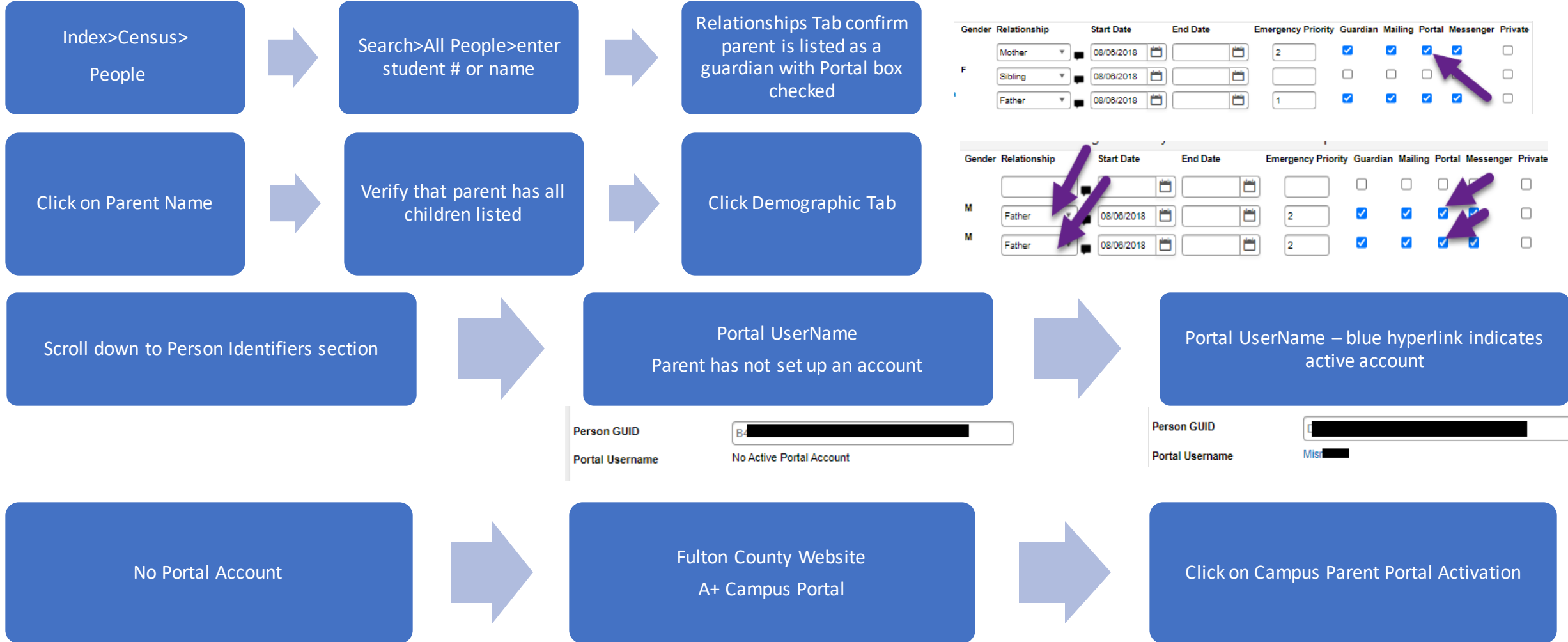


Parent Portal Troubleshooting

Active Account or Not?



*** If the parent uses a gmail account, the activation email WILL go into their Junk or Spam folder.

Parent has account but does not see all their children



Census>People>
Demographic>Person ID

Person Information
PersonID 1



Search for Parent Name and confirm there is not a duplicate



If there is a duplicate, confirm that it is a true duplicate and not another person with the same name

Example shows duplicate entries



Merge parents/students into household



Make sure Parent has Relationship codes and Portal Box checked



End date any duplicate households by clicking on the Edit button next to the start date

Year 20-21 Search
All People
u
Advanced Se

Search Results: 6

- u B
- u B
- u k
- u k

Household Membership

	Start Date	End Date	Secondary	Private
Edit	12/14/2020			

Household Phone & Address(es)

	Start Date	End Date
Phone		
Address	12/14/2020	30009

Members

Household Membership

Household Name Lee

Start Date 12/14/2020

End Date

Exact matches are automatically deleted