

PARENT PORTAL ACCESS

1. How can I Access the Parent Portal?

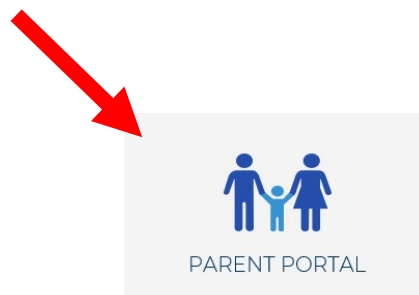
Go to the College website - www.sfcc.qld.edu.au



Click on the icon for the Parent Portal



Or scroll down for this icon



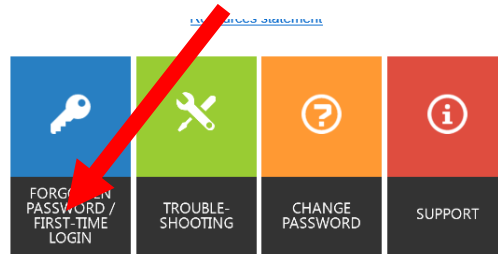
Click on the blue Brisbane Catholic Education icon



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2. How can I log into the Parent Portal for the first time?

Select the blue icon 'Forgotten Password/First Time Log in'



Click on the hyperlink under the heading 'Parents' beside the text 'First time logging in'

Enter the email address that you have provided the College

You will receive an email with a code to enter allowing you to set your own password

Brisbane Catholic Education

Diocese of Cairns

BCE staff and students:
Please enter your BCE username (e.g. jsmith).

Other users:
Please add your full email address as your username (e.g. jsmith@hotmail.com).

Username

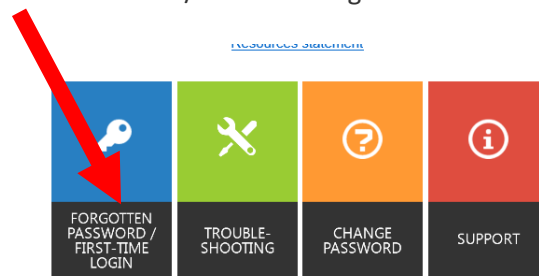
Password Login

By accessing and using the ICT resources provided by Brisbane Catholic Education (BCE), you are agreeing to abide by the [Conditions of Use of ICT Resources statement](#)

[Watch YouTube video](#) detailing first-time access (Note: St Francis College link to Parent Portal is on the website <http://www.sfcc.qld.edu.au>)

3. What if I can't remember my password?

Select the blue icon 'Forgotten Password/First Time Log in'

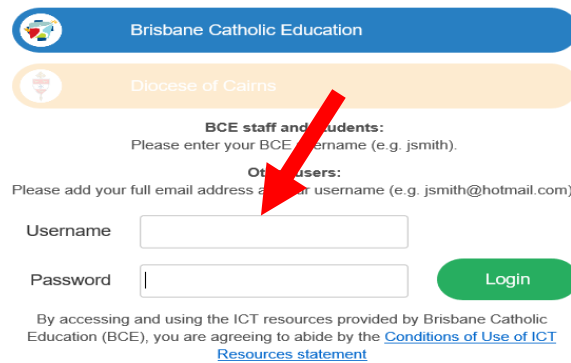


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Click on the hyperlink under the heading 'Parents' beside the text 'Forgotten Your Password'

Enter the email address that you have provided the College

You will receive an email with a code to enter allowing you to reset your password



The screenshot shows the login interface for the Parent Portal. At the top, there are two navigation bars: a blue one for 'Brisbane Catholic Education' and a yellow one for 'Diocese of Cairns'. Below these, there are two sections for login instructions. The first section, 'BCE staff and students:', asks for a BCE username (e.g., jsmith). The second section, 'Other users:', asks for a full email address and a username (e.g., jsmith@hotmail.com). There are two input fields: 'Username' and 'Password'. A red arrow points to the 'Other users:' section. A green 'Login' button is located to the right of the password field. At the bottom, there is a disclaimer: 'By accessing and using the ICT resources provided by Brisbane Catholic Education (BCE), you are agreeing to abide by the [Conditions of Use of ICT Resources statement](#)'.

4. What if I change my email?

If you have advised the College of your new email and it has been updated in the system, you will be able to access the Parent Portal with your new email and the same password the next day.

5. I still can't access the Parent Portal – What do I do?

Select the green icon 'Troubleshooting' and work through the solutions. If you are still having difficulty phone Nicole Carter at the College on 3489 4800.

A laptop is set up for parents to use at the office between 9.00am and 2.30pm.