



Avon Maitland District eLearning Centre (AMDEC)

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Education for the digital generation



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Red Apple Office (RAO) Front Desk Access Instructions

RAO Front Desk is a website that allows students, parents, and school contacts to access the following information in AMDEC's student tracking system:

- (1) **Student Details:** Review student details including course enrolment, personal and parent/guardian contact information.
- (2) **Module Completion:** View which modules have been submitted (S) or marked (M), which modules are incomplete or still in progress (I). If you have questions please contact your teacher.
- (3) **Achievement:** Review report card marks. Copies of the reports will also be sent by email.
- (4) **Attendance:** Review attendance records for each course.

To access RAO Front Desk, go to: <https://rao.amdsb.ca/frontdesk>

Students, parents and non-AMDSB school contacts will use the email address we have on file for you (the email through which you received the orientation email) to create an account in RAO Front Desk. To obtain a login, click on the orange 'Create an Account' button at the bottom of the login area. Select the correct Access Type, enter the email address we have on file for you and click on the blue 'Reset Password' button. Within moments you should receive an email at the email address entered providing a link to reset your RAO Front Desk password. Click the link within four hours of receiving the email or you will need to repeat the process. Once you have reset your password, you will need to go back to the RAO Front Desk login page (above) and then click on the green 'Sign in' button.

Students will find a link to the RAO Front Desk website in the 'AMDEC Links 1920' area on their Course Home page on their course website.

AMDSB school contacts will be provided with RAO Front Desk log in information from the AMDEC Tech Support department. **AMDSB School Contacts: please do not use the Lost Password link.** Contact AMDEC Tech Support if you need assistance accessing RAO Front Desk.

A student's course start date is displayed in RAO Front Desk on the Module Completion page. This date is important when determining whether a student is on track with their module completion, particularly in non-semestered courses. The [AMDEC 2019-20 Due Dates Table](#) (for non-semestered courses) is available from the link and the Resource page of our AMDEC website.

Information about RAO Front Desk is also found in AMDEC's [Student Handbook](#):

If you have any difficulties creating a RAO Front Desk account, please contact AMDEC Tech Support at AMDEC.TechSupport@ed.amdsb.ca or by phone at 519-482-5428, ext. 403.