



## Edsby FAQ for SECPD Families



As we transition to Edsby, our new family communication platform in the 2020-2021 school year, we will update our SECPD Edsby Family Information on our SECPD [Edsby Parent website](#). Check [here](#) for the latest information!

### What are the benefits of using Edsby?

- Families are an important part of the school community and Edsby is a great way for them to support their children. Edsby pulls together information about students and presents it in a clear, easy-to-understand format. For each student – even if they go to different schools – you will see their teachers and classes. Families can monitor academic progress and see assessments. A calendar will display events from each child’s classes and groups, and teachers may share class information so families can keep on top of student learning.

### Where can I find out more information about Edsby or get additional support?

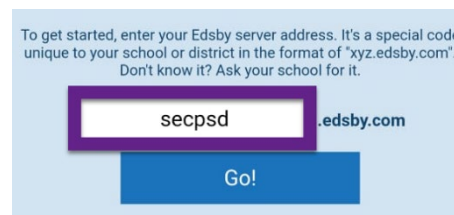
- [SECPD Edsby Family Page](https://www.secpsd.ca/parents/Pages/Edsby.aspx) - <https://www.secpsd.ca/parents/Pages/Edsby.aspx>
- General Edsby Family Information - <https://www.edsby.com/help/parents/> This information is not customized or might not be implemented by SECPD but will give a general overview.
- Edsby SECPD Family Overview Video - [https://www.youtube.com/watch?v=EwMcFhcUXwU&feature=emb\\_logo](https://www.youtube.com/watch?v=EwMcFhcUXwU&feature=emb_logo)
- Creating your Edsby Parent Account Video - <https://vimeo.com/144798060> Video of step by step instructions for Edsby account creation.
- Contact your school.

### Do I have to use a computer to use Edsby?

- Edsby can be used on all computer platforms and all mobile devices. Please download the Edsby app and not the Edsby Capture app at this time.

### What is the *Code* when using an the Edsby app?

- The Edsby code for our families is ***secpd***



## How does our family log into Edsby?

- Families will use their email and password when they set up their Edsby account.
- Students will use the Microsoft Office 365 button and use their SECPD email and school password.
- The Edsby SEDPSD URL is <https://secpd.edsby.com>
- **Note** that when you create a password it must be at least 8 characters long, and **must not** contain sequential numbers/characters such as: *ABCD*, *1234*, *4444*, or *QWERTY*. If the password is not strong enough Edsby will show a *loading* icon and the account will not be created. You will need to close the window and start again.

Edsby  
South East Cornerstone Public School Division

Username \_\_\_\_\_

Password \_\_\_\_\_

Log In

OR LOGIN WITH

Microsoft

**Family Login**  
Families use their personal email and password

**Student Login**  
Students use their school email and password

## How will I know that I have been invited to Edsby?

- You will receive an email to the email address the school has on file for you (you may need to update this info; you may receive multiple invites if you have children at multiple schools). The invite is a bulk email and therefore you may need to check for it in your spam or junk mail folder.

## Will I have more than one Edsby account if I have more than one child in school?

- You will have only one Edsby parent account, but may have multiple invites (see above). The invitations will include a link to register for an Edsby account. Your username (email) will be entered and you will be prompted to enter and confirm a password. Click Create Edsby Account. You will be logged in and a Welcome to Edsby message will be sent to your email address. The information for at least one of your children will be immediately visible to you.
- You will need to link your existing Edsby account to any other students using the Edsby invitation email(s) sent by their schools. Click the link in the email, and then click on **Login to your existing Edsby account**. Enter your Edsby username and password. Your existing Edsby account will now include the additional child.

Edsby

Register a Parent Account

Edsby account registration for parent of Oliver Andreasen, Mark Andreasen. Please select one of the choices below. If this is not your child, please click here.

Login to your existing High Prairie School District Edsby parent account

OR

I don't have an Edsby parent account at High Prairie School District

Need help?  
Cancel

Edsby

Register a Parent Account

oandreasen15\_edsby@mallinator.com

Password \_\_\_\_\_

Login and register as parent of Oliver Andreasen, Mark Andreasen

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### Can I schedule an absence for my child using Edsby?

- Please check with your school if they are ready to have you do an **absence request** via the Edsby app.
- Yes, you can schedule an **absence request** for your child in Edsby.
- If a parent notifies that student will be absent for the day, they will not see the student marked **absent** until the start of each period in the Edsby Parent portal.
- Parents should not need to inform schools of a school extracurricular type absence.

### What do I do if I forget my password?

- On the Edsby login screen there is a link for **Can't Log In**. Click on this and enter the email address that was used to register for Edsby. An email will be sent with instructions to follow.

### I am unable to login to Edsby.

- Ensure you are entering Edsby from <https://secpsd.edsby.com> and not the link that was sent in the activation email as this link is only for activating your Edsby account.
- If Edsby will not load (*infinite loading page*, or a *spinning wheel*), you may need to go back to the activation email and recreate your password following the guidelines in the **How does our family log into Edsby** section.

### Sample Email Invite

**From:** South East Cornerstone Public School Division Edsby System

**Date:** Oct 1, 2020 at 4:29:29 PM CST

**To:** [firstname.last@myemailaddress.com](mailto:firstname.last@myemailaddress.com)

**Subject:** Welcome to Edsby

Welcome to Edsby, *Parent Name*. Your Edsby account has been activated as the parent/guardian of *Student's Name*.

Edsby has been chosen by South East Cornerstone Public School Division to provide a modern way for families to follow their child's progress at school, receive school updates, and much more.

To login to your Edsby account please go to <https://secpsd.edsby.com/p/BasePublic/>.

**Note** that when you create a password it must be at least 8 characters long, and **must not** contain sequential numbers/characters such as: *ABCD*, *1234*, *4444*, or *QWERTY*. If the password is not strong enough Edsby will show a *loading* icon and the account will not be created. You will need to close the window and start again.

*This E-mail was autogenerated by the Edsby system for SECPD. If you do not wish to receive notifications of incoming Edsby messages, please click the **click here to unsubscribe** button at the bottom of the email.*