



**DURHAM CATHOLIC  
DISTRICT SCHOOL BOARD**  
*Learning and Living in Faith*



## Parent FAQ

**What is the URL when using a web Browser?**

<https://dcdsb.edsby.com>

**Do I have to use a computer to use Edsby?**

No. Edsby works in all computer browsers and iOS, and Android browsers.

**Is there an Edsby App?**

Yes, there is an Edsby app available for iPhones in the App Store and for Android devices in the Google Play Store.

**What is the Server Name when using an APP?**

dcdsb

**How will I know that I have been invited to Edsby?**

You will receive an email to the email address you have provided the school for each of your children. The subject of the email is "Invitation from Edsby to connect with (your child's name)'s school" The invite is usually a bulk invite therefore it may go to your spam or junk mail.

**Will I receive only one invite if I have more than one child in the school?**

No. You will receive an invite for each child that is enrolled in the school.

**Will I have more than one Edsby account if I have more than one child in school?**

You only need one Edsby parent account, but you will receive a separate email invitation for each of your children.

To create an account, click the link in your email invitation. You will then be prompted on a second screen to enter and confirm a password. Your email address, your username, will already be entered. Click Create Edsby Account. You'll be logged into your Edsby Account and a "Welcome to Edsby" message will be sent to your email address. The information for at least one of your children will be immediately visible to you.

If you have more than one child, you will need to link them to your Edsby account. To do this, find Edsby invitation email(s) for your additional children. Click the link in the email, and then choose the login to your existing Edsby account button in the screen above. Enter your Edsby username and password. Your existing Edsby account will now include an additional child.

### **I have a child(ren) at another school. Why are they not in Edsby?**

To see a child(ren) that is enrolled at another school, you need to receive an invitation from that school. When you receive the invitation click "I have an Edsby account" and enter your username and password. Your child(ren) will be added to your existing Edsby account.

### **What do I do if I accidentally decline the invitation from my child's school?**

You will need to contact your child's school. They can arrange for a new invitation to be sent.

### **What if I do not receive an invitation?**

Contact your school and confirm the following:

- You have "Edsby Access" in PowerSchool
- The school has the correct personal email for all of your children

### **What do I do if I forget my password? Where do I get help or support on how to use Edsby?**

On the Edsby login screen there is a link for "Forgot Password". Click on this and enter your email address that you used when you registered for Edsby. An email will be sent with instructions to follow. Help is available at:

<https://www.edsby.com/help/parents/>

<https://dcdsb.ca/Edsby>