ParentPortal and MISTAR FAQ

ParentPortal is a program which provides an easy way for parents to view their child's school information.

At the **K-4 level**, parents have access to the Demographic Module, Contacts Module, Cafeteria Module, e-mail notifications and the My Account Link.

Demographic Module – Student information including name, address, telephone number, birth date, etc. Please notify your student's school office if any of this information is inaccurate.

Contacts Module – Lists the contacts in the student's electronic record. If any of the information listed is inaccurate, please notify your student's school.

The Cafeteria Module allows parents to view cafeteria charges, payments and balances for student lunch accounts. Parents also have the ability to make online payments to their student's cafeteria account.

E-mail Notifications link – Choose to receive e-mail notifications regarding activity in your student's cafeteria account.

My Account link – Parents can use this link to update their e-mail address or to change their password.

At the **5-12 level**, parents have the ability to view the following:

Demographic Module – Student information including name, address, telephone number, birth date, etc. Please notify your student's school office if any of this information is inaccurate.

Contacts Module – Lists the contacts in the student's electronic record. If any of the information listed is inaccurate, please notify your student's school.

Schedule Module - Lists your student's schedule and teacher.

Assignments - Assignments and marks earned will display as they become available to view in the teacher grade book.

Attendance Module – Provides a summary of student attendance.

Marks Module – shows the most recent marking period, along with the grade received and the teacher's comments.

The Cafeteria Module allows parents to view cafeteria charges, payments and balances for student lunch accounts. Parents also have the ability to make online payments to their student's cafeteria account.

My Account link – Parents can use this link to update their e-mail address or to change their password.

E-mail Notifications link – Choose to receive daily e-mail notifications regarding your student's classroom assignments, student attendance, and/or cafeteria balance/activity.

How do I use ParentPortal?

You will be e-mailed a PIN (Personal Identification Number) and password when your account is created. Once you receive this information, you can access ParentPortal through the Brighton Area Schools website (brightonk12.com) or the web address: https://sisweb.resa.net/MISTAR/Brighton/ and click on Parent Portal.
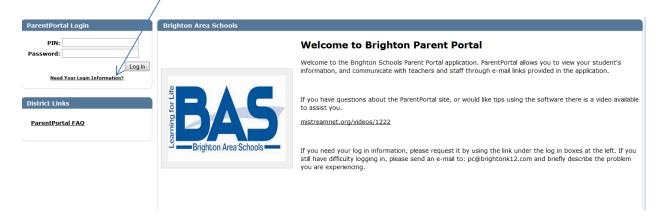
Parents of current students should have received their PIN and password previously. If you need your information, click on "Need your login information?" on the ParentPortal login screen.

Once you have logged in, all of your students should appear under one account. If you have multiple accounts, please e-mail pc@brightonk12.com

PASSWORDS AND PINS

I've lost or didn't receive my PIN and password.

PINS and passwords are e-mailed to new parents shortly after enrollment, as long as they have an e-mail address on file. If you forgot your password or did not receive it, click on the "Need Your Login Information?" link located on the ParentPortal login screen.

On the next screen, enter the e-mail address you have registered with the school district. Your PIN and password will be e-mailed to you within minutes.

I entered my e-mail address to get my password, but received this message:

Unable to Process Request – This happens when both parents have registered the same e-mail address with the district. Each parent has their own unique PIN and password. To maintain privacy and security, MISTAR will not send both passwords to the same e-mail address. To make corrections to your account, please contact your student's school.

INFORMATION CHANGES

How do I change my password?

Parents can change their password by logging into ParentPortal and clicking on the *My Account* link in the upper right. This new password will take effect immediately.

Can I change my PIN?

No, PINS cannot be changed. PINS are permanent numbers generated by our MISTAR student information system.

How do I add/update/change my basic contact information (e.g. phone number, address)?

Phone number and address changes cannot be made in ParentPortal. Please contact your child's school office to make these changes.

CAFETERIA PAYMENTS

How do I deposit money into my child's cafeteria account?

Sign in to ParentPortal, click on your child's picture to bring up the menu (iPad and iPhone users may need to double-click on the picture), then select the *Cafeteria* option on the left. When the cafeteria section opens, you will see charges accrued to date, payments made to date, and the current account balance. Click on the "Online Food Service Payments" link on the right to make a deposit.

Additional Questions:

I'm using an iPhone or iPad and although I can see my student's picture, nothing happens when I click on it. (I can't access the various ParentPortal modules.)

When using an iPhone or iPad, you may need to double-click on your student's picture in order to access the ParentPortal modules.

What if I change my mind about which notifications I want e-mailed to me?

While you are logged in to ParentPortal, select the E-mail Notifications link. Remove checkmarks from reports you no longer want, or add checkmarks to reports you would now like to receive.

I don't want to receive any notifications anymore. How do I make them stop?

Follow the steps in the answer above, except remove the check marks from all reports.

Can I receive notification at more than one e-mail address?

No. E-mail notifications are only sent to the single e-mail address associated with the Parent PIN and password you use to log into ParentPortal. Each parent receives their own unique ParentPortal PIN and password, so it is possible for each parent to sign up for their own notifications, but only at one e-mail address each.

Will the attendance office see my message if I reply to the MISTAR attendance notification e-mail?

No, e-mail from MISTAR ParentPortal is automatically generated and sent by the MISTAR computer. Replies to these e-mails do not go to the school building. You may use the link provided in ParentPortal attendance, or contact the school directly if you have any concerns about attendance e-mails.