

Loyola College Parent Portal

Troubleshooting Guide

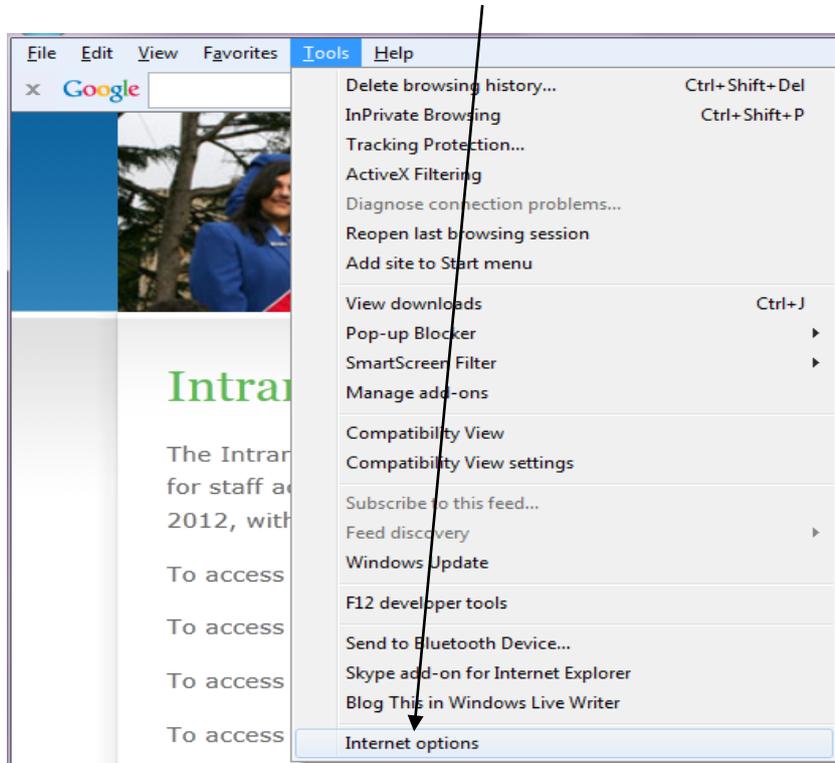
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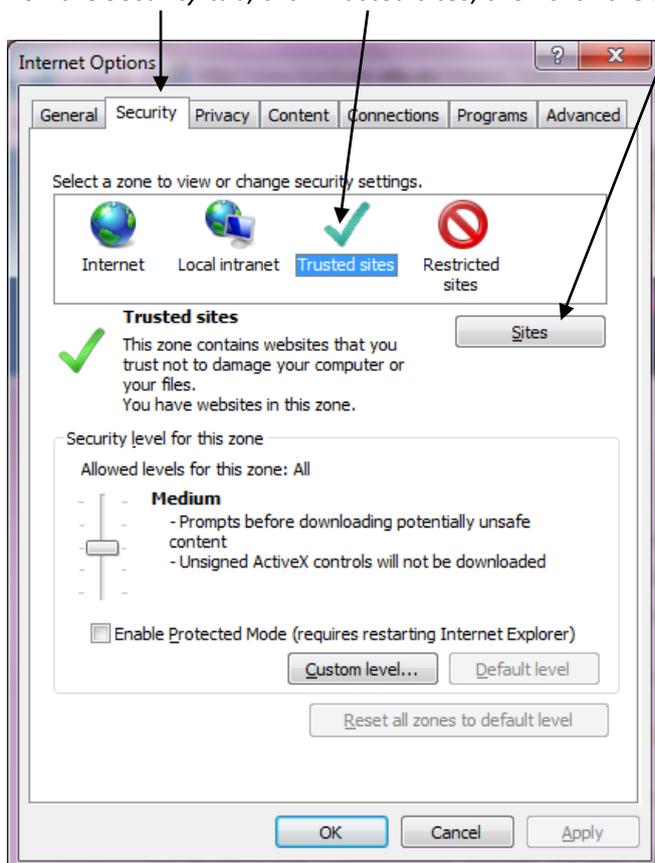
I cannot get to the Parent Portal login screen

Add the Loyola College Community Port to your browser's trusted website list. The following instructions are for Microsoft Internet Explorer (IE) version 9 (other IE versions or browsers will have differing instructions):

1. Tap the *alt* key and select *Internet options* from the drop-down menu:



2. Click on the *Security* tab, click *Trusted sites*, then click the *Sites* button:



3. Close the browser, then restart the browser.
4. Now go to the Parent Portal webpage and try logging in again.

My login is not accepted

Log onto the Parent Portal by entering the Parent Portal account name and password that has been provided to you.

1. In the *User name* type your account name, prefixed by 'LOYOLA\'', as per the example below.
2. Type your password in the *Password* field, then click *OK*.

