

Parent FAQ and Troubleshooting Guide for HomeLogic

This guide is a reference to some of the most common questions and tasks in the HomeLogic system. There is also a full online help system available from within the HomeLogic system. It can be accessed by clicking the “?” in the upper right corner of any HomeLogic screen.

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General

I have children in more than one CBE school. Will I see the same information for each child?

No. Each school has the ability to choose which modules they would like to display. Please contact the school if you would like to discuss which modules display.

I have children in Calgary schools that are not part of the CBE. Can I see their information in HomeLogic?

No. the software is only licensed for CBE schools. While other jurisdictions may choose to use HomeLogic, the data is stored separately and no information will be available between school districts.

Access to HomeLogic


What is the website to access HomeLogic?

Open an internet browser window and enter <https://sirswebapps.cbe.ab.ca/homelogic/> in the address text area.

How does self-registration in HomeLogic work?

HomeLogic uses a self-registration process. After a parent identifies as a parent/guardian to register, the screen to the right will appear. You must fill in all of the information correctly in order to generate valid login credentials. These steps are necessary to prevent unauthorized access. Any inaccurate information provided will prevent the successful creation of an account.

Once you have completed the required information, choose the Register button to finalize the transaction. A message will let you know that an account has been created and a password has been emailed to you. **(**You must have a valid, registered email with the school in order to receive this email**)**



How often can I access Home Logic?

HomeLogic is meant to be available anytime for your use. Only one active session per user account is permitted at a time.

Do I need to access HomeLogic from a particular computer?

No, you can access HomeLogic from any internet connected computer as long as you have your Login ID and Password.

I have more than one child in the CBE; do I need a separate Login ID for each student?

No, when you log into HomeLogic your children will be listed in the column on the left of the HomeLogic screen. You can switch between each student's information by clicking their name. (Please note during the pilot phase of this software rollout that not all schools are involved; schools who are not part of the pilot project will not have information about their students displayed).

I have tried to self-register, but get a message that "There are no students that match the information entered. Please contact the school to setup a HomeLogic account." What do I do?

A piece of information that the school has in its record about you is different from the information you are entering. . Confirm the information by calling the school.

I have tried to self-register, but get a message that "A Login Name already exists for the matching parent." What do I do?

According to our system, you already have a valid account created. Please call the school for clarification.

I can't remember my password. What do I do?

There are two options.

1. On the website landing page, you will see a "Forgot password?" option. Simply fill in your login username and your password will be emailed to your email account registered at the school.
2. Call the school and someone will help you to regain access to your account.



What types of computer can I use to access HomeLogic?

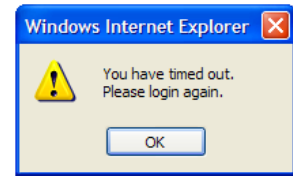
Any computer that has the ability to use an internet browser will do. PC computers and MAC computers are most likely the computer the parent is using.

Can I change my HomeLogic password?

Yes, you are able to change your password from the Contact demographic screen in the Preferences area in HomeLogic.

Why does HomeLogic make me re-login during a session?

HomeLogic has an inactivity timer built-in as a security measure. If your session is not used (meaning the system does not sense any key strokes or mouse clicks) for 15 minutes it will close your session and ask for your login credentials again if you attempt to regain access.



Mobile computing? Can I use my phone or tablet?

While HomeLogic can be accessed from any device with internet access, no separate App has been developed by the software vendor. We recommend that you use a desktop/laptop computer to access HomeLogic at this point.

What Internet browsers are supported?

While many Internet browsers are available, we have found Internet Explorer 6 or higher, Safari, Firefox, and Google Chrome to work without issue.

What if my session crashes or becomes unresponsive?

While this will not happen regularly, there may be a case where the hosting server has stopped working, or a scheduled maintenance window has temporarily disabled the server. Please try back in a few hours. If the problem persists, please contact your child's school. Note: on the District message page in HomeLogic, we will warn you of any upcoming scheduled server outages.

The font is too small to see on the screen. What can I do?

Fortunately, most internet browsers have a feature that can easily increase the size of the screen display. Have the user hold down the Ctrl key while scrolling (mouse scroll wheel) to increase/decrease the size of the screen. If no mouse is available, then the right side of the track pad can be used to activate the scroll feature. On a MAC, the "control" key needs to be selected. If the user is not using a mouse, then two fingers must be used on the track pad. This works in Internet Explorer, Firefox, Safari, and Chrome.

Attendance

My child has 0 Attendance records. What does that mean?

It means that your child has perfect attendance according to our records.

I can't see today's attendance yet. Why not?

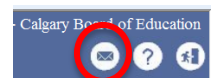
Attendance has not been entered by the teacher yet. It is best to wait until the end of the school day before accessing attendance.

My child's attendance for a particular day/time is incorrect. What do I do?

Please contact the school's Main Office with any change you would like to report.

I need to discuss my child's attendance record displayed in HomeLogic. Who do I call?

Please contact the school the child is currently attending. Contact information for the school can be found in HomeLogic using the Envelope icon in the top right corner.



Demographic Information

Why can't I edit my child's information online?

At this time, we have not allowed parents/guardians to change student information. Contact with the school office is the best way to have information changed. This will ensure that the school is aware of any changes.

I have more than one child in the school, but I can only see the student I registered with.

How do I see all of my children?

Please contact the school in this case. There may be a configuration change required by the school to display the proper children on your list.

I can see my other children's names, but I cannot see any information about them. Why not?

Schools are currently piloting HomeLogic. Not all schools are involved with the pilot. If you cannot see information about one or more of your children who attend a school other than this one, it means this school is not part of the pilot project. Once the pilot project has completed, all schools will have the opportunity to use HomeLogic

I can't print the information displayed. Why not?

We do not support printer issues from home. Please consult with your printer's documentation, or an IT professional you know who can help you to troubleshoot.

Schedule

I see a list of "Non-scheduled" classes in the schedule area. What does this mean?

Not all schools use the scheduling feature in our software for all classes in which a student is enrolled. If you see non-scheduled classes, it is a reflection of these non-scheduled classes. There is no problem with the child's schedule.

The scheduled times displayed do not match the classes according to my child. Why not?

Some schools offer alternative timetables on certain days. They are often described in schools as Late Entry or Early Dismissal days. Due to a limitation of the software, only the regular scheduled times are displayed. Please confirm the information displayed in the schedule with your child or with the school.

Course Requests

The message "Course Requests are not available at this time. Please contact the school for more information" appears. Why?

This message indicates that the school is not currently allowing online course requests. Please contact the school's main office to ask about course requests.

Am I able to make changes to the course requests I have entered through HomeLogic?

Yes. So long as the Course Requests area is still open to parents, you may go in to add/change or remove course requests.

What does “Course Units” mean?

The course units are the same as the credits possible for a course.

Why do the displayed Course Units not match the Credits?

Scheduling best practice in the schools needs to use credits and course units in different ways. As a parent, you see discrepancies that are confusing. For your purpose, please refer to the Course Units as the possible credits your child could earn given the course requests you have submitted. Course Units are only displayed in the left hand corner of Step 1: Selecting Your Primary Requests. Please contact your school for further clarification.

We have finished making our course requests. Are the course choices made guaranteed for my child?

No. The process for validating course requests is still undertaken at the school once the Course Request process has happened. Your child will receive more information from the school regarding the status of their requests.

Can I print the Course request list?

Yes. There is a print button that can be used to print to your home printer for your future reference. We recommend that a copy of the course requests be printed once course request choices have been made.

My child is planning to take a course in Summer School and move to the next course level in September. Which course request should we select?

Please contact your child’s school for direction regarding this question. Their guidance counselor will have appropriate information.

This document will be updated over time. Please watch for updates from your child’s school. If you would like to contribute an FAQ to this list, please email your child’s school with the information and we will ensure it is added to the document.