Ascender ParentPortal

Parent Guide

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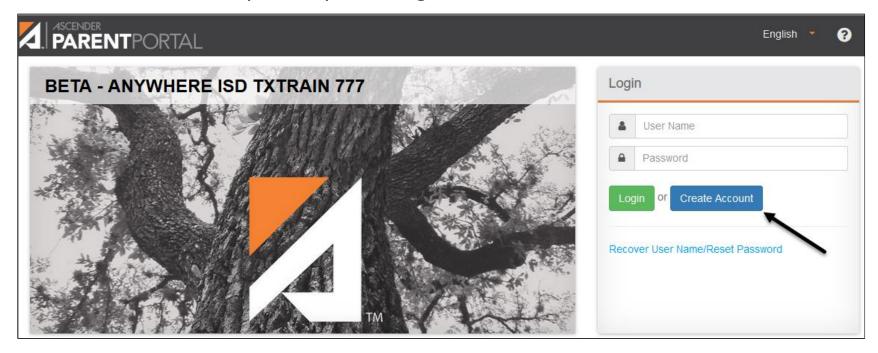
Welcome to Ascender ParentPortal. This site provides web access to school-related information about your students, including attendance, grades, discipline, assessments, and immunizations.

To access the Ascender ParentPortal, you must log on.

- If you are a new user and do not have an Ascender ParentPortal account, you must create your account.
- Once you have an Ascender ParentPortal account, to gain access to your student's records, you must provide a unique portal ID for each student. Your student's district or campus will provide the portal ID to you.

Create an Ascender ParentPortal Account:

- 1. Access the web address for your district's parent portal site.
- 2. Once at the district's parent portal login screen, click on the **Create Account** button.



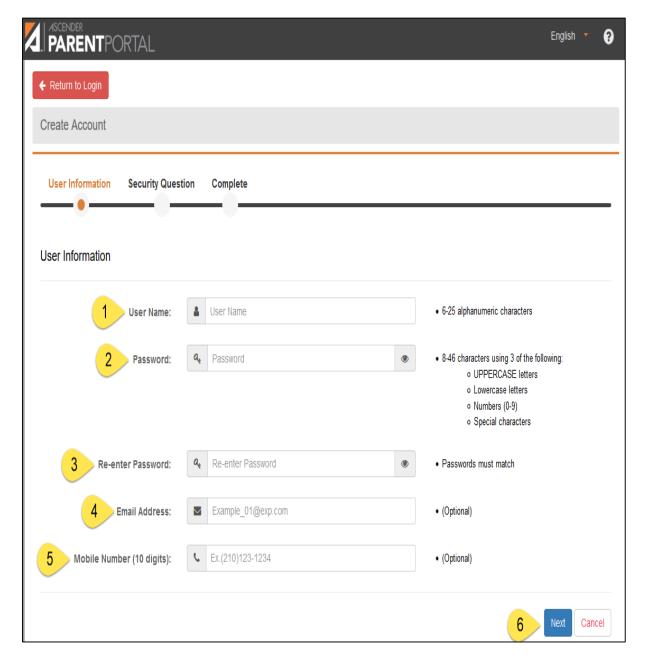
3. After clicking on **Create Account** you will be taken to the **User Information** page.

4. User Information: Fill in the required information to create an account.

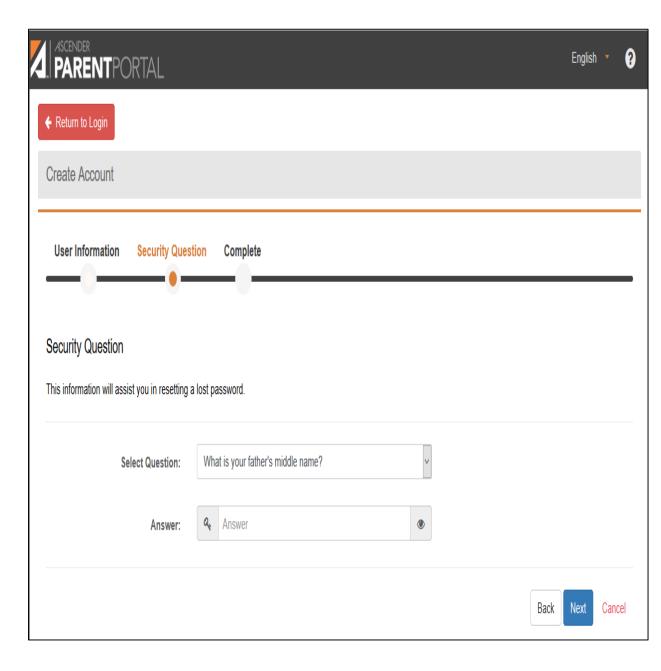
- 1 User Name: Must be between 6-25 alphanumeric characters (i.e., tmills1).
- Password: Your password is CASE SENSITIVE. The password must be 8-46 characters using 3 of the following character types:
 - UPPERCASE letters
 - Lowercase letters
 - Numbers (0-9)
 - Special Characters (!, @, # ,\$, etc.)
- Re-enter Password: Re-enter your password. Your passwords must match.
- Email Address: Type your email address. You cannot use an email address that has already been used for a ParentPortal account. Your email address must be verified to add students to your ParentPortal account. You will receive an email with a Validate Email link that will be used to verify your email.
- Mobile Number (10 digits): Enter your ten-digit mobile number. You cannot use a number that has already been used for a ParentPortal account. You will receive a text with a validation code. The code will be entered on the My Accounts page.

NOTE: When subscribing to Grade and Attendance Alerts you will have the option to choose to receive the alert notifications by email address or mobile number. The email address and mobile number must be verified.

6 Click **Next** to move to the security question.



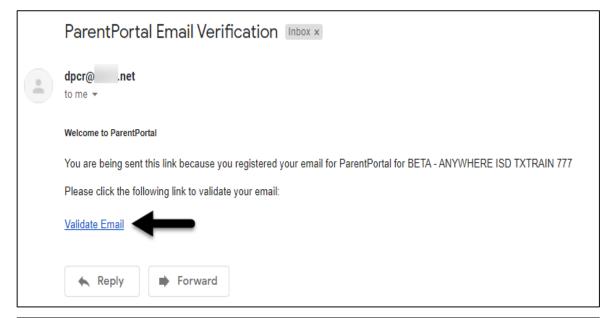
- 5. The Security Question will be used in the event that you need to reset your password.
 - Select Question: Use the drop-down to select a question to answer.
 - Answer: Type the answer to the question. You will be required to answer the question correctly in order to recover your password. Be sure to select a question for which you will easily remember your answer.
 - **IMPORTANT:** The answer is case-sensitive (i.e., you must always type exactly as it is entered here, including uppercase and lowercase letters).
 - Click Next to complete your account set up.

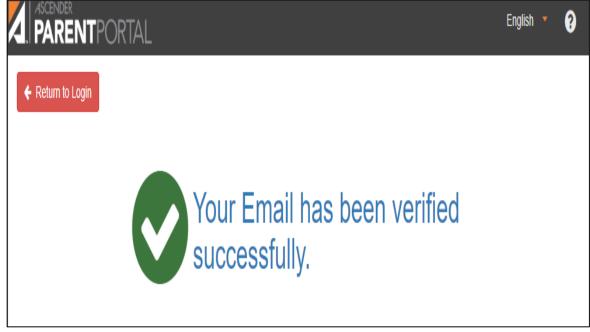


6. Check your email for the ParentPortal Email Verification.

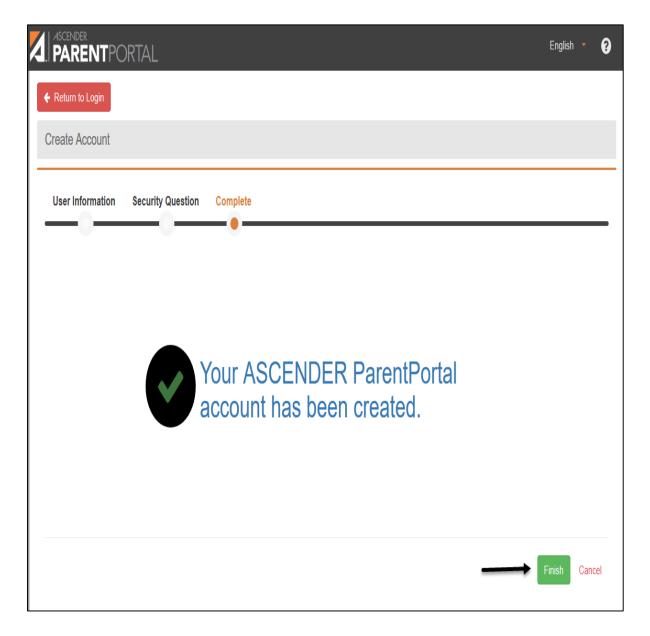
- If the ParentPortal Email Verification is not displayed in your inbox, check your junk or spam folder for the email.
- Click on the Validate Email link.
- When you have successfully validated your email you will receive the "Your Email has been verified successfully" message.
- You may click Return to Login to add a student to your ParentPortal account. You will have to login again, and access the My Accounts page to "Link an Enrolled Student".

However, you can also close out of the email and click the **Finish** button on the **Create Account** page where your were prior to checking your email. You will be taken directly to the **My Accounts** page.

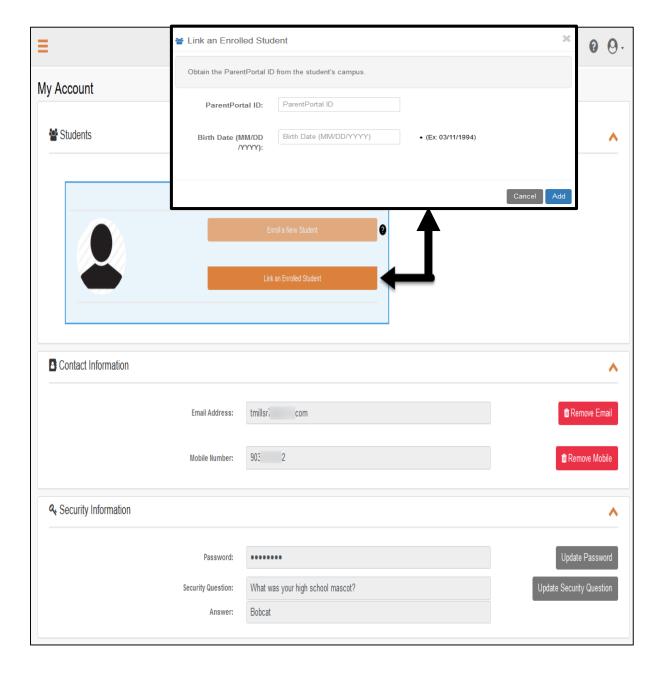




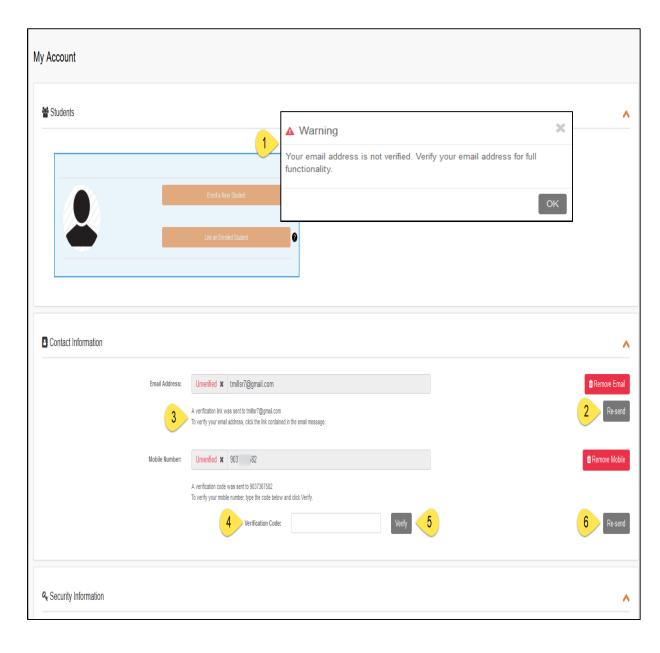
- 7. Click on the **Finish** button to be taken to the **My Account** page to add currently enrolled students to your account.
 - The My Account page opens where you can add a student to your account and update your security and contact information if needed.
 - **NOTE:** If you are not listed as a contact or a guardian (i.e., student, step-parent, etc.), you will be a read-only user with limited access.



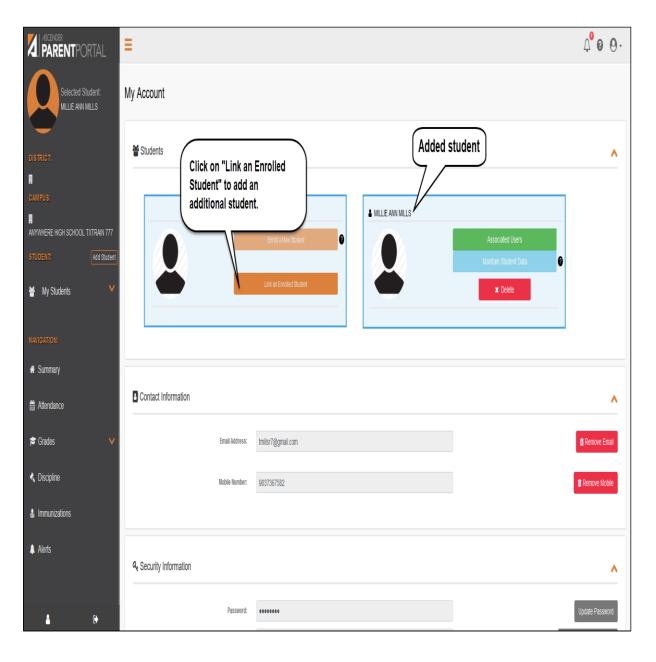
- 8. To add a student to your ParentPortal account, click on the "Link an Enrolled Student" button.
- If you are unable to click on the Link an Enrolled Student link, skip to the next page.
 - A pop-up window opens allowing you to add a student to your ParentPortal account.
 - In the **ParentPortal ID** field type the ParentPortal ID provided by the student's campus.
 - If you do not have this ID, you must contact the campus to get the ID.
 - You cannot add a student without entering a valid ParentPortal ID.
 - The ID is case sensitive and must be entered exactly as it appears (example: qbQgk3qAs3z).
 - In the **Birth Date (MM/DD/YYYY)** field type the student's complete birth date. The date entered here must match the birth date in the student's record at the campus. You cannot continue without entering the correct birth date.
 - Click Add.
 - If your student was successfully added to your account, the student's name will appear on the page. You will now be able to access your student's data.



- If you were able to link your currently enrolled student to your ParentPortal account, you will skip this section.
- Your email address must be verified before you can add a student to your ParentPortal account.
- If your email address is not verified please note the following:
 - On the **My Account** page you will receive a notification that your email is not verified.
 - Not verifying your email address will limit the functionality in Parent Portal.
 - If you did not receive your verification link email, you may click the **Re-send** button for your email address.
 - Be sure to check your junk mail for the email that contains the **Validate Email** link if it does not show up in your inbox.
 - Check the accuracy of the email you entered for your account. The email your entered for your account displays under the Contact Information Email Address field.
 - The mobile number will also be verified under **My Accounts**. Enter the code from the text sent to your mobile number.
 - 5 Click the **Verify** button.
 - 6 If you did not receive the verification code, you can click the **Re-send** button to have another code sent to your mobile number.
 - Once you have verified your email, you may link a currently enrolled student to your account. (See the previous screen).

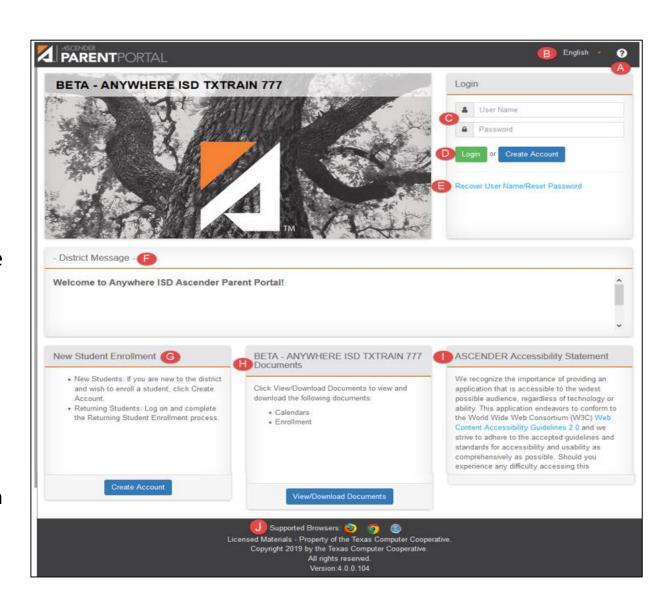


- 9. A student summary card is displayed for each student added to your account which displays the number of unread alerts for your student (according to your alert settings).
 - Click on the student summary card for the student you want to view data for.

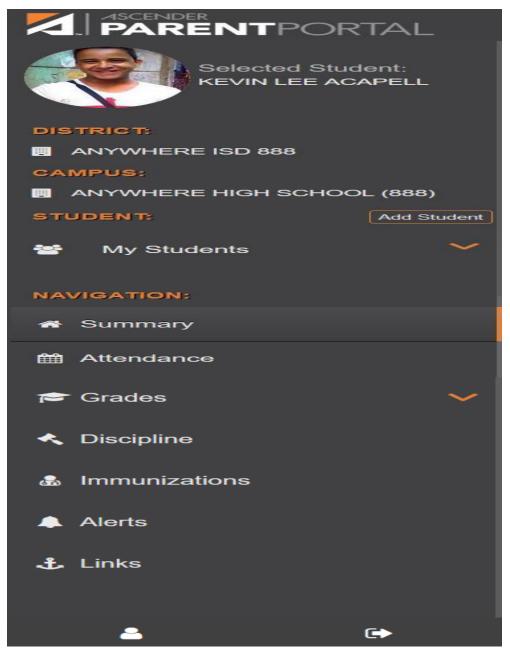


Navigation

- Ascender ParentPortal **Help** is available on each screen.
- The **Language** drop-down allows you to select to display ParentPortal information in English or Spanish.
 - The default language is English. Some content will only be displayed in Spanish if the district has provided Spanish content, otherwise, English content is displayed.
- User Name and Password fields to log into your ParentPortal Account.
- Click the Login button after you have entered your User Name and Password.
- Click the **Recover User Name/Reset Password** link to retrieve a forgotten User Name or reset a forgotten Password.
- District Messages will display in this area.
- New Student Enrollment is only active if the district is implementing this option.
- Documents are only available is the district is implementing this option.
- ASCENDER Accessibility Statement is required to be visible on the login screen.
- Supported Browsers are Mozilla Firefox, Chrome, and Safari



- Navigation tools are located along the left side of the page, or in the topright corner. Some tools function differently on mobile devices.
- **Selected Student**: The currently selected student's name and photo are displayed in the top left corner. The photo is only available if provided by the district. If you have multiple students added to your ParentPortal account, click mext to **Associated Students** to select another student.
- Add a Student: Click Add Student to add another student to your ParentPortal account. A pop-up window opens.
- **Campus:** The campus attended by the selected student is displayed.
- **Navigation:** You can access your student's data. Data is only available if enabled by the district.
 - **Summary:** Your student's schedule, current average for each class, and today's attendance are displayed.
 - Attendance: you can view your student's detailed attendance, as well as calendar view and totals.
 - **Grades:** You can view your student's semester, cycle, and assignment grades. Click to expand the grades menu.
 - **Assessments:** You can view your student's scores on standardized tests, such as the STAAR test. Only displayed if district allows.
 - **Discipline:** You can view your student's discipline incidents. Only displays if the district allows.
 - **Immunizations:** You can view your student's immunizations on file at the campus, as well as a list of immunizations due. Only displayed if the district allows.
 - Alerts: You can view alert messages and sup up customized alerts.
 - Links: Your district or campus may provide helpful links.



Other Tools

- Click to hide the left-side navigation bar. Click again to display the navigation bar.
- Most data is expanded by default. Click ↑ to hide the section from view. Click v to show the section.
- Various pages can be printed throughout ParentPortal. Click to print the content displayed.

Top Right

- Click to view alerts for your student. The number of unread alerts is displayed I a red circle next to the icon.
- Click to view Ascender ParentPortal online help.
- Olick to change the language or log out of Ascender.

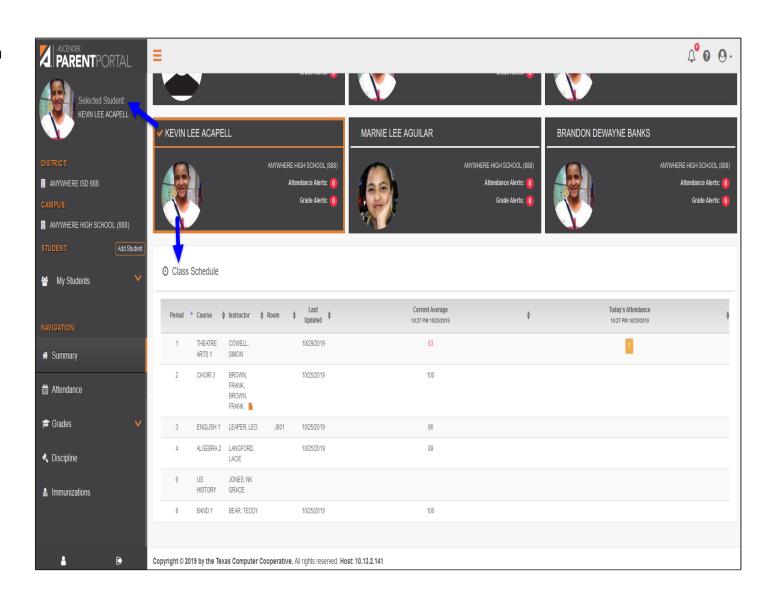
Bottom Left

- Lack to open the My Account page.
- Click to log out of ASCENDER ParentPortal.

Summary

The Summary page is the first page displayed when you log on to Ascender ParentPortal.

- This page provides your student's schedule, current average for each class, and attendance for the current date.
- You may also see a campus message if available.
- A student summary card is displayed for each student added to your account which displays the number of unread alerts for your student (according to your alert settings).
- The selected student's Class Schedule is displayed on the Summary page.
- To access your student's grade information, click on the summary card for the student for which you want to view data for. You can also click on the My Students link to select a student.
- Click on one of the navigation menu options to view attendance, assignments, cycle grades, and semester grades.
- Discipline and Immunization menu options are only displayed if the districts allows.

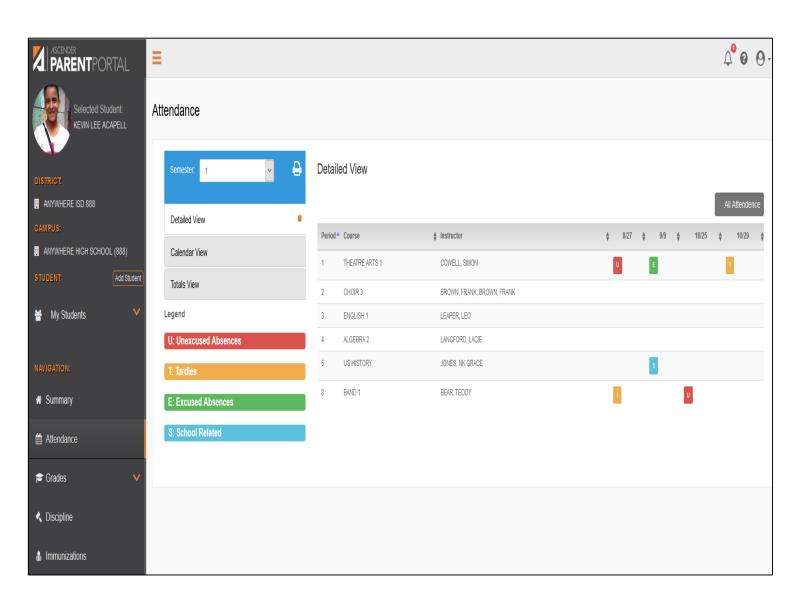


Attendance

The Attendance page displays your student's daily attendance and semester totals.

Attendance data is current as of the date and time you logged in.

- Detailed Attendance displays attendance details in a table view.
- Calendar View displays attendance details in a calendar view.
- Totals View displays tardies and attendance totals for the semester.

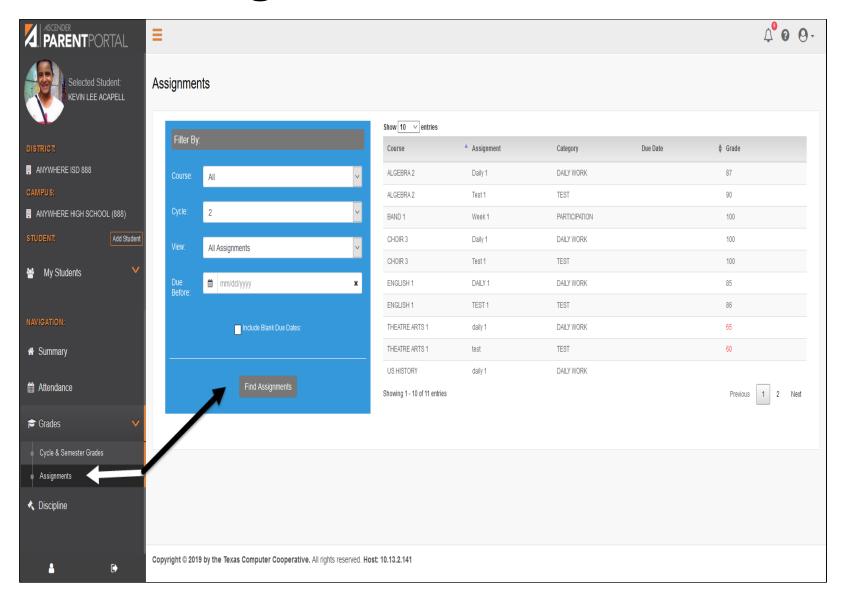


Grades- Assignments

The Assignments page allows you to view your student's assignments for all courses and cycles, including grades, ungraded, dropped, missing, etc.

Find assignments by making selections from the following options:

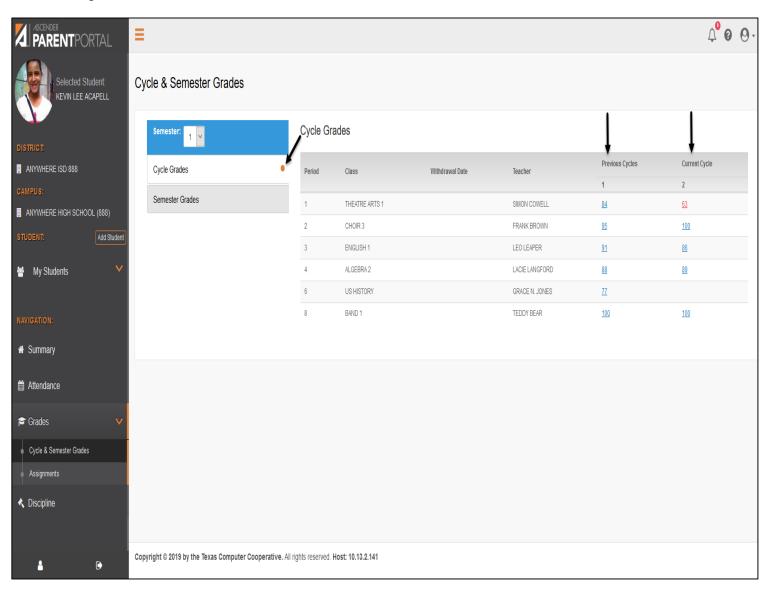
- Selecting a specific course, or click All to view all assignments for all courses.
- Selecting a specific course, or click All to view assignments for all courses.
- Selecting a specific cycle, or click All to view assignments for all cycles.
- You may select to view All Assignments, Only Graded Assignments, or Only Pending Assignments.
- You can also select to Include Blank Due Dates, to display assignments that have a blank due date.
- After making your filter selections, click
 Find Assignments to display assignments.



Grades – Cycle and Semester

The Cycle and Semester Grades page displays your student's cycle and semester grade averages. You can also view assignment grades for the current semester.

- Cycle Grades is the default view and displays grade averages for the current cycle, and posted grade averages for previous cycles.
- For the current semester, you can view the assignment grades for each class.
 For previous semesters, only the posted average is displayed.
- To view assignments for a specific course, click on the grade under the Current Cycle heading.
- To view semester grade information click on Semester Grades option.



Grades – Cycle and Semester

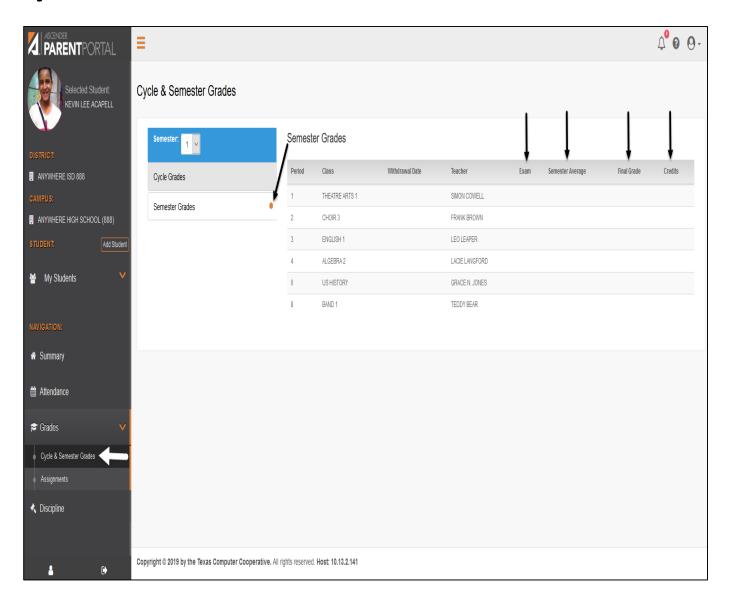
Semester Grades displays your student's posted semester and final averages. The data is only available for closed semesters. For the current semester, no data is displayed.

The following grade information is displayed for your student:

- Exam
- Semester Average
- Final Grade
 - For one-semester courses, this grade is posted after the semester is closed.
 - For year-long courses, this grade is only posted after the final semester of the school year is closed.
- Credits

If the teacher has provided contact information, office hours, and/or other notes, an icon is displayed next to the teachers name.

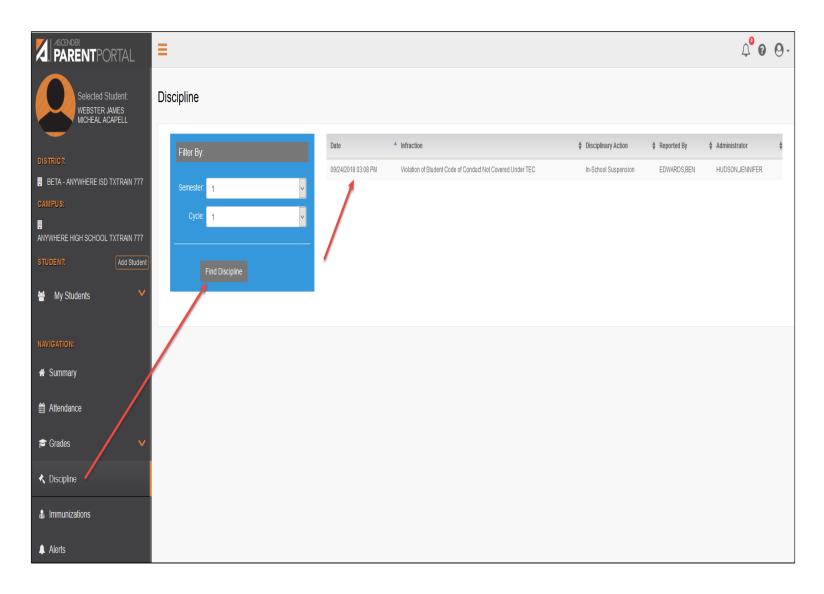
If the teacher has provided course notes or assignments, an icon is next to the course and/or assignment.



Discipline

The discipline link is available only if the district allows the information to be displayed.

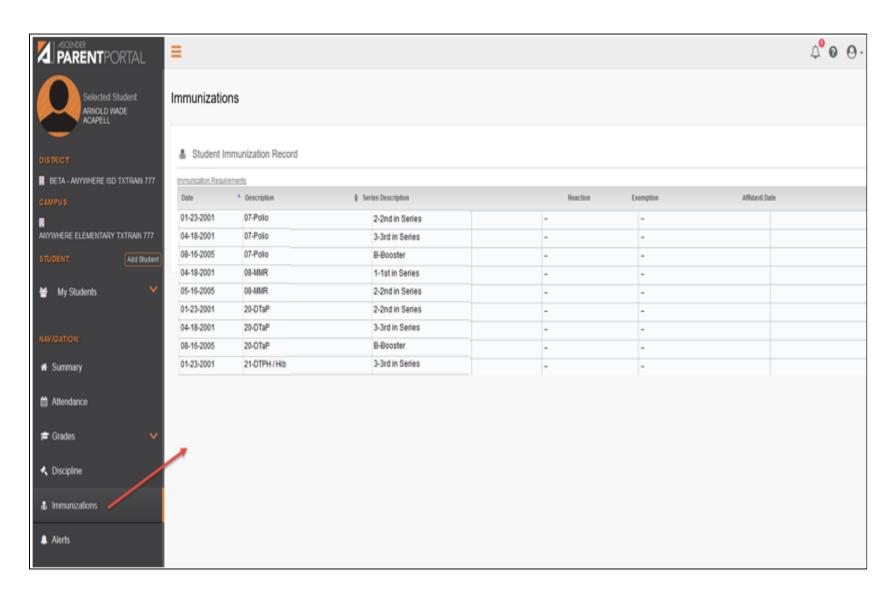
- Under Filter By, select the semester and cycle that you want to view discipline data for.
- Click on Find Discipline.
- Discipline data will be displayed for the following:
 - Date
 - Infraction
 - Additional comments about the discipline incident may be displayed in italic font below the fields, if entered by campus administrators.
 - Disciplinary Action
 - Reported By
 - Administrator



Immunizations

Immunization data is only displayed if the district allows it to display.

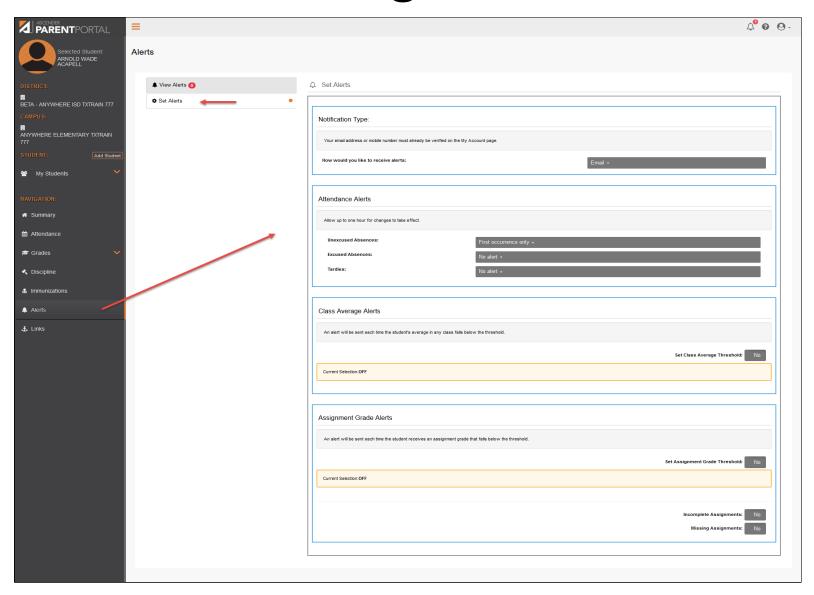
The immunizations page displays your student's immunization records.



Alerts – Alert Settings

Alerts are messages notifying you if the student has any grades or attendance information you should be aware of, such as an absence, tardy, or low grade.

- You can change your alerts subscription at any time so that you only receive the alert messages you want to see.
- Select how you would like to receive alerts:
 - Email This option is only available if you have successfully verified your email.
 - Text This option is only available if you have successfully verified your cell phone number.
- By default, you are automatically subscribed to two alerts:
 - Unexcused absence, first occurrence of the day.
 - Failing grade alert.
- You can receive alerts for:
 - Attendance first occurrence or every occurrence.
 - Grade Average failing or custom threshold
 - Assignment Grades failing or custom threshold
 - Incomplete Assignments
 - Missing Assignments



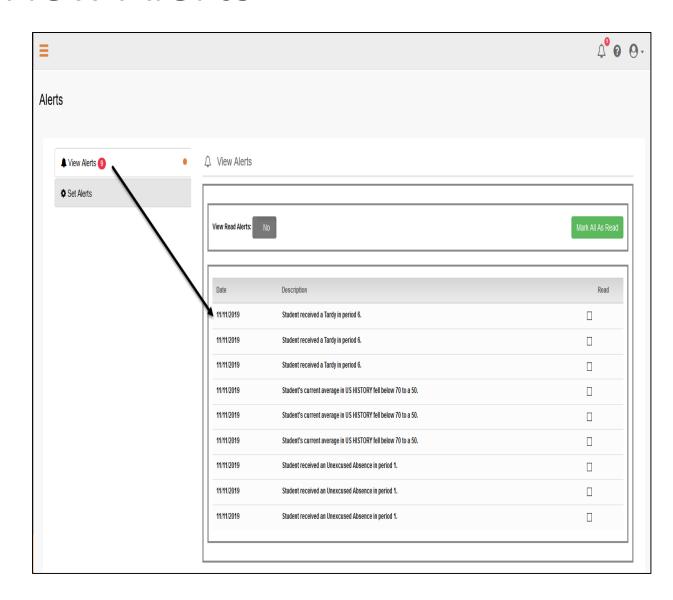
Alerts – View Alerts

View alert settings according to your alert settings.

- If any of your students have alerts, the number of alerts is displayed next to the alert icon the top-right corner of every page in ParentPortal.
- On any page in ParentPortal, click the \triangle in the top-right corner. You can see the two most recent alerts for the student. You must go to the alerts page to view all alerts.
- The number of new, unread alerts is displayed in the red circle.
- The complete alert message is displayed under **Description**.
- If the student has more than one alert, the alerts are displayed in the order received, with the most recent alert at the top of the list.

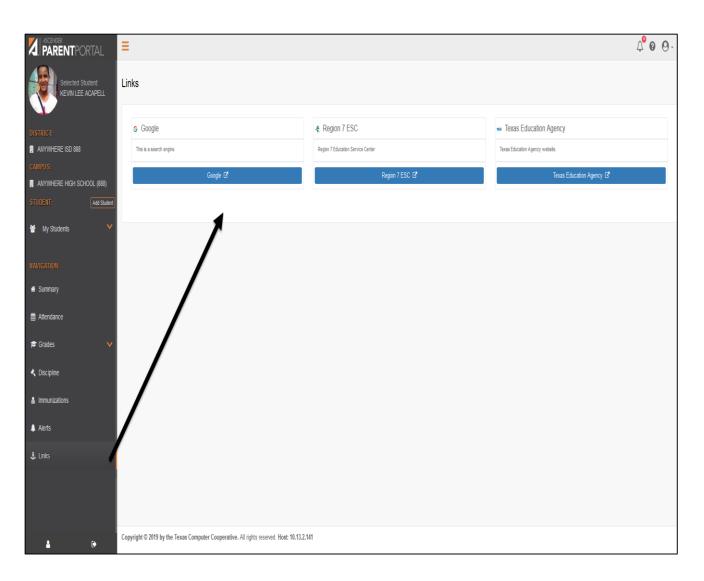
Tips

- New, unread alerts are bold. Once you have read an alert, you can select Read. The alert will no longer be bold.
- Clear the Read check box to change the alert back to unread.
- You can adjust the page to show or hide any alerts you have already read:
 - To see only new unread alerts, set View Read Alerts to No
 - To see all alerts, set View Read Alerts to Yes.



Links

The Links page displays any external website links provided by the district. Click the icon to go to the websites.



Access Ascender Parent Portal on a Mobile Device

Please note: Each mobile device may have slightly different steps to adding an icon. Your district may have changed the Ascender logo to a district logo.

- 1. Access your district's web address for Ascender ParentPortal from your mobile device.
- 2. When the Ascender ParentPortal login screen appears, tap the **Share** icon (location may vary according to the browser used).
- 3. Tap on **Add to Home Screen**.



- 1. A message indicating an icon will be added to the home screen
- 2. Tap **<Done>**
- 3. You will have an icon similar to the following on your home screen:

