

Parent/Student Portal Troubleshooting

Did not receive Username and Password:

- Once they click the link to activate their account their **username** and **password** is emailed to them (within 30 minutes).
- If the parent does not receive their username and password, have them check their spam, junk, etc. If nothing still, use SSPM to look up their username and reset their password.

When a Parent Logs into the Portal for the First Time: It takes 15 minutes for the Parent Portal and IC to sync. Parents will not have access to certain information until this happens ie. Grades, attendance, etc.

Grayed out Screen on all iframes: This is a browser issue. For best viewing of the Portal, use IE 9 and higher, Firefox 20 or higher, Safari or Chrome.

Parent or Student cannot see any data or are prompted to login to IC: The account is not linked to IC correctly. HEAT ticket to the DoTS Hotline.

If Parent or Student's Username and Password does not work: Test the credentials to see if they are working.

Issue 1: Copying and Pasting the Username and Password: Most parents copy and paste the UN and PW. Most of the time they copy a space not allowing the credentials to work. The password is case sensitive.

Issue 2: The Parent or student's account could be disabled, check in IC and enable the account if necessary. Parent accounts are disabled after 6 months of inactivity. HEAT ticket to DoTS Hotline.

Issue 3: Check to see if they have a username in IC. If yes, check in SSPM. If username is in IC and not in SSPM, the AD account has been deleted. HEAT Ticket to DoTS Hotline.

If none of these, reset the password and test to see if you are able to login to the account.

*****Open another browser to test all parent accounts*****

Not all Students Showing in the Portal:

- Look at their household in IC (by the parent's name).
- If the parent is the guardian for all students and the portal box is checked, make sure the student or parent does have an end date and all students are active. Then ask the parent to click on the "My Students" tab in the portal for a drop down of all active students.
- If the guardian box is not checked for a particular student, inform the parent to contact the school to make the change if this is an error.
 - If the parent is not the legal guardian, inform them we can only create PP accounts for legal guardians.
- If the portal box is not checked but the guardian box is, check the portal box and let the parent know the student will appear in the "My Students" tab within 24 hours.

Student Portal Only:

- Students do not have to create an account.
- They will login to the student ID and 8 digit DOB
- MS/HS students were prompted to change their password on initial login at the first of the year.