CONTACT DO'S AND DON'TS

Contact (parents/guardians and emergency) information is critical data for our students in the district. It is important to ensure that we accurately reflect information for student contacts in our student information system. Contacts in MyEd are quite complex in that they are "shared" among related students. It is equally important that we have one record per contact in our district. This enables our end users to make changes for contacts and have it update across all the students the contact is shared with.

To ensure there is one record per contact, please use the following procedure when adding a contact:

Adding a Contact to a Student

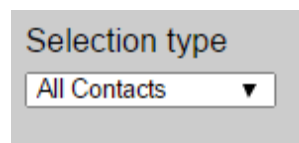Select the student and click into Contacts ST
Options > Add
Enter First name and Last name
Click on the pick list 🔍 to search for this contact in the system

Set your selection type to All Contacts (**DO NOT SELECT** All People)

The only time you would actually complete all the information in these fields is if you did a search for the contact and could not find an existing record OR you needed to edit/update the information for this contact (new phone/address/email). In this case, please carefully follow the guidelines for editing and creating contacts

Below are some guidelines for entering NEW contact details in MyEdBC:

DO NOT: Overwrite an existing contact with another/ new contact's name or information. If the individual is no longer a contact, SELECT them, then Options >DELETE them from the student's record, and then Options>ADD any new contacts according to district guidelines.

DO NOT: Put in a symbol or single letter (?, A, ., ") for any part of the contact's name.

DO NOT: Put in "unknown" (or any other word) for a contact's last name. If no last name is provided either do not use the contact, or retrieve the appropriate information from the parent.

DO NOT: Put two names together in the first name field. If both Grandma and Grandpa are contacts (for instance), then create two separate contact entries.

DO NOT: Remove contact information by 'backspacing' through the data or highlighting fields and pressing 'Delete'. If the contact is no longer applicable to a student, then DELETE the record from the student's record.

DO NOT: Enter doctors or dentists as contacts.

DO: Ensure that there is only one contact person per entry with complete and accurate information (correct spelling, contact's first AND last name).

DO: Ensure that you DELETE an entire record if no longer applicable and ADD a new contact record for a new contact.

DO: Ensure you follow district guidelines for numbering contacts:
- Start with the parents/guardian with **priority #**1 and the 'type' set to **Regular** Contact;
- The next parent/guardian will be **priority #2** and the 'type' set to **Regular contact**;
- Note that step-parents are not legal guardians unless there is a Court Order in place and provided to the school;
- If there are further contacts (ie step-parents, relatives, friends) they will be numbered sequentially up to a total of **priority #6** and set the 'type' to **Emergency contact;**
- Out of district contacts will be **priority #9** and set the 'type' to **Out of district**

DO: Ensure that you enter contact information only once you have all the relevant data.

DO: Enter Daycare into Contacts. Use "Daycare" as last name and name of Daycare as First Name. Make sure to enter phone number and address to avoid duplication.

Information on an Individual's Contact Record Page

- **Parental Authority or Guardian** – used with BC demographic reports
- **Contact can pick up** – information only
- **Contact lives with student** – information only
- **Contact has family portal access** – used with MyClass account creation (not used at Elementary schools)
- **Volunteer** – information only
- **Receive grade mailing** - used with staff view email functions from MyEd. If this is not ticked staff will not be able to send emails from MyEd.
- **Receive conduct mailing** - information only
- **Receive other mailing** - information only

- **Receive email** - used with email functions. If this is not ticked then emails will not be able to be sent from MyEd. Not reference to SD42 Parent Portal
- **Include on IEP** - used with IEP report
- **Prevent Autodialing** - used with BC AutoDialer export

Withdrawal of a Student

When a student is withdrawing from School District 42 (leaving our District altogether), DELETE all Emergency contacts.

DO NOT: Delete Parent/Guardian Contacts. These contacts must stay attached to the student when they move to the new District. As directed by the Ministry of Education (Nov. 2021)