

# Technical Advice

Croydon College Parent Portal

## Devices and Browsers

The MyPT Parent Portal has been tested on a variety of devices including PCs, Macs, tablets and Apple and Android mobile phones and on the latest versions of the following browsers:-

- On PCs – Chrome, Firefox, Edge, Internet Explorer
- On Macs – Safari, Opera, Firefox

If you are experiencing difficulty accessing the parent portal please ensure your browser is the latest version of one of the browsers listed above.

## Viewing the Attendance Report

To view the attendance report we advise you download the latest version of [Adobe Acrobat Reader](#).

## Email Accounts

To create an account you will require a valid email address which will require authenticating during the account approval process. The email address you provide will be the username for your account.

## Difficulty Creating an Account

If you are having difficulty creating an account please see the full guide to [Creating an Account](#).

## Rejected Requests

If you have had an account request rejected please see the full guide on [Rejected Account Requests](#).

**Due to the wide diversity of devices and browsers we regret we are unable to offer further help or advice to parents & guardians experiencing technical difficulties accessing the Parent Portal.**

[Parent Portal complete help guide](#)