

**eSD® Portal: Parent View
User Guide**
v. 6.7.0

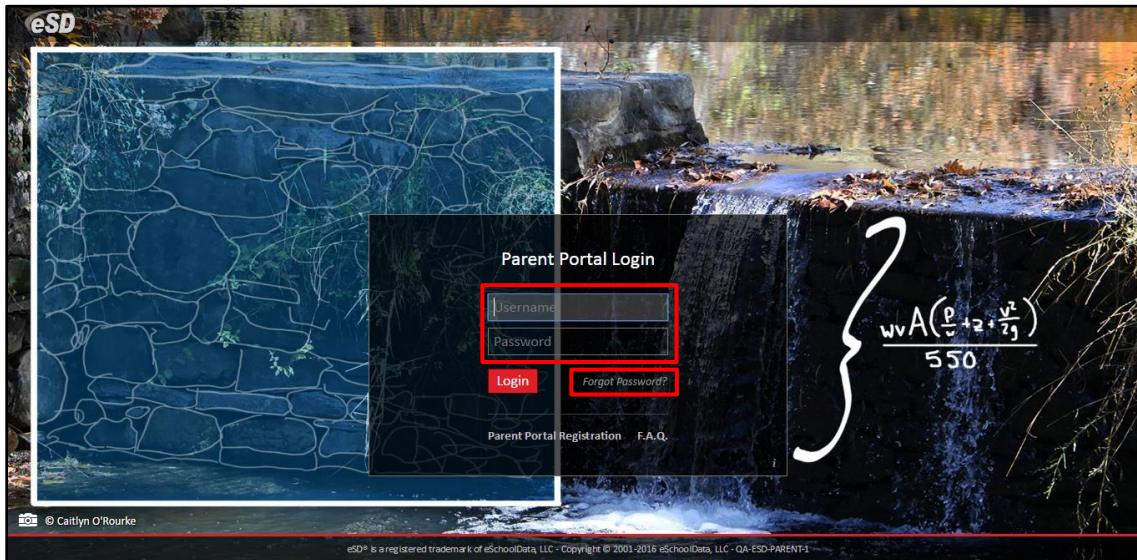


Powered by  **illuminate education**

Logging In

If the parent/guardian has received an email with their User ID and temporary Password, click the link in the email to verify the email address. Once the email address is verified, click **Login** to login to the account using the provided credentials.

If the district has auto-generated the portal account, the User ID and temporary Password provided by the district should be used to login for the first time.



Important:

Portal accounts are locked automatically after **five (5) failed login attempts**, and a “locked account” email is automatically sent to the user’s **Primary email address**.

Users will be directed to contact their district to unlock the account.

Note:

To change a forgotten Password, click the “**Forgot Password?**” link. An email will be sent to the Primary Email associated to your portal account.

The background image on the **Parent Portal Login** page may change with the seasons.

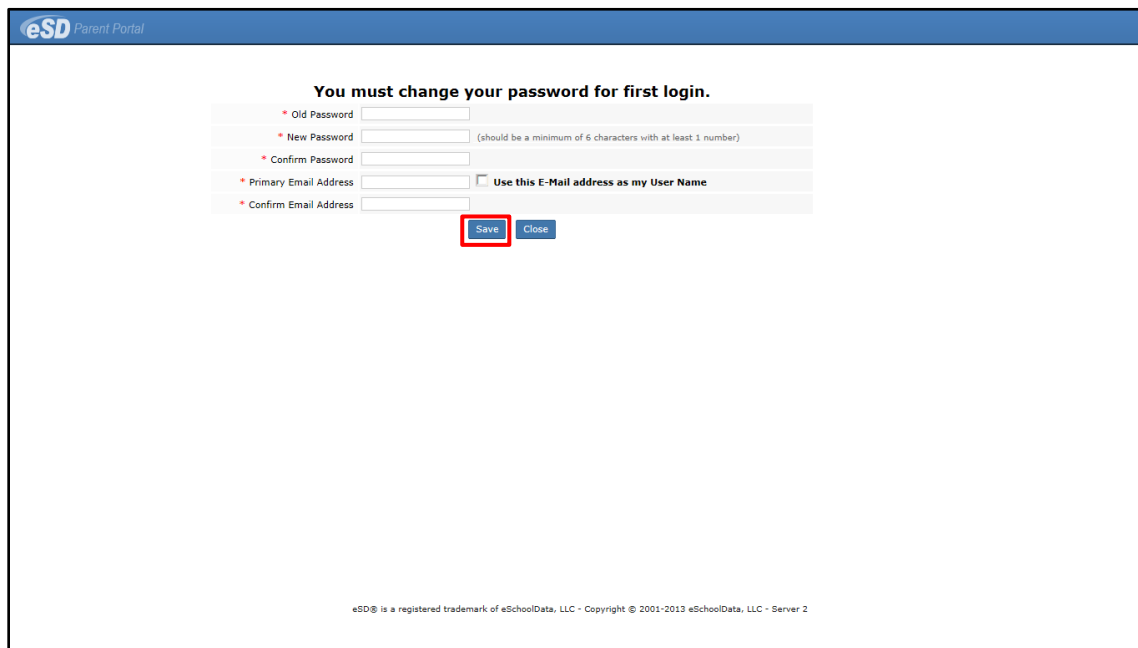
Upon first login, the District’s **Terms of Use** should be read. Click **I Agree** at the bottom of the Agreement to proceed further.



Note:

Parents/Guardians will be prompted to Agree to the District’s **Terms of Use** each time the Terms are amended.

After agreeing to the Terms of Use, if the Parent Portal account has been auto-generated by the district, users will be required to establish a new **Password**, and enter a **Primary Email Address** (if missing). Users will also have the option to **Use this E-Mail address as my User Name**. Click **Save** when finished.



The screenshot shows the eSD Parent Portal interface with a blue header. The main content area has a white background with the heading "You must change your password for first login." Below this heading is a form with the following fields and options:

- * Old Password: [text input]
- * New Password: [text input] (should be a minimum of 6 characters with at least 1 number)
- * Confirm Password: [text input]
- * Primary Email Address: [text input] ☐ Use this E-Mail address as my User Name
- * Confirm Email Address: [text input]

At the bottom of the form are two buttons: "Save" (highlighted with a red box) and "Close".

eSD® is a registered trademark of eSchoolData, LLC - Copyright © 2001-2013 eSchoolData, LLC - Server 2

Note:

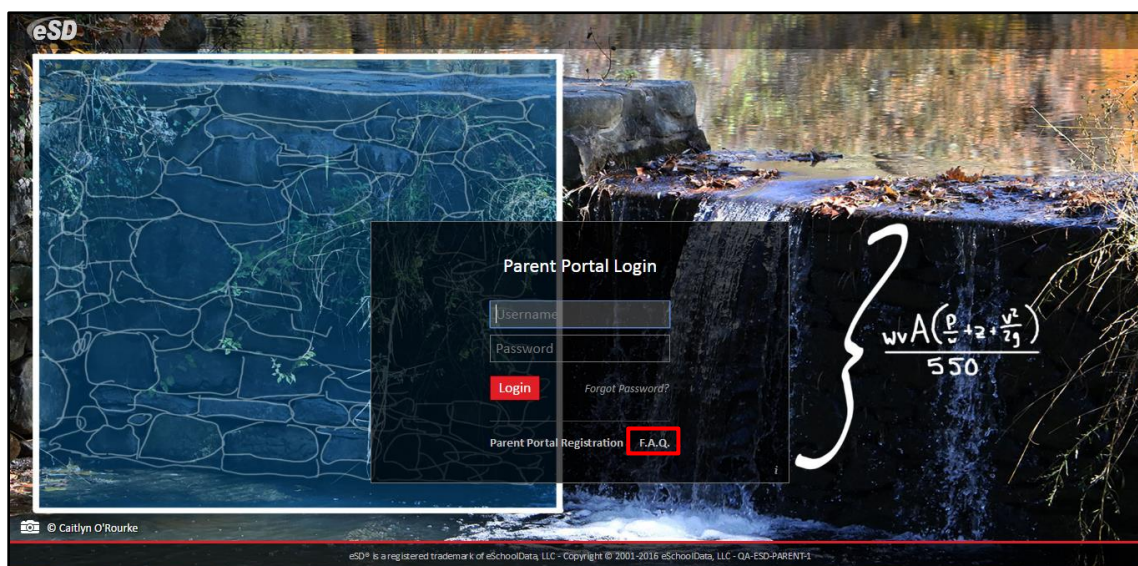
The **Primary Email Address** is the email address to which "**Forgot Password?**" emails will be sent.

An error message will be generated if the **Primary Email Address** is not specified, or is already being used for another account as a **User Name** or a **Primary Email Address**.

Please see the **Important information regarding Primary Email Address and Usernames** for primary email restrictions, on page 7.

Getting Help


Users can get help both before and after logging in to the eSD® Parent Portal. From the Login screen, click the link where it says "**F.A.Q.**" to access the **eSchoolData Parent Portal F.A.Q.**

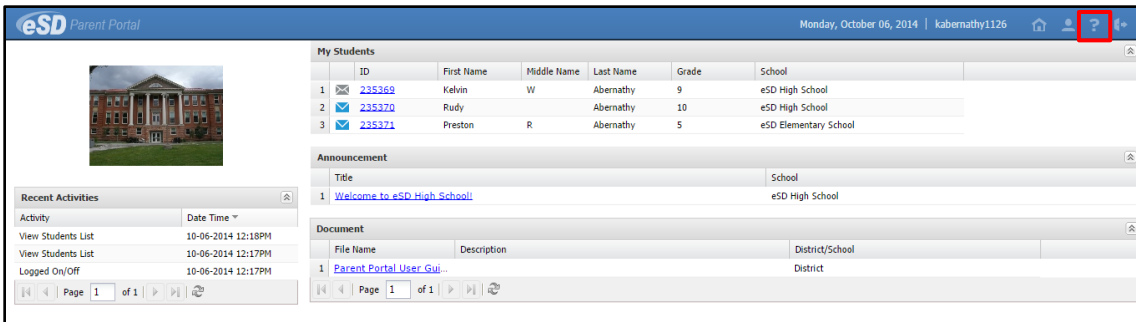


The screenshot shows the eSD Parent Portal Login screen. The background is a scenic image of a waterfall. Overlaid on the image is a dark gray login box with the following elements:

- Username: [text input]
- Password: [text input]
- Login: [red button]
- Forgot Password?: [text link]
- Parent Portal Registration: [text link]
- F.A.Q.: [text link, highlighted with a red box]

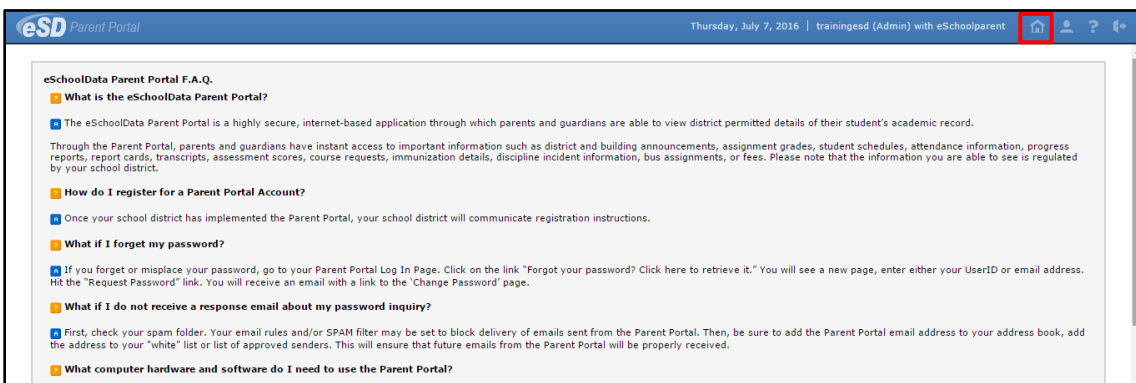
At the bottom of the screen, there is a copyright notice: "© Caitlyn O'Rourke" and "eSD® is a registered trademark of eSchoolData, LLC - Copyright © 2001-2016 eSchoolData, LLC - QA-ESD-PARENT-1".

Once logged in to your Portal account, click the **Help icon**  in the upper right corner of the Parent Portal screens to access the **eSchoolData Parent Portal F.A.Q.**



ID	First Name	Middle Name	Last Name	Grade	School
235369	Kelvin	W	Abernathy	9	eSD High School
235370	Rudy		Abernathy	10	eSD High School
235371	Preston	R	Abernathy	5	eSD Elementary School

The **F.A.Q.** provides portal account holders with answers to commonly asked questions.



eSchoolData Parent Portal F.A.Q.

What is the eSchoolData Parent Portal?

The eSchoolData Parent Portal is a highly secure, internet-based application through which parents and guardians are able to view district permitted details of their student's academic record.

Through the Parent Portal, parents and guardians have instant access to important information such as district and building announcements, assignment grades, student schedules, attendance information, progress reports, report cards, transcripts, assessment scores, course requests, immunization details, discipline incident information, bus assignments, or fees. Please note that the information you are able to see is regulated by your school district.

How do I register for a Parent Portal Account?

Once your school district has implemented the Parent Portal, your school district will communicate registration instructions.

What if I forget my password?


If you forget or misplace your password, go to your Parent Portal Log In Page. Click on the link "Forgot your password? Click here to retrieve it." You will see a new page, enter either your UserID or email address. Hit the "Request Password" link. You will receive an email with a link to the "Change Password" page.

What if I do not receive a response email about my password inquiry?

First, check your spam folder. Your email rules and/or SPAM filter may be set to block delivery of emails sent from the Parent Portal. Then, be sure to add the Parent Portal email address to your address book, add the address to your "white" list or list of approved senders. This will ensure that future emails from the Parent Portal will be properly received.

What computer hardware and software do I need to use the Parent Portal?





Note:



When the **eSchoolData Parent Portal F.A.Q.** is accessed AFTER logging in to the Parent Portal, click the **Home icon**  to return to the Home Page.

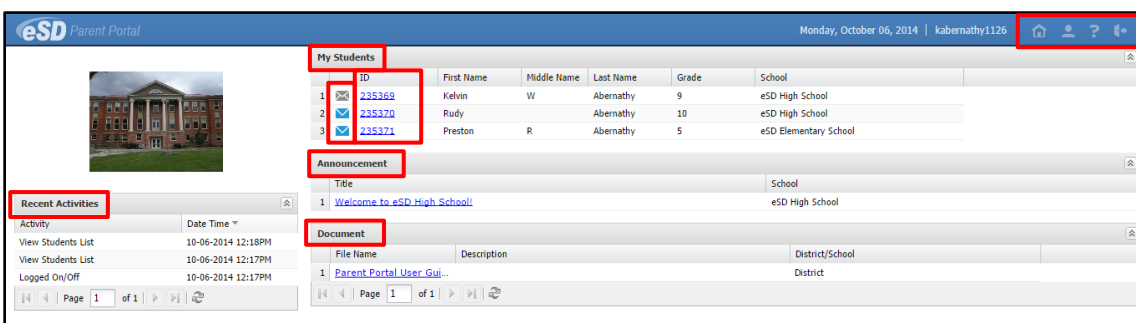
The icons at the top will NOT be available when the **F.A.Q.** is accessed from the **Login screen**.

Navigating the Portal

A successful login displays the **Portal Homepage**, which allows the portal account holder to see a list of their **Student(s)**, view District/School **Announcement(s)** and access any District/School **Document(s)**.

On the left side of the screen, Parents/Guardians can view a log of their **Recent Activities**. On the top right side of the screen, the icon bar displays icons for **Home** , **My Account** , **Help**  and **Logout** .

Click on a hyperlinked **Student ID Number** in the list of **My Students** to view that student's information pages (defaults to the student's **Profile Tab**). Click the **Inbox icon**  or the **New Message icon**  to access the **Messages Inbox** for the specified student.



ID	First Name	Middle Name	Last Name	Grade	School
235369	Kelvin	W	Abernathy	9	eSD High School
235370	Rudy		Abernathy	10	eSD High School
235371	Preston	R	Abernathy	5	eSD Elementary School


Note:

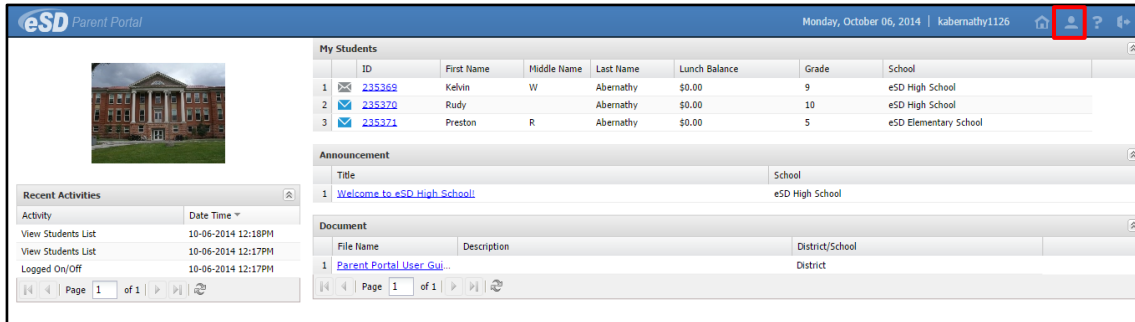
The **My Students** list includes graduated students for one year following graduation.

Note:

For more information about the **Profile Tab** and the other information tabs, see pages 23 - 35.

For more information about the **Messages Inbox**, see **Messages** on page 17.

Click the **My Account icon**  to update your portal account information (passwords, usernames, and primary email addresses), plus additional information as permitted by your district. For more information, see **Updating Account Info** on page 36.



My Students

	ID	First Name	Middle Name	Last Name	Lunch Balance	Grade	School
1	235369	Kelvin	W	Abernathy	\$0.00	9	eSD High School
2	235370	Rudy		Abernathy	\$0.00	10	eSD High School
3	235371	Preston	R	Abernathy	\$0.00	5	eSD Elementary School

Announcement

Title	School
1 Welcome to eSD High School!	eSD High School

Document



File Name	Description	District/School
1 Parent Portal User Gui-		District

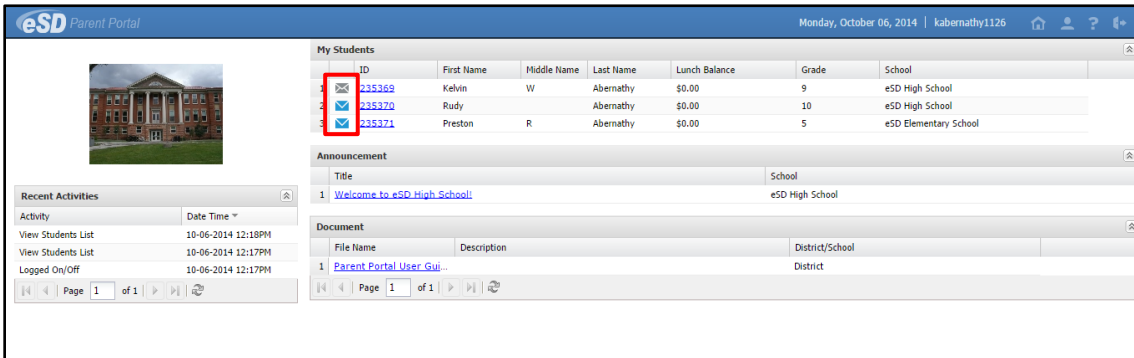
Recent Activities

Activity	Date Time
View Students List	10-06-2014 12:18PM
View Students List	10-06-2014 12:17PM
Logged On/Off	10-06-2014 12:17PM




Messages

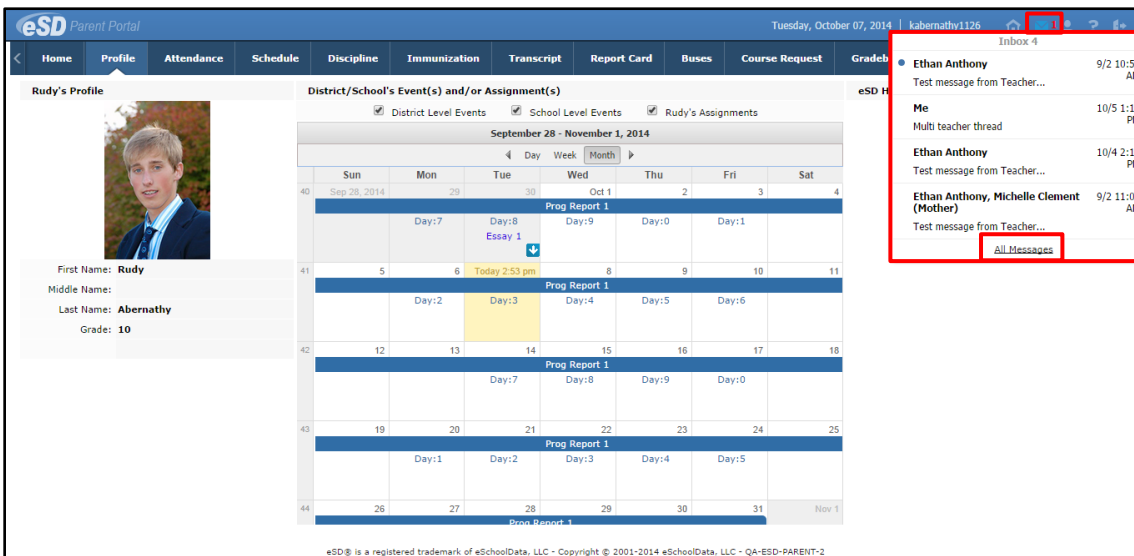
The Messages function allows parents/guardians to communicate with staff members about a specific student. Parents/guardians can access the **Messages** inbox for a student in two ways: from the **My Students** list on the Portal homepage and from the icon toolbar when viewing the student's information.

On the Portal homepage, the Messages icon will display as an **Inbox icon** , when there are no new messages about that student, or as a **New Message icon** . Click the Messages icon to access the **Messages Inbox** for the specified student.



The screenshot shows the eSD Parent Portal interface. At the top, it says 'eSD Parent Portal' and 'Monday, October 06, 2014 | kabernathy1126'. Below the header is a 'My Students' table with columns: ID, First Name, Middle Name, Last Name, Lunch Balance, Grade, and School. The first row is highlighted with a red box, showing ID 235369, First Name Kelvin, Middle Name W, Last Name Abernathy, Lunch Balance \$0.00, Grade 9, and School eSD High School. Below the table are sections for 'Announcement' and 'Document'.

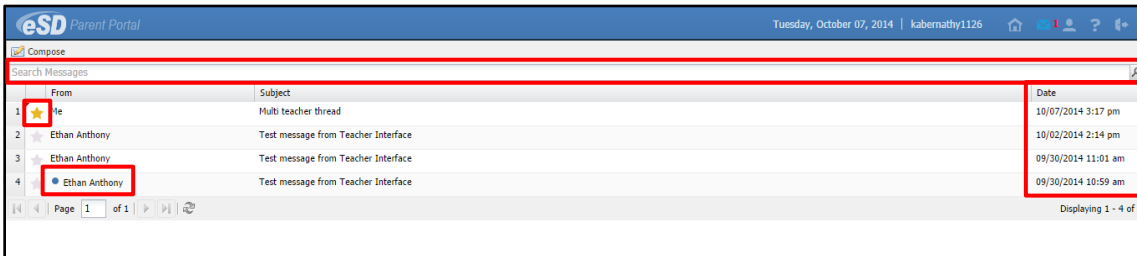
On the student information pages, the **Messages icon**  will display in the icon bar at top right, and may be followed by a red numeral to indicate the number of new messages (when applicable). Click the **Messages icon**  to view a summary of recent messages for that student, with most recent messages listed first. The **New Thread icon**  will display on each unread message. Click a message to open both the **Messages Inbox** and that message, or click **All Messages** to open the **Messages Inbox**.



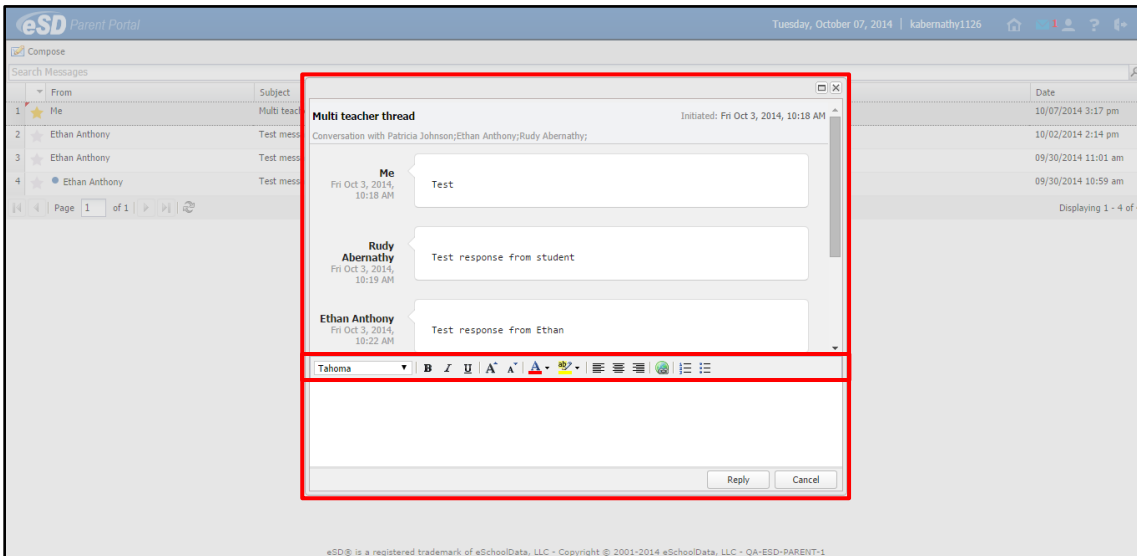
The screenshot shows the eSD Parent Portal interface for a student's profile. The top navigation bar includes links: Home, Profile, Attendance, Schedule, Discipline, Immunization, Transcript, Report Card, Buses, Course Request, and Grades. The 'Messages' icon (a blue envelope) is highlighted in the top right corner. Below the navigation bar is a section for 'Rudy's Profile' with a photo and details: First Name: Rudy, Middle Name: , Last Name: Abernathy, Grade: 10. To the right is a 'District/School's Event(s) and/or Assignment(s)' section with a calendar view for September 28 - November 1, 2014. The calendar shows various events and assignments, including 'Prog Report 1' and 'Essay 1'. On the far right is a 'Messages' sidebar showing a list of messages from 'Ethan Anthony' and 'Ethan Anthony, Michelle Clement (Mother)'. The 'All Messages' link is highlighted in red.

Messages Inbox

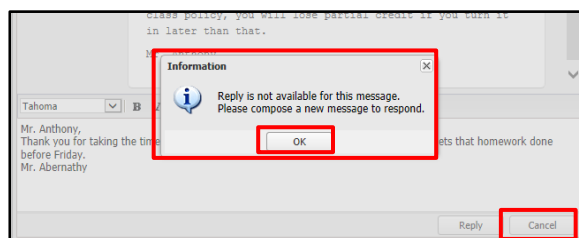
The **Messages Inbox** displays all messages related to the selected student, from the most recent to the oldest. The **New Thread icon** ● will display on each unread message. Click the **Favorite icon** ★ to bookmark a message thread. Type a search term in the **Search Messages field** and click the **Search icon** 🔍 to filter the list of messages. Click a message to view the message thread details and/or reply to the message.



The existing **Message** window is divided into two areas: the message thread details at top and the reply field below, with the **Editor toolbar** at the top of the reply field. Type your response in the reply field and click **Reply** to send the response to all participants in the conversation.



If the message was generated from the **Classic Teacher Interface** (instead of the **Teacher Connect Interface**), clicking **Reply** will open an Information window, stating that “Reply is not available for this message. Please compose a new message to respond.” Click **OK**, then **Cancel** the reply.



Tip:

Click your browser's **Back button** to exit the **Messages Inbox** and return to the previous page (Portal homepage or student information page).

Note:

Click a **column header** to **Sort Ascending** by that column, click the header again to **Sort Descending**.

Note:

The **Editor toolbar** allows users to customize the text appearance, insert a [link](#), and/or create lists.

Note:

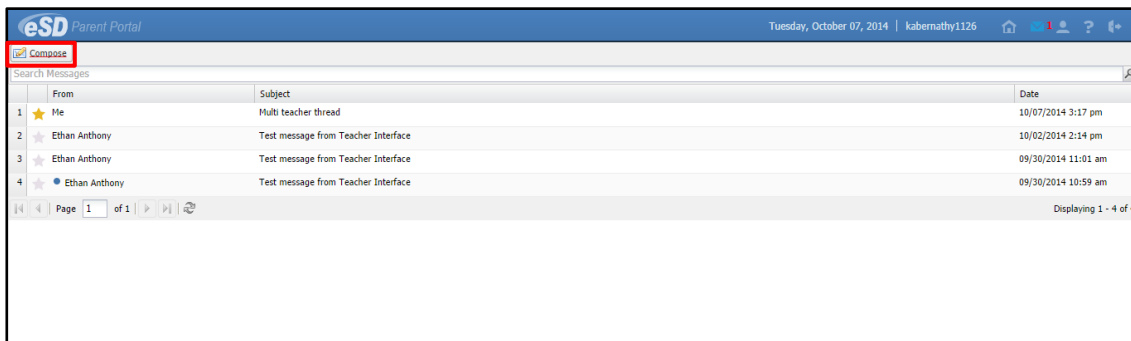
The **Classic Teacher Interface** has limited messaging capability that does not include message threads.

Tip:

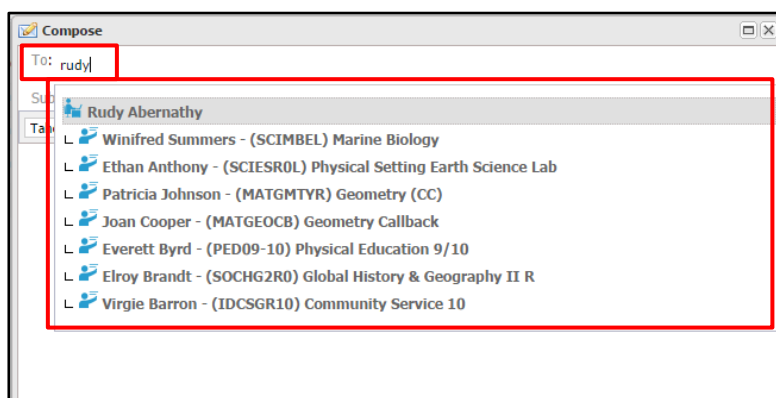
Copy the text of your reply before clicking **Cancel**, and then paste it into the new message window.

New Message

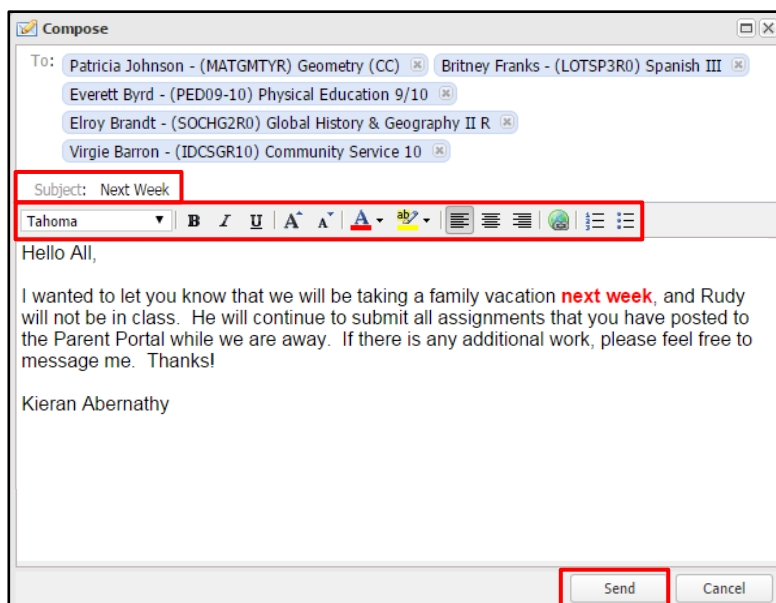
From the **Messages Inbox**, click **Compose** to create a new message.



In the **Compose** window, type your student's name in the **To** field to display a list of all of their teachers, then click a name to select the recipient. Repeat the process to select additional recipients to create a group message.

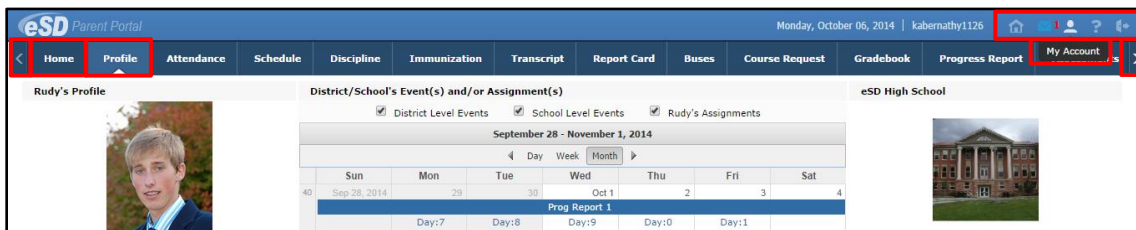


Enter a **Subject** and the message body. The **Editor Toolbar** allows users to customize the text, insert a link, or create lists. When finished, click **Send**.



Student Information Pages

When a student's ID number is clicked, the student's **Profile** tab displays by default. Click another **tab** to bring up the corresponding information. All tabs may not be available, and their order may differ from these screenshots, depending upon your school district's use of the eSchoolData system. If there are more tabs than the resolution of your screen will show, the ends of the header row will display left and right scroll arrows, which will appear as inactive (greyed out) left or right arrows when there are no more hidden tabs.



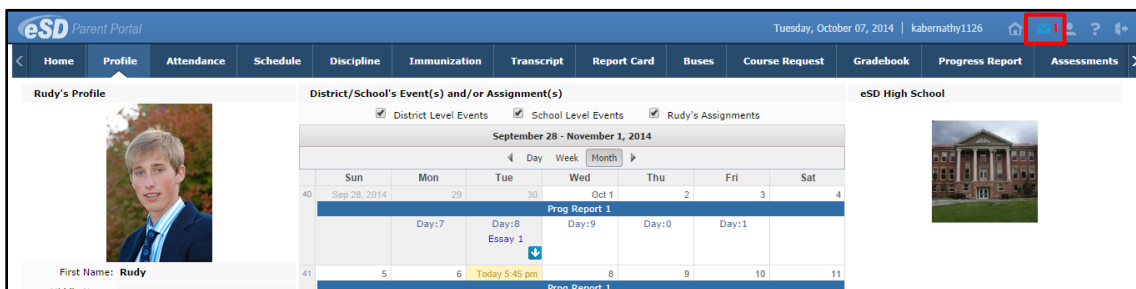
Tip:

The **Home** tab (as well as the **Home** icon in the icon bar at top right) will display your Portal Homepage with the list of your Students and the Announcements.

Hover your mouse over an icon to display a Tooltip with the icon's name. (Example: My Account)

Profile Tab

The **Profile** tab displays that student's personal information and their **Calendar**, as well as an additional **Messages icon** in the icon bar at top right. When applicable, the **Messages icon** will be followed by a red numeral that indicates the number of new messages.

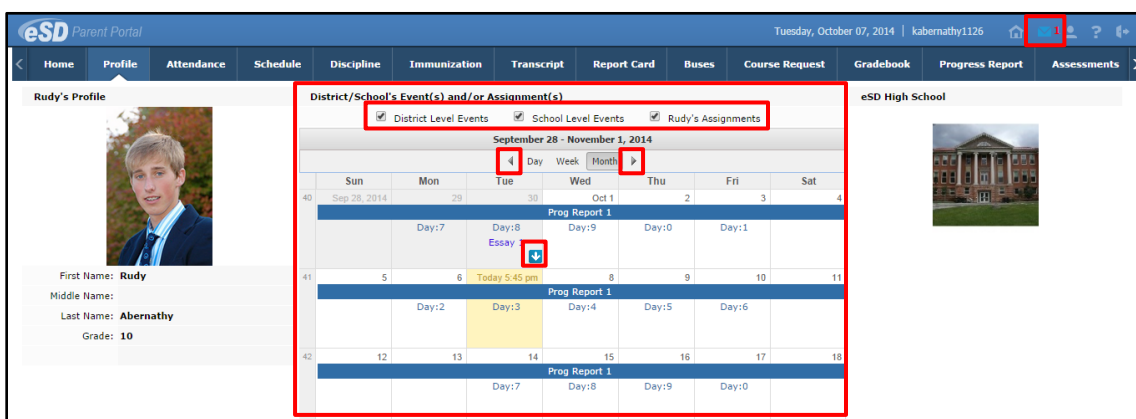


Note:

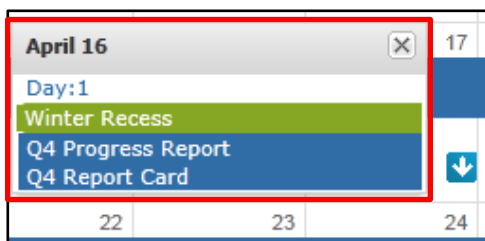
For more information about the **Messages icon**, see **Messages** on page 17.

Calendar

By default, the calendar displays the current Month, and all District Level and School Level Events along with the selected child's Assignments. Click the **Forward** and **Back** arrows to display another date range. If there are more events on a calendar date than can be displayed, that date box will show the **More Events icon**.



Click the **More Events** icon  to open the Events box.



Parents/guardians can change the amount of information displayed by checking/unchecking the **Event** boxes. The following screenshots will display **District Level Events** only, **School Level Events** only, and **Student Assignments** only (on next page).

District/School's Event(s) and/or Assignment(s)

☒ District Level Events ☐ School Level Events ☐ Kristen's Assignments

January 26 - March 1, 2014

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
95	Jan 26, 2014	27	28	29	30	31	Feb 1
96	2	3	4 Today 11:48 am	5	6	7	8
97	9	10	11	12	13	14	15
98	16	17 President's D...	18	19	20	21	22
99	23	24	25	26	27	28	Mar 1

District/School's Event(s) and/or Assignment(s)

☐ District Level Events ☒ School Level Events ☐ Kristen's Assignments

January 26 - March 1, 2014

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
95	Jan 26, 2014	27	28	29	30	31	Feb 1
96	2	3	4 Today 11:49 am	5	6	7	8
97	9	10	11	12	13	14	15
98	16	17	18	19	20	21	22
99	23	24	25	26	27	28	Mar 1

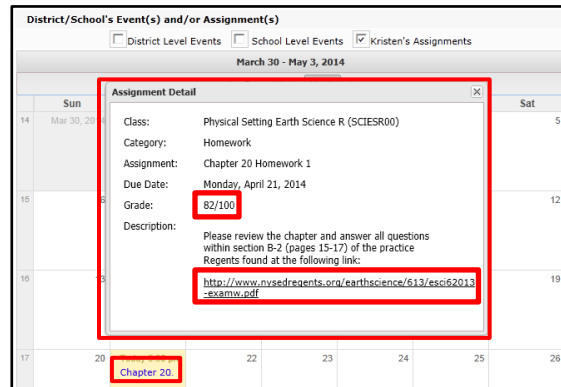
District/School's Event(s) and/or Assignment(s)

☐ District Level Events ☐ School Level Events ☒ Kristen's Assignments

January 26 - March 1, 2014

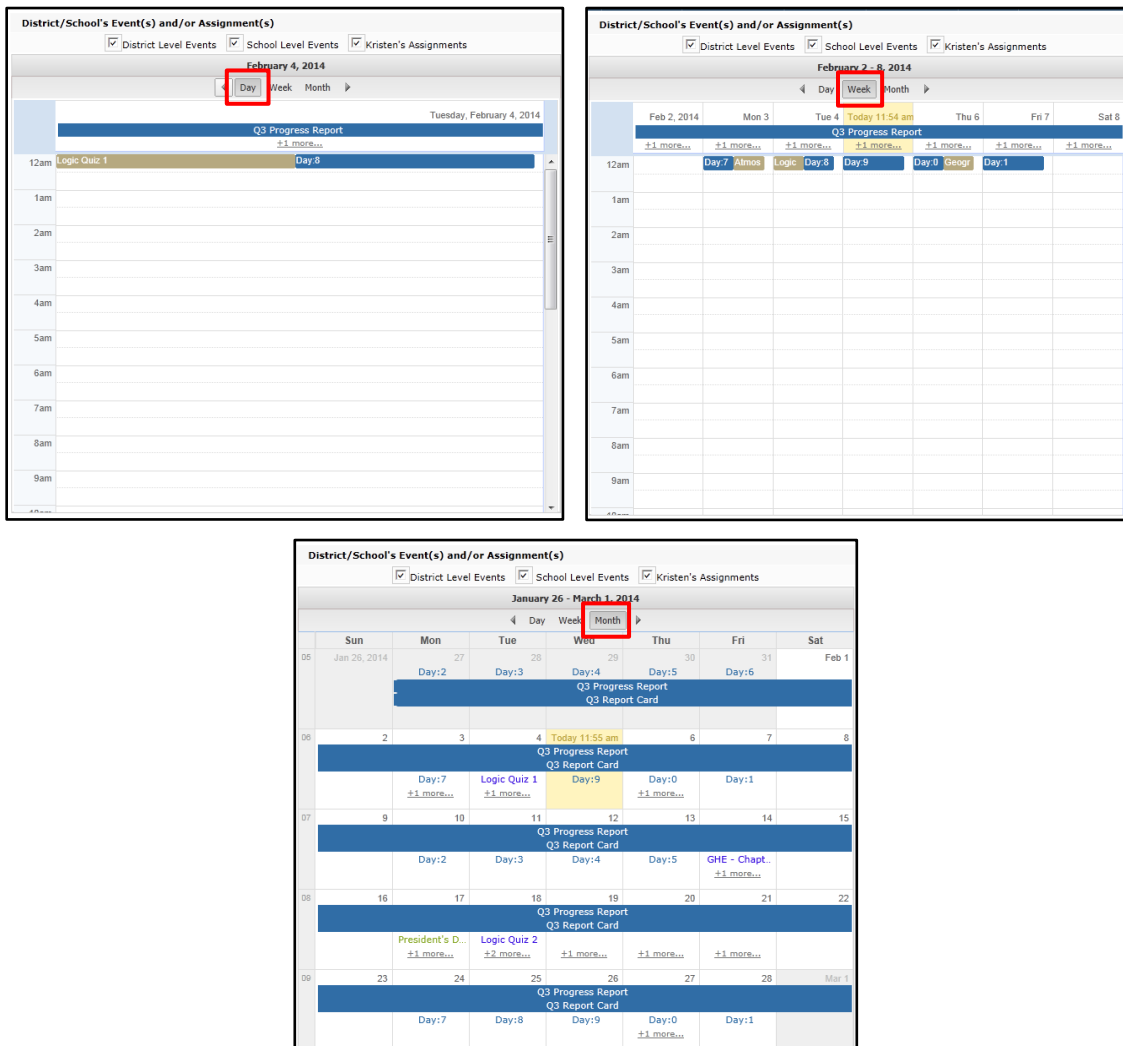
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
95	Jan 26, 2014	27	28	29	30	31	Feb 1
96	2	3 Atmosphere...	4 Today 11:50 am	5	6	7	8
97	9	10	11	12	13	14	15
98	16	17 Portrait - Mo...	18 Logic Quiz 2	19	20	21	22
99	23	24	25	26	27	28	Mar 1

Click on an Assignment to open the **Assignment Details** window. The Grade (if shown) will display as **Earned/Possible Points**. The description of the Assignment may contain a hyperlinked URL, if included by the teacher.

**Note:**



For more information about a specific assignment, open the **Gradebook** tab.

Parents/guardians can view the calendar by **Day** or **Week**, in addition to the default **Month** view, as shown below.



Attendance Tab

Click the **Attendance** tab to view the student's Attendance. Display of students' **Daily/Period Attendance, Comments** and **Attendance Events** is based on settings established by the district.

Click the **Print icon**  to print the student's attendance, or the **Print Note icon**  to print an attendance note.

Note:

The **Attendance Note** and **Student Attendance** must be printed in **landscape** with **no margins** to avoid cutting off the printout.

The tooltip displayed when users hover-over each icon includes this information.

eSD Parent Portal

Tuesday, February 23, 2016 | trainingsed (Admin) with eSchoolparent

Home

Profile

Attendance

Schedule

Discipline

Immunization

Transcript

Report Card

Buses

Course Request

Gradebook

Progress Report

Assessments

Student Information

First Name: Cayla

Middle Name: Lauren

Last Name: Abell

ID Number: 00412780

Grade: 12

Gender: Female

Student Attendance

Day	Attendance										Comment								
	1	2	3	4	5A Class	5B Class	6	7	8	Daily		AE	AU	TE	TU	DE	DU	N	
08/21/2015	N/A	AE (MEDE)	P	P		P	P	P	P	P		1	0	0	0	0	0	0	
09/14/2015	AU (OVSL)	P	P	P	N/A	P	P	P	P	TU (OVSL)		0	1	0	0	0	0	0	
09/15/2015	AE (ILLN)	P	AE (ILLN)	AE (ILLN)	N/A	AE (ILLN)	AE (ILLN)	AE (ILLN)	AE (ILLN)	AE (ILLN)	Student staying home for bad cough	7	0	0	0	0	0	0	
10/19/2015	P	P	P	P		P	P	P	P	T*		0	0	0	0	0	0	0	
02/23/2016	P	AE (FLD.)	AE (FLD.)	N/A	AE (FLD.)	AE (FLD.)	AE (FLD.)	AE (FLD.)	AE (FLD.)	DP (FLD.)		7	0	0	0	0	0	0	
Grand Total												51	13	2	1	3	0	0	
Periods Total	1	2	3	4	5A Class			5B Class			6	7	8	Daily					
AE 5	4	8	1	7				7			8	2	9	4					
AU 2	2	2	0	2				2			1	1	1	1					
TE 1	0	0	0	1				0			0	0	0	2					
TU 0	0	1	0	0				0			0	0	0	4					
DE 0	0	0	0	0				1			2	0	0	0					
DU 0	0	0	0	0				0			0	0	0	0					
NA 0	0	0	0	0				0			0	0	0	0					

Events

Event	Reason	Start	End
Late Arrival	Over slept	09/14/2015-07:45AM	09/14/2015-09:00AM
Full Day(s)	Illness	09/15/2015-07:45AM	09/15/2015-07:31PM
Late Arrival	Illness	11/03/2015-07:45AM	11/03/2015-11:00AM
Full Day(s)	In School Suspension	11/04/2015-07:45AM	11/04/2015-07:31PM
Late Arrival	Missed bus	11/10/2015-07:45AM	11/10/2015-09:30AM
Full Day(s)	Illness	12/03/2015-07:45AM	12/03/2015-02:18PM
FieldTrip - CHRISTMAS SPECTACULAR	FIELD TRIP	02/01/2016-08:00AM	02/01/2016-05:00PM
Early Dismissal	Resource Room	01/20/2016-01:00PM	01/20/2016-02:18PM
Full Day(s)	Illness	01/22/2016-07:45AM	01/25/2016-02:18PM
Early Dismissal	Early Dismissal Unexcused	01/27/2016-11:00AM	01/27/2016-02:18PM
Early Dismissal	Early Dismissal Excused	01/28/2016-01:10PM	01/28/2016-02:18PM
Midday	Medically Excused	02/19/2016-01:30PM	02/19/2016-01:00PM
FieldTrip - Bush Garden	FIELD TRIP	02/23/2016-06:00AM	02/23/2016-05:00PM

* = Unknown, A = Absent, D = Dismissed, E = Excused, P = Present, T = Tardy, U = Unexcused, NA = Non-Attendance, N/A = Not Applicable

Red = Absent, Yellow = Tardy, Orange = Dismissed, Green = Present, Blue = Non-Attendance, Gray = Not Applicable

* = Unknown, A = Absent, D = Dismissed, E = Excused, P = Present, T = Tardy, U = Unexcused, NA = Non-Attendance, N/A = Not Applicable

Red = Absent, Yellow = Tardy, Orange = Dismissed, Green = Present, Blue = Non-Attendance, Gray = Not Applicable

Discipline Tab


Click on the **Discipline** tab to view the student's discipline history. Click the **Print icon** print the student's discipline record.

eSD Parent Portal Friday, November 08, 2013 | kbankston

Home Profile Attendance Schedule **Discipline** Immunization Transcript Report Card Buses Course Request Gradebook Progress Report Assessments Fees Standards Ba

Student Information

First Name: **Kristen** Middle Name: **Killian** Last Name: **Bankston**
ID Number: **1211292** Grade: **10** Gender: **Female**

Student Discipline 

Role in the Incident	Incident Type	Location	Description	Date	Time/Period	Referred By	Details	Teacher Comment
Offender	First Incident Tardy	A location within the boundaries of school property.	Student was late to class without a note.	09/17/2013	13:20:00	Cordova, Freddie	Kristen Bankston showed up 15 minutes into the class period, without a note explaining her absence.	


Action Type	Date	Description
Total: 1 Incident		

Report Card Tab

Click on the **Report Card** tab to view the student's report card. Click **Print** to print an **unofficial** Report Card directly from this screen.

eSD Parent Portal Friday, November 08, 2013 | kbankston

Home Profile Attendance Schedule Discipline Immunization Transcript **Report Card** Buses Course Request Gradebook Progress Report Assessments Fees Standards Ba



eSD High School
Report Card: Q1 Report Card (08/23/2013 - 11/08/2013)
127 Main Street Deer Park, NY 11729
School Telephone No: (631) 555-9962
eSchoolData Care, Principal

Student: Bankston, Kristen Surname: Bankston ID Number: 1211292
Counselor: Morales, Eddie Grade: 10 Phone: 631-555-2682

Course	Q1	Q2	Q3	Q4	MT	FE	FNL CRS. GRD.	ABS. Cum. Abs.	Tardy. Cum. Tardy.	Staff
ENG10R00 English 10R	93	--	--	--	--	--	--	--	--	Ms. Dawn Sullivan
SOCGH2H0 Global History & Geography II H	87	--	--	--	--	--	--	--	--	Mrs. Cassandra Walters
MATGMTYH Geometry H	85	--	--	--	--	--	--	--	--	Mrs. Helene Wiggins
SCIESR00 Physical Setting Earth Science R	82	--	--	--	--	--	--	--	--	Mrs. Freddie Cordova
LOTEFR3H French III H	97	--	--	--	--	--	--	--	--	Mrs. Estelle Fitzgerald
ARTBGPNT College Beginning Painting (SUNY)	95	--	--	--	--	--	--	--	--	Mrs. Goldie Wyatt
MUSCHOR Concert Chorus 9/10	90	--	--	--	--	--	--	--	--	Dr. Noe Farrell
PED09-10 Physical Education 9/10	Ex	--	--	--	--	--	--	--	--	Ms. Serena Roach

Assessment/Regent Exam | Score

Academic Key: 55-65

Generated on 2013-09-10 11:48:52

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Note:

Report Cards will be published to the Portal at the school district's discretion.

Translations of Report Card comments will display, when available.

Note:

If the district has opted to display a **custom-format Report Card**, the page layout may differ.

If the user is accessing this page using a **Safari** browser, a link to the custom document may appear instead of the document. Click the link to access the document in a new window.

Gradebook Tab

Click on the **Gradebook** tab to view the student's classes list and published assignments. The Gradebook Assignments window is broken into two sections; the **Classes List** menu on the left, and the **Classes** window on the right.

The default view is of the student schedule arranged by period. Users can change the **Marking Period** (defaults to the current Marking Period) from the drop-down menu, click **Assignments** to view all class assignments, and click a course in the **Classes List** to view specific details.

Hover over a column header and click the **Menu icon** ▼ to open the menu. Users can sort by that column (ascending or descending) and change the displayed columns.

Note:

The **Print** button will open a new window which displays the current classes screen for printing.

The **Print All** button will open a new window that separates each class into a section for compartmentalized printing.

The Assignments window allows users to search for Assignments by **Marking Period** (defaults to the current Marking Period), as well as by a specific **Date Range** within the selected Marking Period and/or by **Missing Assignments Only** (click **Go** to activate the Date Range/Missing Assignments filters).

Hover over a column header and click the **Menu icon** ▼ to open the menu. Users can sort by that column (ascending or descending) and change the displayed columns.




Note:

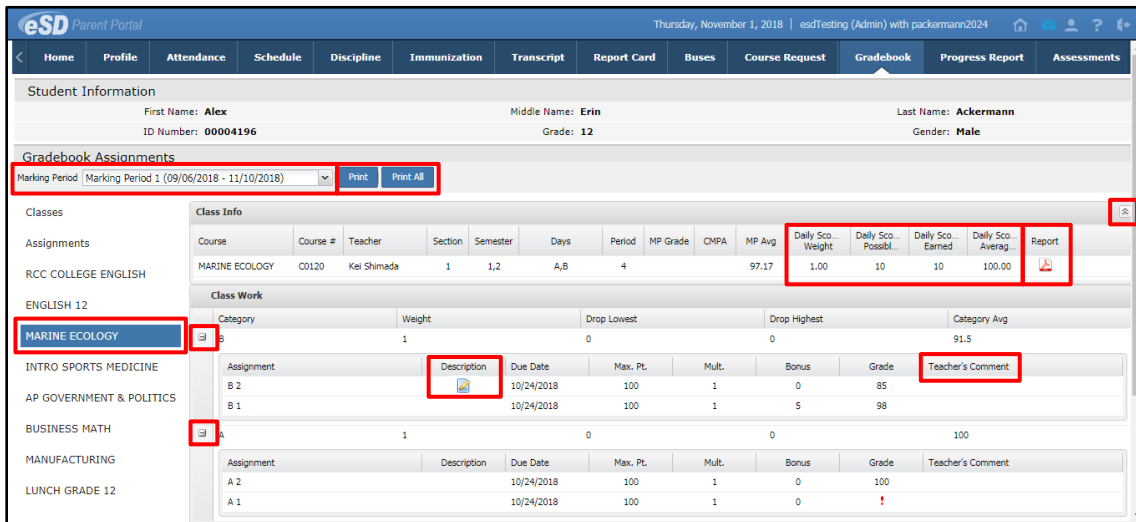
The **From/To Dates** default to the selected Marking Period's Start/End Dates.

Note:

Assignments with associated **Learning Standards** will display the Learning Standard within parentheses after the assignment name.

Click a Class name from the Classes List menu to display specific details for the selected Class.

In the **Class Work** section, click the **Expand icon**  next to an Assignment Category to display the published assignments in that category. Assignments with associated Learning Standards will display the Learning Standard name within parentheses after the assignment name. The **Teacher's Comment** column will display assignment-specific comments. Click the **Assignment Description icon**  to view the assignment description, which may contain relevant external URL links. Click the **Report icon**  or the **View Report** link to view any Student Achievement Report posted by the teacher. Click **Print** to print the displayed assignments, or **Print All** to print assignments for each class.


Note:

Mini courses that occur between Marking Periods can be viewed using the **All Classes** selection from the **Class List**.

Note:

Users can **Collapse**  or **Expand**  the **Class Info** section.

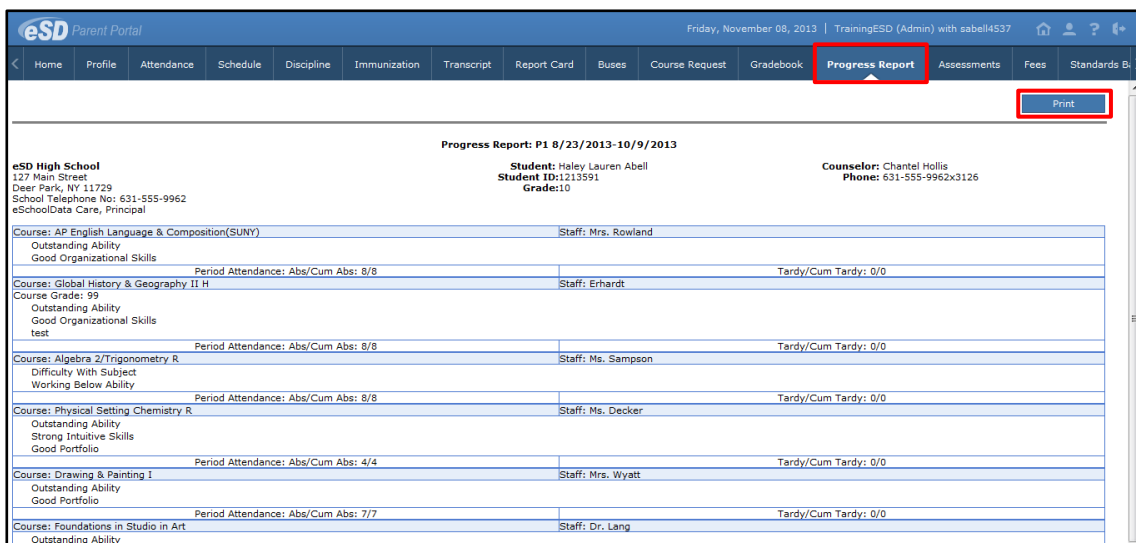
Alpha grade equivalents will be displayed in the **Class Info** section when **Alpha Grade Conversion** has been set for the course.

If the teacher has included **Daily Scores** in the **Marking Period Average**, four **Daily Score** columns are displayed in the **Class Info** section.

Teachers have the option to display or hide Category details (**Weight**, **Drop Lowest**, **Drop Highest**, and **Category Average**).

Progress Report Tab

Click on the **Progress Report** tab to view the student's progress report. Click **Print** to print an **unofficial** Progress Report directly from this screen.


Note:


Progress Reports will be published to the Portal at the school district's discretion.

Translations of Progress Report comments will display, when available.

If the district has opted to display a **custom-format Progress Report**, the page layout may differ.

If the user is accessing this page using a **Safari** browser, a link to the custom document may appear instead of the document. Click the link to access the document in a new window.

Updating Account Info

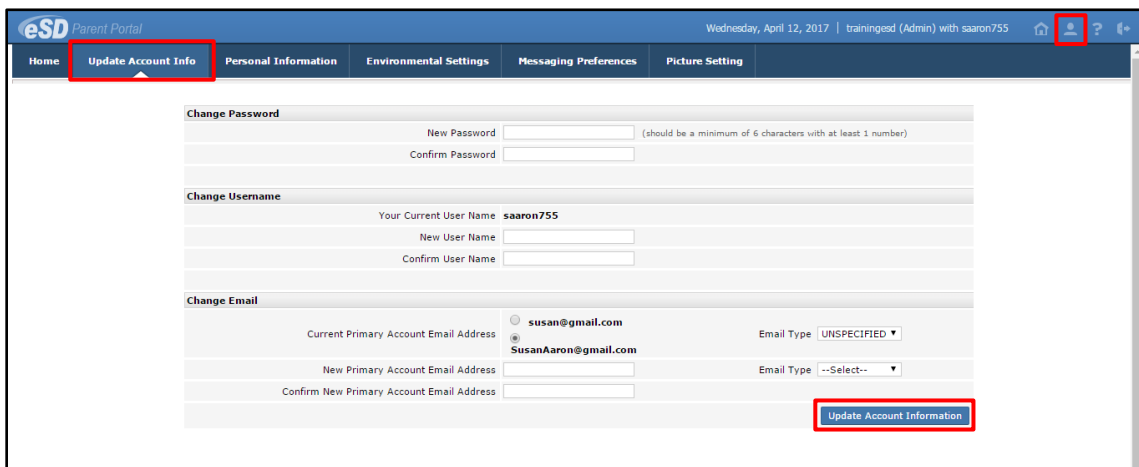
Parents/guardians can update account information at any time. Click the **My Account icon**  at the top right of the Portal screens. The **Update Account Info** tab is the default tab.

Update Account Info

From here, **Passwords**, **Usernames**, and **Primary Email Address** can be changed. Enter the new information in one or all of these categories, and click **Update Account Information** when finished.

The **Current Primary Account Email Address** will be indicated in the list of email addresses associated to the Guardian's record. Select a different email address as the **Current Primary Account Email Address** and the appropriate **Email Type** for that address, OR enter the **New Primary Account Email Address** and select the **Email Type** for the new email address.

An error message will be presented if the New Primary Account Email Address is already used within the district as another person's Primary Account Email Address.



Note:

The **Primary Email Address** is the email address to which "**Forgot Password?**" emails, and other Portal communications, will be sent.

An error message will be generated if the **Primary Email Address** is already being used for another account as a **User Name** or a **Primary Email Address**.


Please see the **Important information regarding Primary Email Address and Usernames** for primary email restrictions, on page 7.

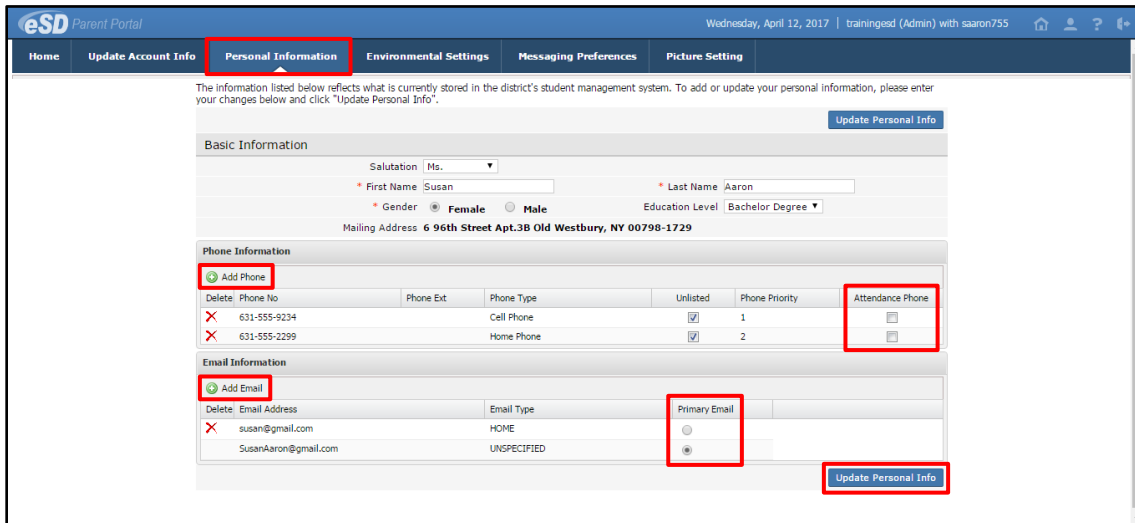
Note:

Username is restricted to max 254 characters and **Password** is restricted to max 50 characters.

The **Username** CANNOT include the following characters:
! # \$ % ^ & * () + = - [] { }
< > ?

Personal Information

When enabled by your district, click the **Personal Information** tab to request changes to your personal information. The following fields can be updated: **Salutation**, **First Name**, **Last Name**, **Gender**, **Education Level**, **Phone Information** and **Email Information**. Additional phone numbers and email addresses can be added using the **Add Phone** and **Add Email** buttons. Click the **Delete icon**  to delete an existing phone number or email address. Click **Update Personal Info** when finished to submit the change request. Portal administrators have the option to accept or ignore change requests.



Note:

Once a guardian submits a request to update personal information, they will be prevented from submitting a subsequent request until ALL changes in the prior request have been accepted or ignored.

Note:

In the **Education Level** selections, **OT** = Other, and **US** = Unspecified.

Guardians can specify the phone to be used for **Attendance** calls.

Guardians cannot **Edit** or **Delete** the email address marked as **Primary Email**. Use the **Update Account Info** tab to change the **Primary Email Address**.

Messaging Preferences

When enabled by your district, the **Messaging Preferences** tab allows parents to subscribe to email alerts, and set the email formats and delivery schedules.

The **Messaging Preferences** section allows you to set the default options for email **Format** and **Delivery** schedule.

Format: HTML or Text

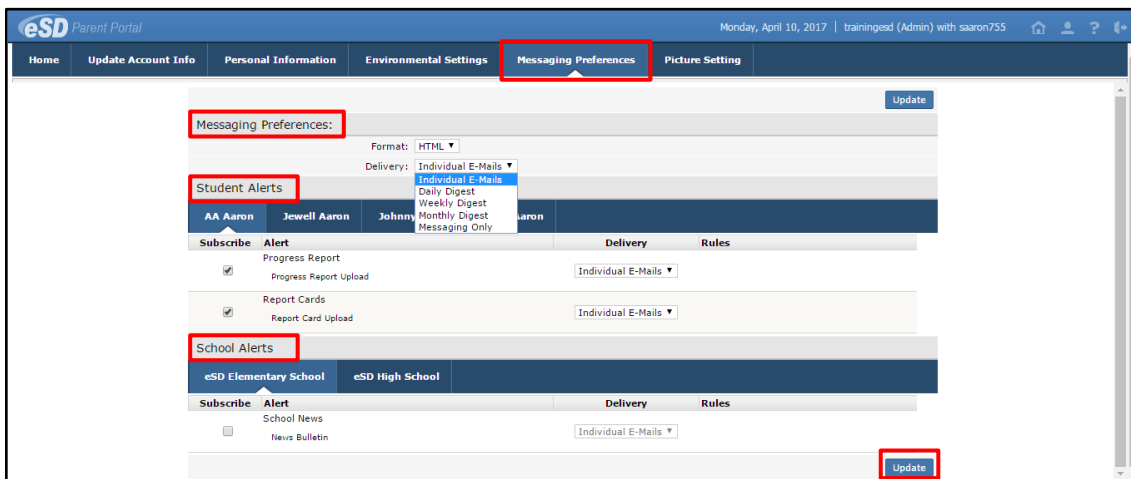
Delivery: Individual E-Mails, Daily Digest, Weekly Digest, Monthly Digest, Messaging Only

Student Alerts / School Alerts

Select each student and each school to view the Alerts applicable to that student/building. Check/uncheck **Subscribe** to change the default settings for each alert, and set the **Delivery** method for each subscribed alert.

Subscribe: Check to receive alert, uncheck to stop.

Delivery: Select the applicable schedule, if different from the **Preferences** selection.



Note:

Digests are compilations of emails, delivered daily, weekly, or monthly.

The district may restrict **Delivery** options to **Messaging Only**, which delivers all **email alerts** to the parent's **Messages Inbox ONLY**.

Emails related to **Portal Account status** and **Online Registration applications** will be delivered to the specified **Primary Email address**.