Software Application Support:
Parent Portal

ICT Services
North Vancouver School District

nvsd

In the Family Portal parents/guardians with an account can View/Save/Print their student(s) Report Cards.

A video of the instructions below is available on the school's website. Please see instructions from the school sent to you with your login and password.

Accounts will be created for parent/guardians that have provided an email address to the school. A username (same as email) and a temporary password will be emailed to that address.
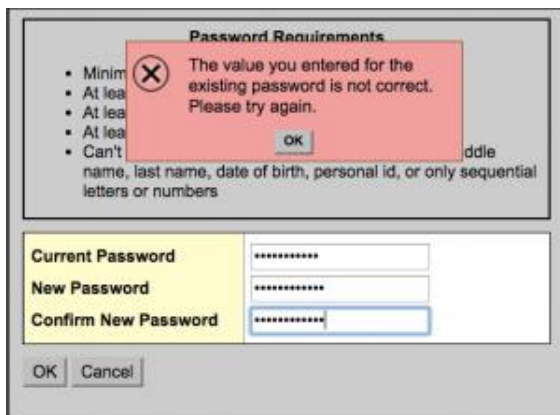
Pop Ups should be enabled for some features of the site to work properly.

On the first login you will be prompted to change your password and set a security question. It is important to remember your security question as it will allow you to change your password if you forget. Write it down and put it somewhere safe.

The Login ID will be a parent's email they provided to the school. An email will be sent with a temporary password when accounts are created.

This usually occurs very shortly after the account creation. If you login and do not see the report card it is because after the account creation the school must then post the report card and there may be a delay with that. Please be patient and wait perhaps an hour and try again.

You will be prompted to change your password. Password rules are behind the red warning message. Click OK to clear the warning and view the rules.

Your same email should be listed as you used to login, do not change this. Pick a security question and answer that you will remember. Save that along with your password.

Preferences

After you've dealt with the password/security question click on the Set Preferences link in the top right. Set the Locale to Canada to get the date format in Day/Month/Year.

In the security tab of the preferences pop up you can change your password and your security question at any time you wish.
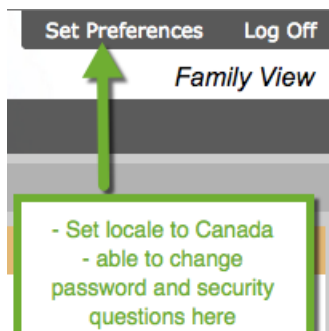
Navigation

You land on the Pages top tab every time you log in. There will be notices about upcoming system outages and other information related to the system.

No information will be posted in any of the fields shown except Published Reports (shown on the right side) at his time. However this is where you will find the Report Card for your student(s).

Click on the Report Card and you will be provided with the options of Open or Save ability. Depending on your computer's settings you may see the ability to print via a PDF appear, you may only be able to save – this piece is totally dependent on your computer.

Parent accounts will be disabled at the end of the school year (end of July) and enabled again after school startup and before the first reporting period.