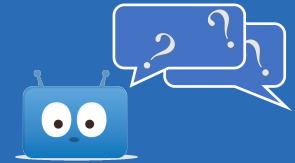


# Frequently Asked Questions

## Parents



### 1. I didn't get an Edsby invitation e-mail, what are my next steps?

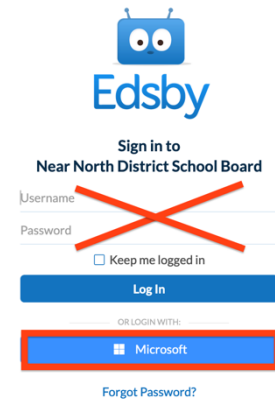
- If you received an invitation e-mail but forgot your password, go to [www.nearnorthschools.ca/edsby-parents](http://www.nearnorthschools.ca/edsby-parents) and click the Reset Password button
- Ensure you've returned your signed [Canada Anti-Spam Legislation Form](#) to the school office
- Ensure you've returned a signed student information index card
- If you've returned both forms and haven't received an e-mail, please contact the school office

### 2. How do I sign into the app?

- Enter nndsb as the server address:



- Ignore the username/password field and click the blue Microsoft button
- You may need to include @nearnorthschools.ca after your username



### 3. I have more than one child but only received one e-mail.

- All children will show up in one parent account

### 4. When I sign in, I'm getting "Bad username or password"

- Please ensure you're clicking the blue Microsoft button to login

### 5. When signing in, I get "We couldn't find an account with that username"

- Try including @nearnorthschools.ca after your username

### 6. I setup my account last year, should it still work this year?

- Yes, your username and password should continue to work. If you forgot your password, please go to [www.nearnorthschools.ca/edsby-parents](http://www.nearnorthschools.ca/edsby-parents) and click the Reset Password button below the login

### 7. I don't remember my username

- You can try to locate the Edsby invitation e-mail from [DoNotReply@nearnorthschools.ca](mailto:DoNotReply@nearnorthschools.ca) with the subject line: NNDSB Parent Portal Access
- If you can't find the e-mail, please contact the school office to have another invitation sent

### 8. How do I message my child's teacher?

- Hover over the teacher's name and select Send Message or click the envelope in the top left menu and compose a message

### 9. How do I set notifications?

- Click the following link to learn how to set notifications:  
<https://www.edsby.com/help/notifications-for-parents/>