



NANAIMO  
LADYSMITH  
PUBLIC  
SCHOOLS

April 19, 2021

# Elementary Report Card (ERC) Troubleshooting

## Access

Are you trying to [login](#) into ERC and your access is denied?

Do you work in a job share or are you a prep coverage teacher trying to access multiple divisions?

*Please check with your school secretary to see that you are listed as a “co-teacher” in MyEd. Then, ask your secretary (cc: principal) to email [is-sas@sd68.bc.ca](mailto:is-sas@sd68.bc.ca) with your name, division(s) and subject(s) requested.*

## Learning to Use ERC?

Click here for a helpful [document](#) / [video](#) to get your oriented with the ERC.

Are you wondering how to [email](#) reports or email the [Summary of Learning](#)?



Are you thinking about what to write in the comments or wondering how to move the sliders. Here are some links to some helpful documents:

- [Reporting Guidelines](#) and [2021 Info](#)
- [Crafting a comment](#)
- [Considerations for crafting a Math / ELA comment](#)
- [AIPs and SSPs](#)

For more information on these topics, check out [NLPS Learns](#) or email [thelearningline@sd68.bc.ca](mailto:thelearningline@sd68.bc.ca).



## Not Working as Expected?

Are you getting a server error message? Email: [helpdesk@sd68.bc.ca](mailto:helpdesk@sd68.bc.ca)

Are you receiving HTML error message?

- Did you copy and paste in plain text? ([Tutorial](#))

Still having trouble, email a screenshot of the error message (Ctrl PrtScr) to [helpdesk@sd68.bc.ca](mailto:helpdesk@sd68.bc.ca) with “ERC help” in the subject line.

## Do you have suggestions to improve the ERC?

Email Director of Instruction, Jacquie Poulin: [jpoulin@sd68.bc.ca](mailto:jpoulin@sd68.bc.ca).

