St Bede’s College Help Sheet

This help sheet is relevant if you can log into parent report portal but the reports are not visible.

If you are not able to view your son’s report after logging into the portal please follow the steps given and it may help you to fix the issue. Google chrome browser can be used as an alternative solution instead of going through all the steps below.

Note: The following procedures relates to Internet Explorer.

1) Please open your Internet Explorer.

2) Now please click on the “settings” button on the right top corner of the screen.

3) Now please click on “Manage add-ons”.


4) After clicking “Manage add-ons” option, another window will pop up. Now in this window please click on the drop down box below the “show” item and then select “All add-ons”.

5) Please scroll thru the window and find if “XML DOM DOCUMENT” add-on status is enabled.
6) If it is not enabled, please click on the add-on name and then click “Enable” button which is located at the bottom right corner of the window.

7) After following the above steps please close the internet explorer and open it again and check if you can login into our portal and can view the reports.