

## Frequently Asked Questions

### What can I do if I do not see the invitation in my email inbox?

Check your junk mail and/or mail settings for an email issued from RRDSB. Your email address on file at your child's school must match the email address for Edsby. If they do not match, contact your child's school to update your email address and reissue an invitation. Updates to email addresses for using Edsby take 24 hours.

### What if I accidentally decline the invitation from my child's school?

You will need to contact your child's school so they may issue a new invitation to your email address.

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

Go to the Edsby login page (<http://rrdsb.edsby.com>), then click "Can't log in" at the bottom of the page. You will be prompted to enter your username (full email address on file). A temporary password will be sent to your email address and you will be asked to create a new password.

### What do I do if I forget my login information?

Your Edsby username is your full email address that you provided to your child's school. If you forgot your username or changed your username, you will need to contact your child's school to verify the email address on file. Updates to email addresses for Edsby logins will take at least 24 hours.

### Why does my Edsby account not show correctly on my screen?

Make sure to enable cookies and JavaScript on your browser (consult the help section of your browser). Edsby supports Google Chrome, Apple Safari, Mozilla Firefox, and Internet Explorer (IE 10 or higher).

### How do I sign in using the Edsby App?

Download the Edsby app for your mobile device. Open the app. Enter "rrdsb" for your server address when asked. Then enter your Edsby username (full email address) and password.

### Why can I not see my other child(ren) or messages from their school(s)?

If you have children at other schools, you will receive a separate invitation for those students. When you select the link in the email, you will select "I have an Edsby account" and enter your login and password. Your children will be added to your account. As long as you are using the same email address, your children should all appear. If you do not see a child in your Edsby account, please contact the school of that child.



# Welcome



<http://rrdsb.edsby.com>

Rainy River District School Board has partnered with Edsby to provide a secure platform for families to connect with what's happening at school and with your child's education.

## Setting up your Edsby Account for the first time

EDSBY OFFERS A POWERFUL ASSESSMENT TOOL ALONG WITH PARENT COMMUNICATION CAPABILITIES IN A MODERN EASY TO USE PLATFORM

On October 15<sup>th</sup> you will receive an email from Rainy River District School Board with instructions on how to create an Edsby account.

Make sure the school office has your **current email address on file.**

If you do not see the email, please check your junk mail folder to ensure you do not miss this opportunity.

1. Click the link in the email. The browser will send you to a screen like the one on the right.
2. Click the "I don't have an Edsby parent account" button. **Your username will be your email address. You will choose your password.** Similar to a banking password, it is important to choose a strong password. Please do not share your password.
3. Click "Create Edsby Account." A "Welcome to Edsby" message will be sent to your email address.

For questions about your Edsby account, please contact your child's school.



### REAL TIME STUDENT PROGRESS

Parents see latest results, missing assignments, and more.



### SCHOOL EVENTS & INFORMATION

Edsby's calendar will show special events coming up in classes, groups, or teams.



### EXTRA-CURRICULAR GROUPS AND ACTIVITIES

Edsby's groups gives school clubs and teams a place to collaborate in a convenient, secure, and effective way.

The screenshot shows the Edsby login interface. At the top is the Edsby logo, a blue robot head. Below it is the text "Edsby". Underneath is "Sign in to Rainy River District School Board". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Keep me logged in". A blue "Log In" button is positioned below the checkbox. Below the button is the text "OR LOGIN WITH:". Underneath is a blue button with the Google logo and the text "Google". At the bottom of the form is a link that says "Can't log in?"



<http://rrdsb.edsby.com>