

# Troubleshooting Access

A guide to troubleshoot access to your BCE Connect and Parent Portal account.

## BCE Connect

- Update to the latest version of BCE Connect
  - Open your devices app store and search BCE Connect. If an update is available, please update the app to get the latest changes.
- Log out and Login
  - From the BCE Connect home screen, scroll to the bottom of the page and select Log out. Open your desired school and login again.
- Uninstall and reinstall the application
  - Remove the BCE Connect app from your device. Open your devices app store and search BCE Connect. Install and open the BCE Connect mobile application
- Turn off your device's autofill option
  - Your device can offer to save password for websites and apps and these may be incorrect. Check your devices saved passwords to confirm they are correct or turn off this feature using the steps below.
  - **iOS** – Open the Settings app and scroll down to Passwords. Select AutoFill Passwords and turn off the AutoFill Passwords slider.
  - **Android** - Open the Settings app and scroll down to General management. Open Autofill service and change the setting to None

## Parent Portal

- Confirm the web address you have been given is correct
  - Navigate to the [Parent Portal](#) and retry opening your school's link.
- Clear cache and close browser, retry
  - Each time a file is accessed through a web browser (*Safari, Firefox, Chrome* etc), the browser caches (i.e., stores) a file so it doesn't have to keep retrieving the same files or images. Periodically clearing the cache allows the browser to function more efficiently. If you click on this link it will give you instructions on how to [Clear cache and cookies](#). If you are still unable to log on after clearing cache and cookies, please confirm you have enabled cookies to be stored on your device.  
If you continue to experience difficulties with logging in via the browser, attempt to use another browser/device or alternatively login directly via the BCE Connect Mobile Application.
- Reset your password
  - Navigate to the [password reset tool](#) to step through resetting your password. Once you have reset your password follow this link to the [Parent Portal](#) and try your new password
- Check your browsers autofill settings
  - Your browser can offer to save passwords for websites you visit and the password associated with the Parent Portal may be incorrect. Check the browsers autofill password to confirm they are correct or turn off this feature.

- Check the email address the school has listed is correct
  - Sometimes the email address you are trying to use may be different to the one recorded in the system. Ensure that the email address you are using is exactly what the school has recorded and this email address is not associated with any other accounts.