getting started with My CBE Account

Calgary Board of Education

My CBE Account is your gateway into the Calgary Board of Education's (CBE's) online parent tools. Available 24-7, My CBE Account allows you to view and pay fees, register for noon supervision, book a parent-teacher interview (select schools), view a child's Desire2Learn (D2L) progress and/or assessment information (select schools), and apply for a fee waiver online.

In this document, you will learn:

- About the My CBE Account requirements
- How to register for a new My CBE Account
- How to log into My CBE Account
- About the My CBE Account features, and
- How to log out of My CBE Account.

NOTE: This document references external resources; view it online so that you can follow the links. See the Using Fees Central Guide (PDF) for in-depth information and instructions.

My CBE Account Requirements

Computer Requirements

The My CBE Account website requires:

- Mozilla Firefox version 3 and up
- Apple Safari version 4 and up, or
- Microsoft Internet Explorer version 7 and up.

The My CBE Account receipts and help documents require the free Adobe Reader and Adobe Flash plug-ins.

Account Requirements

In order to use My CBE Account's online parent tools, your account must be connected to your CBE-enrolled child or children. To create this link, the email address that you use to register for My CBE Account must match the Legal Guardian email address on file at your child or children's school(s). If necessary, visit or contact the school(s) to update the information.

Confirm that you meet the requirements before you go to *Register a New My CBE Account*.

Register a New My CBE Account

TIP: In the My CBE Account | Help page, click "**Getting Started with My CBE Account Demo**" (Video) for the demonstration video for this procedure.

To register for a new My CBE Account:

1. Click Create Your Account.

   NOTE: You can also open the registration page as follows: 1. Click "**Online Fee Payment**" on the www.cbe.ab.ca home page, 2. Click My CBE Account on the right, and then 3. Click "**Create Account**" in the upper My CBE Account menu.

2. Enter your first and last name in the **First Name** and **Last Name** fields.

3. Enter your email address in the **Email address** and **Confirm email** fields. This email address will be your My CBE Account user name.

   NOTE: The email address **must match** the Legal Guardian email address on file at your child or children's school(s). If necessary, visit or contact the school(s) to update the information.

4. Enter a password in the **Password** and **Confirm password** fields.

5. Enter the displayed code in the **Security Question** field.

6. Read and click the check box to accept the Terms of Use and CBE | Privacy Statement.

7. Click **Submit Information and Request Account**.

8. The *Account Status* message opens. Click **Ok**.

9. Check your email. Open the "**Registration confirmation for My CBE Account**" message in your "Inbox," "Junk," or "Spam" folder.

10. In the email, click "**Complete Process**."

11. My CBE Account and the *Account Status* message opens. Click **OK**.

Go to *Log Into My CBE Account*.

Log Into My CBE Account

1. Open My CBE Account if not already open.

2. Enter your email address in the **User name** field.

3. Enter your password in the **Password** field.

4. Click **Login**.

The *My Account* page is displayed.

My CBE Account Features

My CBE Account includes the *My Account* page and an upper menu:

My Account Page

The *My Account* home page displays your account information and the My CBE Account tools:

- In the **Account Information** section, you can view and change your profile and opt into text message updates. See the Managing My CBE Account QRG (PDF) for information

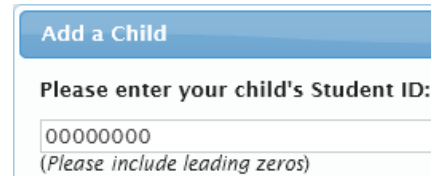 **WARNING**: Do NOT use a mobile device to change your My CBE Account profile information.

- In the **My Child / Children** section, you can view your child or children. If you registered with an email address that matches the Legal Guardian email address at your child or children's school(s), then your My CBE Account may automatically show your child or children. If not, then you can add a child:

  1. In the **My Child / Children** section of the *My Account* page, click "**Add a Child**."

     NOTE: If the "**Add a Child**" link is not shown, then your My CBE Account email address does not match the Legal Guardian email address at your child or children's school(s). Visit or contact the school(s) to update the information.

     My Child / Children 👤 **Add a Child**

2. The *Add a Child* form opens. Enter your child's CBE Student ID in the field.

   Add a Child

   Please enter your child's Student ID:

   00000000
   (Please include leading zeros)

   NOTE: You can find the ID number on your child's student ID card and report card. Alternatively, your child may know the number, or you can visit the school in person to request the number.

3. Click **OK**.

4. The child is added to the **My Child / Children** section. Repeat as required.

- In the **Where to go next** section on the right, you can view the My CBE Account parent tools. See the Managing Children in My CBE Account QRG (PDF) to learn about your account's connection to your child or children and how that relates to the tools that you can use in the **Where to go next** section.

NOTE: For information about a tool, open that tool and click "**Help**" on the upper menu (if provided). To return to the My CBE Account *My Account* page, click "**Home**."

Upper Menu

Use the upper menu to open the My CBE Account pages:

My Account | Help | Contact

- Click "**My Account**" to return to that page
- Click "**Help**" to view the My CBE Account help materials
- Click "**Contact**" to view the My CBE Account contacts.

Log Out of My CBE Account

To protect your information, click "**Log Off**" in the top right corner to log out of My CBE Account before you leave the website.

Welcome, CBE Parent [Log Off]