

Loyola College Parent Portal

Troubleshooting Guide

Contents

Supported Browsers for the Parent Portal	2
I cannot get to the Parent Portal page from my workplace	3
I cannot get to the Parent Portal page, then my computer freezes.....	4
My login is not accepted.....	5
Authentication & Authorisation Problems	6
I lost my login details	6

Supported Browsers for the Parent Portal

Windows:

- ✓ Internet Explorer 7, 8 & 9 (not compatibility mode)
- ✓ Firefox 10+
- ✓ Google Chrome 10+
- ✓ Safari 4+

Macintosh:

- ✓ Safari 4+
- ✓ Camino 2+
- ✓ Google Chrome

I cannot get to the Parent Portal page from my workplace

Please note if you are trying to access the Parent Portal from your workplace, you may be blocked, receive errors or the webpage may not display at all.

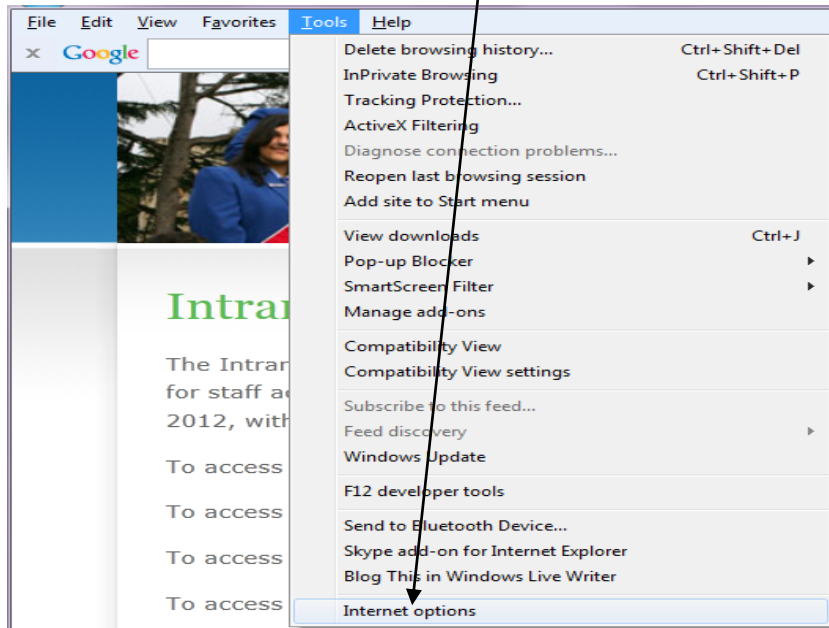
This will be caused by security policies that may be in place at your workplace. If you have trouble accessing the Loyola College Parent Portal from work we recommend that you do one of the following:

1. Request that your workplace ICT Department allow you access to the portal website address;
2. Try to access the portal from your home Internet connection, where security policies would typically not be in place;
3. Come into the Loyola College Library where computers have been set up for you to access the Parent Portal.

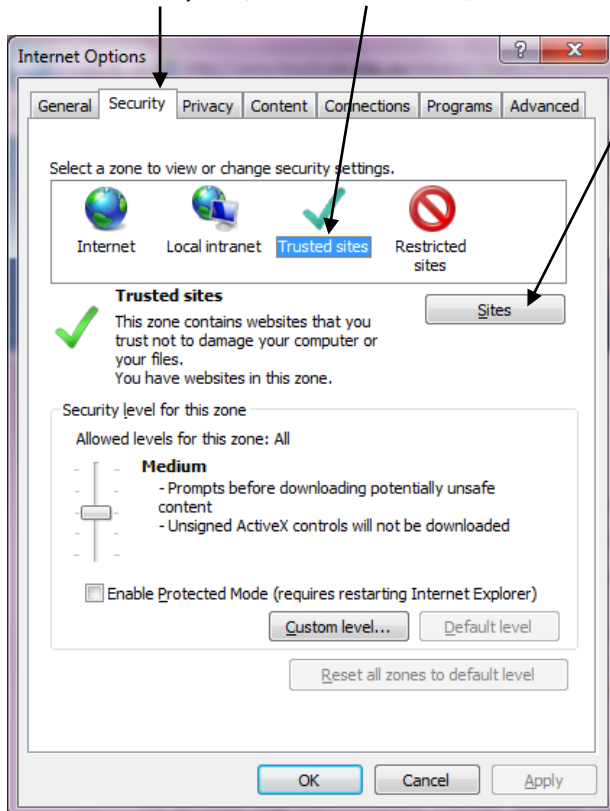
I cannot get to the Parent Portal page, then my computer freezes

Add the Loyola College Parent Portal 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:

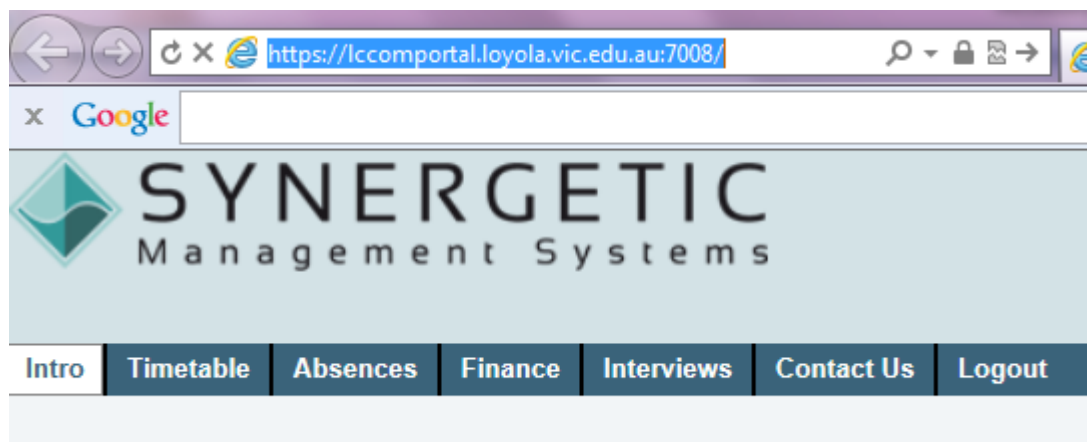
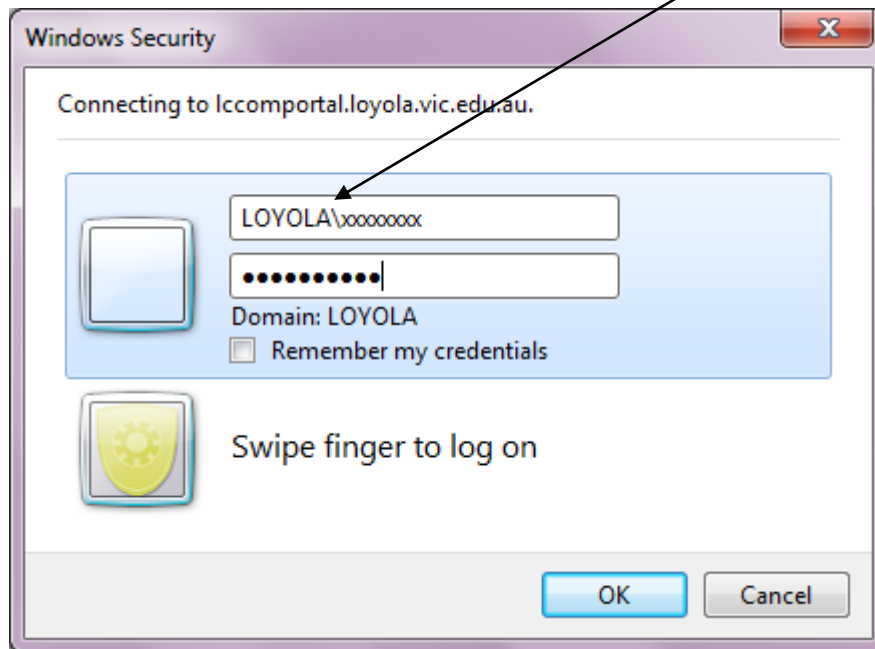


3. Close the browser, then restart the browser.
4. Now go to the Parent Portal webpage and try logging in again.

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*.



Authentication & Authorisation Problems

If you receive and “Authentication failure...” or “401 – Unauthorised access...” message:

1. Close your browser, reopen it and try accessing the Parent Portal again.
2. If the problem persists, please contact the Loyola College ICT Helpdesk:
 - a. P: 9433 0272
 - b. E: ictdepartment@loyola.vic.edu.au

I lost my login details

Please contact the Loyola College ICT Helpdesk:

- a. P: 9433 0272
- b. E: ictdepartment@loyola.vic.edu.au