


Parent Portal Account Information

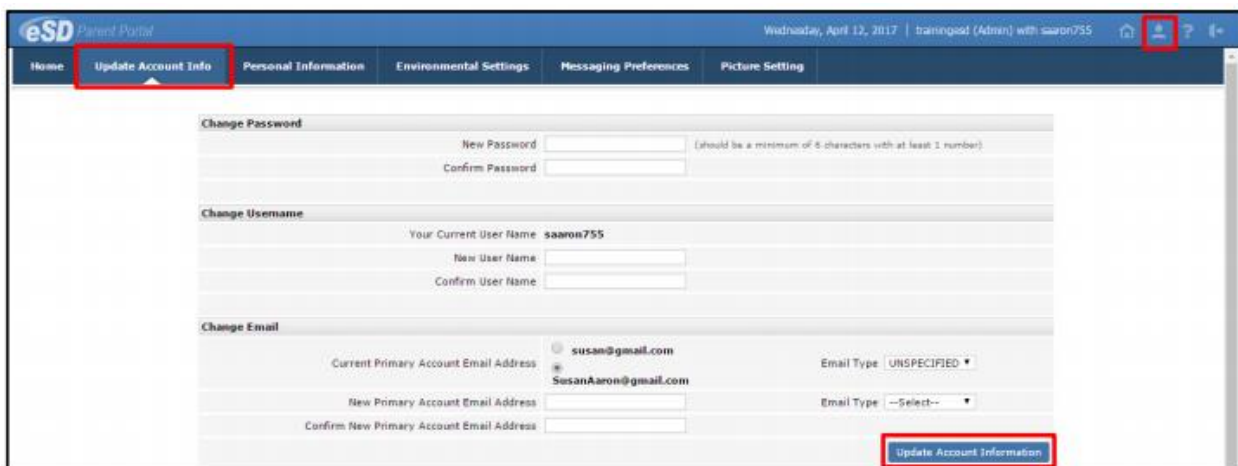
Parents/guardians can easily update account parent portal account information at any time.

Click the **My Account** icon  at the top right of the Portal screens. The **Update Account Info** tab is the default tab.

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.
- **Username** is restricted to max 254 characters and **Password** is restricted to max 50 characters.
- The **Username** CANNOT include the following characters: ! # \$ % ^ & * () + = - [] { } < > ?
- Only ONE of that guardian's portal accounts can use the **Primary Email Address** as the **Username**.
- An email address can be set as the **Primary Email Address** for only ONE guardian, but other guardians in the household with portal accounts can include that email address as a secondary email address.
- The **Mobile App** uses the **Primary Email Address** for login authentication, allowing guardians with multiple portal accounts to have access to each of their accounts via the App, by selecting the applicable Role and/or District upon login.