

ParentAccess Back to School



Thursday, August 10, 2023

General Support

Help Desk -

<https://accessohio.zendesk.com>

(sign in with Google)

A screenshot of the Zendesk Help Desk interface. At the top, there are two buttons: 'My activities' and 'Submit a request'. The 'Submit a request' button is highlighted with a red rectangular box. Below these buttons is a search bar with the word 'Search' and a magnifying glass icon. A red arrow points from the 'Submit a request' button in this screenshot to the 'SUBMIT A REQUEST' form on the right.A screenshot of the 'SUBMIT A REQUEST' form in the ACCESS Help Center. The form is titled 'SUBMIT A REQUEST' in red. It has several sections: 'CC' with an 'Add emails' input field; 'Subject*' with an input field; 'Description*' with a large text area; and 'Attachments' with an 'Add file or drop files here' input field. At the bottom right, there is a 'Submit' button. The breadcrumb 'ACCESS Help Center > Submit a request' is visible at the top left of the form area.

General Support

Find/update existing tickets (open, pending, solved)

My activities Submit a request

Search

My activities

Requests Contributions Following

My requests Requests I'm CC'd on

Search requests Status: Any

General Support

Help desk tickets can also be created by emailing:

- student@access-k12.org
- emis@access-k12.org
- support@access-k12.org

PLEASE include details - the more details provided, the better we are able to assist.

Examples:

- student name/id
- specific page in the software
- error message
- replication steps

Don't leave subject blank or "scan from..."

Before submitting a ticket, please take 5-10 minutes to search documentation

Documentation

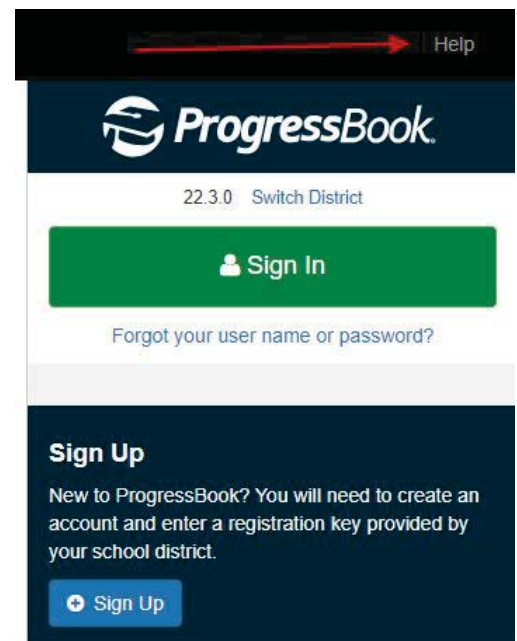
Frontline Learning Center from PA Admin screen



Documentation

Frontline Learning Center from ParentAccess

- What Parent/Students see
- Don't need to be login to view



ParentAccess Mobile App



ParentAccess App - “ProgressBook Parent/Student”

Instructional Sheet available on ACCESS website under **Services > Student Services > ProgressBook Suite Documentation**

How to access a student's view of ParentAccess

School Administrator role, Principal role or Guidance role

- In GradeBook, select Principal from the link from navigation pane
- Select **View Student Progress & Attendance via ParentAccess**
- Search for student and select **View Information** link

Student Information

[Student Progress Report](#)

[Student Progress Report by Assessments](#)

[View Student Progress & Attendance via ParentAccess](#)

[Year-End Reports](#)

How to access a student's view of ParentAccess

Teachers

- Class Dashboard, select View ParentAccess Website
- Upper right hand corner will display student
- To switch to another student in the class, select the student to get a dropdown of all students in class.



Disabling student account

Reminder - also disables parent's account(s)

On the Administrator's home page of GradeBook, select Students

- Search for student
- Select the disable ParentAccess checkbox and save the page
- Remember to re-enable!
- In ParentAccess Account maintenance screen, a person icon will appear indicating that a school administrator has blocked access

School: DAHS ▼ Show Inactive Schools: ☐ Gr: HR: Last Name: ID: Go [Add a Student](#)

Your changes have been saved.

Select: [All](#) [None](#)

	Student Name	Student ID	School	HR	Grade	Disable ParentAccess
▶	Arnold, Jack	1301	DAHS		12	<input checked="" type="checkbox"/>
▶	Ashley, Gia	1271	DAHS		10	<input type="checkbox"/>
▶	Barr, Blaze	1272	DAHS		10	<input type="checkbox"/>

Clerical & Principal roles

Have PA tools available

- Export Registration Keys for Letters
- Registration Key Maintenance
- Account Maintenance (can reset passwords if enabled)
- Account Import for Google Oauth

ParentAccess Tools

[Export Registration Keys for Letters](#)

[Registration Key Maintenance](#)

[ParentAccess Account Maintenance](#)

[Account Import](#)

District Settings

District Setup

[District Settings](#)

Maintain district settings, such as the alias, logo, and document upload options.

[Page Level Security](#)

Maintain page level security.

[Event Categories](#)

Maintain event category names.

[Alert Setup](#)

Schedule or edit email alerts.

School Logo

If you would like your district's logo on the PA district list, send logo in JPG format to student@access-k12.org

<https://parentaccess.access-k12.org/Home/District/>

ID: 587

Direct link to login: <https://parentaccess.access-k12.org/Home/District/DA>

Use this link to bypass the District Selection page. Useful when adding a direct link from your school website.

District Alias:

(Optional: If you enter nothing, the district's default name is used.)

District Home Page:

(Required: Input the URL of the district website where you want to direct users when they click the district alias on the ParentAccess banner.)

Example: <http://www.example.com>

Logo File Name:

(This logo is for the District Page)

(Optional: If you enter nothing, the default logo is used.)

Logo URL: <https://parentaccess.access-k12.org/Content/Images/Public/DistrictLogos/default.jpg>

Preview:



District Settings

Be careful with these selections

Enable this District?

- Selecting No will turn off ParentAccess for the entire district
- Regardless of your selection, principals, teachers, and guidance counselors can still view ParentAccess within the GradeBook application.

Allow users to sign up for account?

- Should be yes

Allow schools to use Google OAuth?

- Only applies to student accounts
- Are you wanting students to use their Google credentials to log into ParentAccess

Enable this District?: ☒ Yes ☐ No

Allow users to sign up for account?: ☒ Yes ☐ No
Selecting No hides the Sign Up and Forgot Password links

Allow teachers to upload images?: ☒ Yes ☐ No

Allow teachers to upload documents?: ☒ Yes ☐ No

Allow schools to use Google OAuth?: ☐ Yes ☒ No

District Settings

School Preferences

Each building listed separately

Ignore “Default School”

School Preferences+ Expand All— Collapse All

▼ DASL Test Elementary School

Password: ☒ Allow only masters and school admins to change parent passwords
☐ Allow principals, clerks, masters, and school admins to change parent passwords

Attendance Comments: ☐ Show attendance comments in ParentAccess
☒ Hide attendance comments but show attendance codes in ParentAccess

Student Schedules: ☐ Show schedules in ParentAccess before the start of school

On this date:

☐ Hide teacher names on schedule before start of school

☒ Hide schedules until start of school

District Settings

Password

Designate which roles that you want to be able to reset parent passwords

- Option #1 – School Admins
- Option #2 – Principals, Clerks, School Admins

Password: ☒ Allow only masters and school admins to change parent passwords
☐ Allow principals, clerks, masters, and school admins to change parent passwords

Student Schedules area

Select when you want schedules to display for students and parents

All are set to Hide Schedules until start of school

“This page is unavailable” message appears if hidden

Also have option to hide teacher names

Student Schedules: ☐ Show schedules in ParentAccess before the start of school

On this date:

mm/dd/yyyy

☐ Hide teacher names on schedule before start of school

☒ Hide schedules until start of school

Page Level Security - Review Settings

District Setup

[District Settings](#)

Maintain district settings, such as the alias, logo, and document upload options.

[Page Level Security](#)

Maintain page level security.

[Event Categories](#)

Maintain event category names.

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GradeBook – This role typically refers to a teacher accessing ParentAccess to view it from a student perspective. However, it can apply to anyone with a GradeBook account accessing ParentAccess from that account.

Parent – This role refers to any parent or guardian ParentAccess account. Some screens can only be viewed by the primary contact, so even if the Parent role is selected for a particular screen, not all Parent accounts can necessarily view it

Student – This role refers to any student account. Some screens are always inaccessible to students, as they may only apply to Parent and or GradeBook roles.

Check the roles to grant access for the Menu Items.

Student

GradeBook

Parent

Student

Home



Attendance



Attendance Totals



Page Level Security

Only the Primary contact of the student can view transportation and locker information

Parent role cannot be selected for the Submit Student Activity

Parent role cannot be de-selected for the Home screen - this is their landing page once they login

Student role cannot be de-selected for the Homework Planner option - this is their landing page once they login

Alert Setup

No longer configured in GradeBook > PA Admin

If you had alerts, they are still setup. Review in SI > Notification Rule Configuration

Parents must subscribe to alerts and set up specific grade thresholds

ParentAccess Alerts are now configured in [StudentInformation > Management > School Administration > School Building > Administration > Notification Rule Configuration](#).
*Note: Not all users will have security access to this page. If you do not have access, please contact your administrator.

District Login Maintenance

What parent/student see on login page (website version only)

Can see information without logging in

Can add picture

Perfect for adding who to contact if they can't login

Manage Website Content

District Login Maintenance

Customize the district login page. For example, set up a district greeting and enable/disable a public calendar.

News & Information (Content)

Maintain district and school news, information, and links.

District & School Events

Post district and school events.

District & School Forms

Maintain forms that are posted on the News page. Forms can be uploaded or linked from another website.

Registration Key Maintenance

Document available www.access-k12.org > Services > Student Services > ProgressBook Suite Documentation > ParentAccess Create Registration Keys Training Guide

Creating registration keys is not necessary for student Google OAuth accounts. *Parent accounts always require registration keys.*

Recommended to delete old keys

Bulk creation remains the same

- By default, bulk creation of parent key links to Primary Contact

Single key – must select Contact (contacts managed in SI)

Manage Accounts

Registration Key Maintenance

Create and maintain system generated registration keys.

Export Registration Keys for Letters

Export registration keys in CSV file to produce letters.

ParentAccess Account Maintenance

Update user accounts.

Account Import

Import user accounts.

Export Registration Key for Letters

Manage Accounts

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Registration Key Creation Dates are required – apply logic

Change to output single row - will produce 1 line per student with separate columns for each key (parent/student)

The form is titled 'Export Registration Keys for Letters' and is divided into several sections. On the left, under 'Select Extract Method', there are three radio buttons: 'By District', 'By School' (which is selected), and 'By Teacher'. Below this is a section for 'Parent / Student Keys' with two checkboxes: 'Parent Keys' (checked) and 'Student Keys'. Under 'Select Schools', there is a dropdown menu showing 'DASL Test Elementary School', 'DASL Test High School', and 'Default School'. To the right of the dropdown is a 'Show Inactive School(s)' checkbox. At the bottom left, there is an 'Output single row per student' checkbox. On the right side, under 'Registration Key Creation Date(s)', there is a section 'Enter a Range:' with 'Start Date' (8/2/2023) and 'End Date' (8/9/2023) fields. Below this is a 'Student Status' section with an 'Include Inactive Students' checkbox. At the bottom right, there is a 'Filename:' field with the text 'RegistrationKeys' and a note: 'A unique key and extension of .csv is appended to the final filename.' A 'Submit' button is at the bottom right.

PA Account Maintenance

Manage existing accounts

If Locked column has a person icon, this indicates the account was disabled under GradeBook > Students

Can send password reset link

Can reset password

ParentAccess screen in SI (district level)

- Link/unlink account from contact
- Manage Contact View/Edit privs within Parent Access (if enabled)

Manage Accounts

[Registration Key Maintenance](#)

Create and maintain system generated registration keys.

[Export Registration Keys for Letters](#)

Export registration keys in CSV file to produce letters.

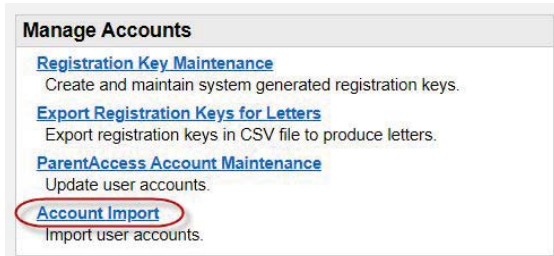
[ParentAccess Account Maintenance](#)

Update user accounts.

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Import user accounts.

Account Import - Google OAuth



IMPORTANT! As new students register in your district, this process will need to be re-run to pick up these students. Run often!

Document available www.access-k12.org > **Services > Student Services > ProgressBook Suite Documentation > ParentAccess – Enable Google OAuth Sign In**

Must sync StudentInformation user accounts

Can be done by building (recommended)

Errors can occur and will need to be cleaned up

- Document available www.access-k12.org > **Services > Student Services > ProgressBook Suite Documentation > ParentAccess - Google OAuth Account Import Errors and Warnings**

Questions?