
1. Creating an Account – New Families/Students

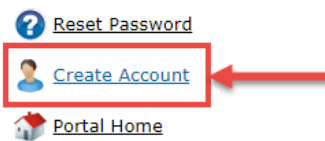
The process below is for families or students who are **not** currently enrolled at Central Okanagan Ministry Funding Eligible Program. If the family already has a student enrolled in this program, see the *Creating an Account – Existing Families / Students* section of this guide.

Step 1:

Click the Family Portal link <https://mytruenorth.ca/famportalindex.php?db=centralokanaganminfunded>

Step 2:

Click the **Create Account** link.



Step 3:

Enter the required information in the **Account Details** screen.

Account Details

First Name: * Morticia 1

Last Name: * Addams 2

Email: * addams@email.com 3 ✓

Password Requirements:

- minimum of **8 characters** in length
- contain at least one lower case letter (**a-z**)
- contain at least one upper case letter (**A-Z**)
- contain at least one number (**0-9**)
- contain at least one of the following symbols: **!@#\$%**

Password: * 4

Retype Password: * 5

Back Create Account 6

An **Account Creation Successful** message will appear, notifying the user that an email has been sent. Check junk/spam folders if the email is not received within 15 minutes.

✓ **Account Creation Successful!**

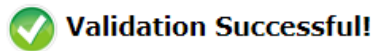
Please check your email inbox for a validation email which requires

Please note you have 24 hours to complete this process.

Return to [Sign In](#) page.

Step 4:

Check your inbox for a message with subject starting with “User Account Verification”. **Click the link to complete the account creation.** You will get the following message:



Return to [Sign In](#) page.

Click the Sign In link to return to the sign in page.

Step 6:

Enter the email and password used to create the account and click the Sign In button.

A screenshot of a sign-in form. It has two input fields: "Email: * addams@email.com" and "Password: *". A green checkmark icon is to the right of the email field. Below the password field is a "Sign In" button. A checkbox labeled "REMEMBER MY EMAIL" is at the bottom left. Red circles with numbers 1, 2, and 3 are overlaid on the form: 1 is on the email field, 2 is on the password field, and 3 is on the Sign In button.

Step 7:

Read the TRUE North Privacy Policy and click [I Accept and Agree](#) to proceed to the family portal.

Congratulations! You have created a family portal account!

2. Accessing Account – Existing Families/Students

The process below is for families with students ***already*** currently enrolled at Central Okanagan Ministry Funding Eligible Program. If parents/guardians of students already enrolled in this program, they must exist as a contact in the TRUE North database and have a valid email address.

If the family does not have a student currently enrolled in Central Okanagan Ministry Funding Eligible, see the *Creating an Account – New Families/Students* section of this guide.

Step 1:

Navigate to the Secure Family Portal page. This link will be provided by Welcome Centre.

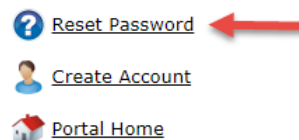
Step 2:

Enter the email address **associated with the parent or student** and password.

If you do not know your password, proceed with steps 3 to 9.
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Step 3:

Click the **Reset Password** link. **Only click this link once.**



Step 4:

Enter your email address. **This must be the email address on file.** Click the **Reset Password** button. You will see a confirmation message that an email has been sent.

Reset Password To request a password reset, enter your email address and press the Reset Password button. An email will be delivered with instructions. Email Address: ★ angelinefowl@email.com  Back Reset Password

Reset Password Request Received

An email has been sent to angelinefowl@email.com with instructions on how to reset your password. Please note this request must be used within 12 hours.

Step 5:

Check your inbox for a message with subject starting with "Password Reset Instructions". If you do not see this message within five minutes, please check your junk/spam folder. **Click the link to complete the password request.** You will get the following message:

Reset Password Request Complete

An email has been sent to angelinefowl@email.com with your new password.

Return to [Sign In](#).

Step 6:

Return to your email inbox and locate a new message with subject which starts with "Your Reset Password for". **Copy the temporary password to your clipboard or make note of it for logging in.** Click the Sign In link from the message in Step 5.

Your Reset Password for Presentation

DO NOT REPLY TO THIS EMAIL

This is an automated message from Presentation. Please do not reply.

You are receiving this message because a reset password request for the Secure Family Portal has been completed.

Your sign in email is: angelinefowl@email.com

Your new temporary password is: wWr368kC\$2aX

Login to the [Secure Family Portal](#) using the above credentials.

Step 7:

Login using your **email address** and **temporary password** copied from the email in Step 6.

Step 8:

Change your password by entering the "temporary" password from the email in Step 6, and a new password of your choosing. Click the **Change Password** button.



The screenshot shows a "Change Password" form with three input fields: "Temporary Password", "New password", and "Retype new password". Each field is followed by a red circle with a number (1, 2, and 3 respectively). Callout boxes point to these fields: "Enter the password from the email" points to field 1, and "Choose a new Password" points to field 2. A "Change Password" button with a red circle containing the number 3 is at the bottom.

Click **Continue**.



Password Change Complete

[Continue](#) 

Step 9:

Read the TRUE North Privacy Policy and click [I Accept and Agree](#) to proceed to the family portal.

Congratulations! You have created a family portal account!

3. Navigation Menus

The top menu bar provides access to topics of information for the family.



Home: Displays quick links for applications.

Application:

- View applications instructions for preparing an application.
- Create, view and edit applications.

Note: In **View Applications**, *pay attention to expired applications that indicate they will be auto-deleted! Once deleted, they cannot be retrieved.*

Account: Ability for the parent to view account details, change a password, set notifications, access online help and sign out of the family portal.

When moving between menus, or returning to a previous screen, use the “breadcrumb” trail, or the



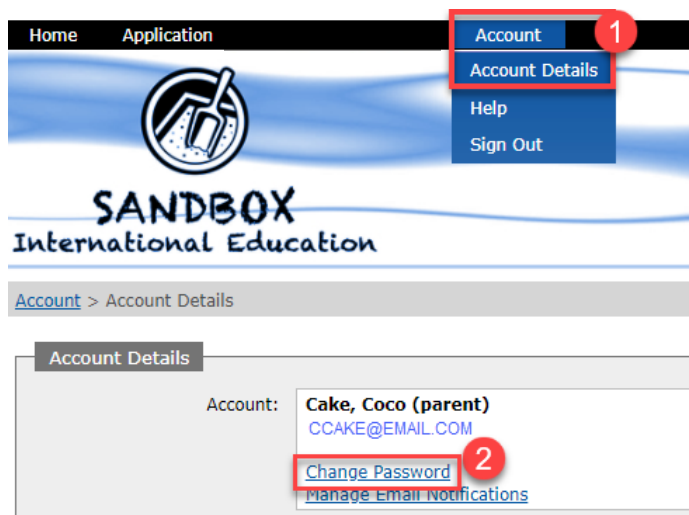
button, rather than the internet browser back button.



4. Changing Your Password

Once an account is created, you can change your password, set up notifications to be delivered by email when new information is available in the portal, and access online help information in the **Account** menu.

1. Go to **Account > Account Details**.
2. Click the **Change Password** link.



3. Enter the password you used to log into your account in the **Old Password** field.
4. Enter a new password in the **New password** field. Your new password must meet the *New Password Requirements* shown on the screen.
5. Enter the new password again in the **Retype new password** field.
6. Click the **Change Password** button to save the change.

[Account](#) > [Account Details](#) > Change Password

Change Password

Old Password: *

New Password Requirements:

- minimum of **8 characters** in length
- contain at least one lower case letter (**a-z**)
- contain at least one upper case letter (**A-Z**)
- contain at least one number (**0-9**)
- contain at least one of the following symbols: **!@#\$\$&**

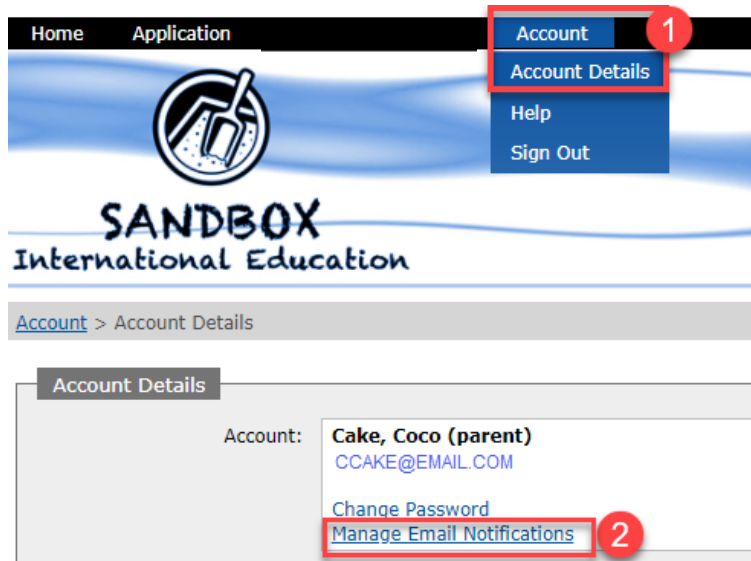
New password: *

Retype new password: *

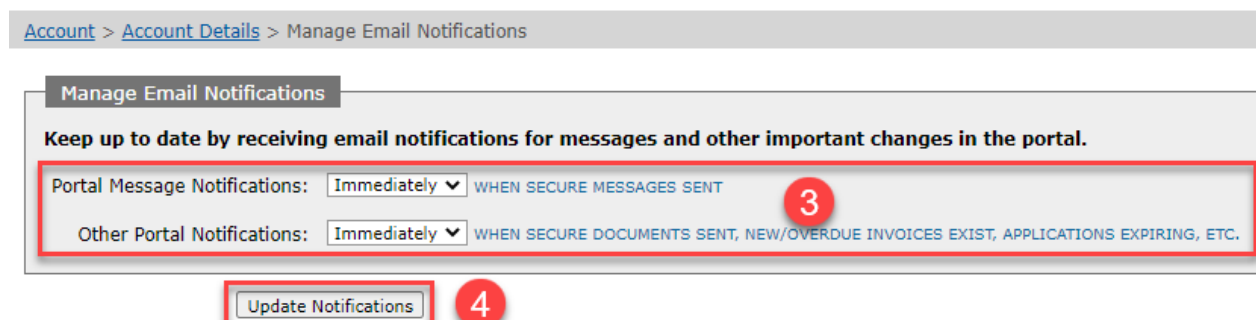
5. Set Email Notification Preferences

Families can set up notifications to ensure communications or information from an Welcome Centre are not missed.

1. Go to **Account > Account Details**.
2. Click the **Manage Email Notifications** link.



3. Use the dropdown menu in **Portal Message Notifications** and **Other Portal Notifications** to select how often you want to be notified of new communications and information sent to the portal from Welcome Centre.
4. Click **Update Notifications** to save the settings.



6. The Home Page

Date Sensitive Information: This area highlights items that require action by the family.

Click the blue links to see the list of records associated with an action item.

Quick Links: Provides one-click access to commonly used menus in the portal.

- **Application Instructions:** Provide guidelines and expectations for applying and outline documentation that must be submitted with the application. It is important to note that these guidelines and expectations can vary by Ministry Funding Eligible program.
- **Create New Application:** Begin a new an application for a student.
- **View Applications:** View existing applications in progress or submitted. ***This is an important screen to pay attention to!*** It provides: the status of applications, allows you to continue working on an application, as well as warnings about applications about to be deleted due to non-completion.

The screenshot shows the 'Home' page of the 'Sandbox International Education' portal. At the top, there is a navigation bar with 'Home', 'Application', and 'Account' tabs. Below this is a header section with a logo and the text 'SANDBOX International Education'. The main content area is divided into two sections: 'Date Sensitive Information' and 'Quick Links'. The 'Date Sensitive Information' section contains two lines of text: 'Secure Messages (alyson@mytruenorth.ca): 1 unread, 1 sent in last 30 days' and 'Secure Messages (all agent contacts): 1 unread, 1 sent in last 30 days'. The 'Quick Links' section contains three links: 'Application Instructions (before you begin)', 'Create New Application', and 'View Applications'. Two red callout boxes with speech bubble tails provide additional context. The first callout points to the 'Date Sensitive Information' section and says 'Highlights action items and new information.' The second callout points to the 'Quick Links' section and says 'Quick Link provide one-click access to common menu items.'

Home Application Account

SANDBOX
International Education

Home

i Date Sensitive Information

Secure Messages (alyson@mytruenorth.ca): [1 unread](#), [1 sent in last 30 days](#)
Secure Messages (all agent contacts): [1 unread](#), [1 sent in last 30 days](#)

➔ Quick Links

[Application Instructions](#) (before you begin)
[Create New Application](#)
[View Applications](#)

Highlights action items and new information.

Quick Link provide one-click access to common menu items.

7. Creating an Application

1. On the **Home** page, click on and read **Application Instructions**. When done, click the **Back** button or click **Home** in the top menu bar to return to the Home page.
2. Click on **Create New Application**.
3. Select the application type (if more than one) and enter the student's legal last name, legal first name and birthdate.
4. Click **Create Application** to create a new student application record.

To create a new application, you must complete the following required fields.

IMPORTANT: Do not enter names in UPPERCASE. Please use correct capitalization:

The screenshot shows a form with a name correction example at the top. It has a red 'X' icon next to 'SAMANTHA TABITHA JOHNSTON' and a green checkmark icon next to 'Samantha Tabitha Johnston'. Below this is a section titled 'Required Information' with a red box highlighting the following fields: 'Application' (a dropdown menu set to 'Academic'), 'Legal Last Name' (text input 'Randall'), 'Legal First Name' (text input 'Brianna'), and 'Birthdate' (text input 'May 5, 2010'). To the right of these fields are links: 'DESCRIPTION OF APPLICATION TYPE', 'AS IT APPEARS ON YOUR PASSPORT', and 'CLICK ICON OR TYPE DIRECTLY IN THE FORMAT "APRIL 1, 2001"'. At the bottom of the form are two buttons: 'Back' and 'Create Application'.

5. **Note that applications expire and may be auto-deleted after the expiry date! Observe the number of days within which the application must be completed.** Different buttons appear at the bottom of each section.
 - **Back:** Takes the applicant to *Applications > View Applications*. Once *Create Application* has been clicked in the application process, all in-progress and declined student applications appear here.
 - **Save & Go Previous:** Saves the information entered in the current section and returns to a previous section.
 - **Update:** Saves updated information in the current section.
 - **Save & Go Next:** Saves the information in the current section and moves forward to the next section.

The screenshot shows four buttons arranged horizontally: 'Back', 'Save & Go Previous', 'Update', and 'Save & Go Next'.

6. Sections of the application will be displayed for completion. The number of sections and information requested can vary by Ministry Funding Eligible program.
7. Complete the information in each section and use **Save & Go Next** at the bottom of the section to move to the next section. Once this is done, completed section numbers will turn green to show that they are complete.

[Application](#) > [View Applications](#) > Edit Application

This application must be completed within 10 days. ★

All fields with * are required.

Section	Section	Section	Section	Section	Section	Section	Section	Section	Section	Section	Section
1	2	3	4	5	6	7	8	9	10	11	12

Section 2 of 12 - Student Information

Legal Last Name: [Edit](#) AS IT APPEARS ON YOUR PASSPORT

Legal First Name: [Edit](#) AS IT APPEARS ON YOUR PASSPORT

Legal Middle Name:

Preferred English Name: IF APPLICABLE

Birthdate: [Edit](#) USE THE ICON OR TYPE IN "JUNE 3, 2004" FORMAT

Student Face Photo: * [Choose File](#) Brianna Randall.jpg MUST BE IN JPG FORMAT AND UNDER 3.00 MB ✖

Gender: *

First Language: WHAT LANGUAGE DO YOU SPEAK AT HOME?

Country: * AS IT APPEARS ON YOUR PASSPORT

Student Email: * ✔ MUST BE TRUE EMAIL

[Back](#) [Save & Go Previous](#) [Update](#) [Save & Go Next](#)

8. In the final section, a **Save & Submit Completed Application** will appear. When this is clicked, no further changes cannot be made to the application.

[Back](#) [Save & Go Previous](#) [Update](#) [Save & Submit Completed Application](#)