 'Communication' box has been ticked for all of your students.
- Both parent/caregivers have their own individual email address (you cannot have the same email for both parents).

Occasionally, even our wonderful staff in the school office cannot fix login issues. If the above advice does not help your situation, please contact the school office who can make contact with the Brisbane Catholic Education Service Desk on your behalf.