



DEPARTMENT OF STUDENT SERVICES
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2022-2023 Secondary Data Confirmation Process

Please Keep This Letter

Welcome to the Burbank Unified School District. The District uses an online process to confirm your student's enrollment data. Please keep this letter as a reference when completing Parent Data Confirmation. You may begin data confirmation for your middle or high school student on **July 27, 2022**. **Please do not attempt to complete parent data confirmation before this date as your information will not be saved.** Also, PDC works best if you use Google Chrome as your internet browser.

Current BUSD Students: Begin with Step 1 below.

Newly Enrolled Students: Create a new Parent Portal account using the verification code from the automated email you received when you enrolled your student (if you do not have the codes, please contact your school site to obtain them to establish a portal account for the new student)

Step 1: Go to <http://bit.ly/busdportal>. (Use the same email address previously used to log in to the account).

Step 2: Follow the prompts to read through the materials and select choices when prompted.

Step 3: You will be prompted to print out the "Acknowledgement of Rights and Responsibilities (22-23).

Step 4: You will need to sign this form and do one of the following:

- a) Scan and upload the document (no electronic signatures can be accepted) **OR**
- b) Take a picture of the signed document, email it to yourself, and then upload it **OR**
- c) If you are unable to upload the document, drop a signed, hard copy off at the District Office beginning July 28 from 8 am to 4 pm (please label with your school site at the bottom)

Step 5: Printed emergency cards are not necessary this year. However, please be sure to update your emergency contact information in Aeries so we have current phone numbers and emails including your student's personal email for district communications.

In addition, you may receive an email from your child's school as we get closer to the first week of school requesting you to upload or return specific signed school documents. **Please follow individual school directions regarding school document return.**

Please contact your school directly for general Parent Portal (PP) questions, such as enrollment questions, receiving another copy of the Parent Portal letter, codes needed from the automatic email, password reset, adding another child to the account, etc., or reference the Frequently Asked Questions (FAQs) below. **School Contact** information is available on the district website and can be accessed quickly by using the highlighted link.

If you have general questions, please contact us at 818-729-4512. If you are experiencing technical difficulties accessing the parent portal only, please email us at AtHomeSupport@burbankusd.org or call (818) 729-4579 for assistance.

All parent(s)/guardian(s) will need to complete data confirmation to register for the new school year.

Sincerely,

Stacy Cashman
Director, Student Services

FREQUENTLY ASKED QUESTIONS FOR PARENT DATA CONFIRMATION

1. I TRIED TO USE THE SAME EMAIL/PASSWORD COMBINATION AS I USED TO ENROLL MY STUDENT. WHY DOESN'T THAT WORK?

The enrollment email/password combination is only for that purpose. You should have received an automated email when you enrolled your student. If you did not receive this email, you must contact your school site. The email will contain codes that you must use to create a new account for your student. You can then use any email/password combination that you want but you must establish a new account to log in the first time.

2. MY EMAIL ADDRESS HAS CHANGED. HOW DO I CHANGE IT IN THE PORTAL?

If your email address has changed you must login with your original email address and password and then click in the upper right-hand corner to update your email address.

3. I FORGOT MY PASSWORD.

If you are logging in and have forgotten your password, please click on the Forgot Password link and a temporary password will be emailed to you. Data Confirmation can only be completed on the PARENT account.

4. I HAVE AN EXISTING ACCOUNT FOR AN OLDER SIBLING. HOW DO I CREATE AN ACCOUNT FOR A NEW SIBLING AND LINK THEM TOGETHER?

Once you obtain your Parent Portal codes for the new student and establish an account for them using your preferred email/password combination, you can click on the option provided in the upper right-hand corner of your student's portal page and link your children together.

5. I HAVE LOST MY PORTAL EMAIL AND CODES.

Please contact your **school site**. Parents/Guardians can obtain the codes via email.

6. I NEED TO CHANGE MY ADDRESS BUT THE PORTAL WON'T LET ME.

- All address changes must occur at your **school site** and will not be completed without a current utility bill or a document from a utility company in your name with the new address.
- If you are moving to a new school residence area, you will need to visit **Student Services** first and then take your information to the school site.

7. OUR FAMILY NEEDS TWO SEPARATE PARENT ACCOUNTS. HOW DO WE DO THAT?

- Each person needs the individualized codes in the parent portal letter obtained from the school site.
- Each parent can use their email address to set up separate accounts. For our students whose parents do not reside in the same home, each custodial parent can request a letter. You must obtain the letter in person from them. As these codes are part of your Student's confidential information, we cannot give them to anyone over the phone or via email.

8. WE DON'T HAVE A COMPUTER OR SCANNER. HOW CAN WE COMPLETE PDC?

If you don't have access to a computer, please contact your school site for assistance. PDC can also be completed using a Chromebook. If you don't have a scanner to scan documents to email, you can take a picture of the signed document, email it to yourself and then upload it.

9. I AM HAVING TROUBLE COMPLETING PDC ON MY COMPUTER.

The Parent Portal software seems to work best if you are using Google Chrome to complete PDC. Try logging out and switching your browser to Google.