



ASCENDER GUIDES



**What questions or problem are you having?**



# Table of Contents

**Parent Guide to ASCENDER ParentPortal - Troubleshooting Guide ..... 1**



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# Parent Guide to ASCENDER ParentPortal - Troubleshooting Guide

## What questions or problem are you having?

["What is the web address for my district's ParentPortal?"](#)

### **"What is the web address for my district's ParentPortal?"**

The web address is unique to your district.

- Check the websites for your district or campus; often the ParentPortal address will be provided there.
- If you cannot locate the link, contact your student's campus or district to obtain the correct web address.

["How can I download the mobile app?"](#)

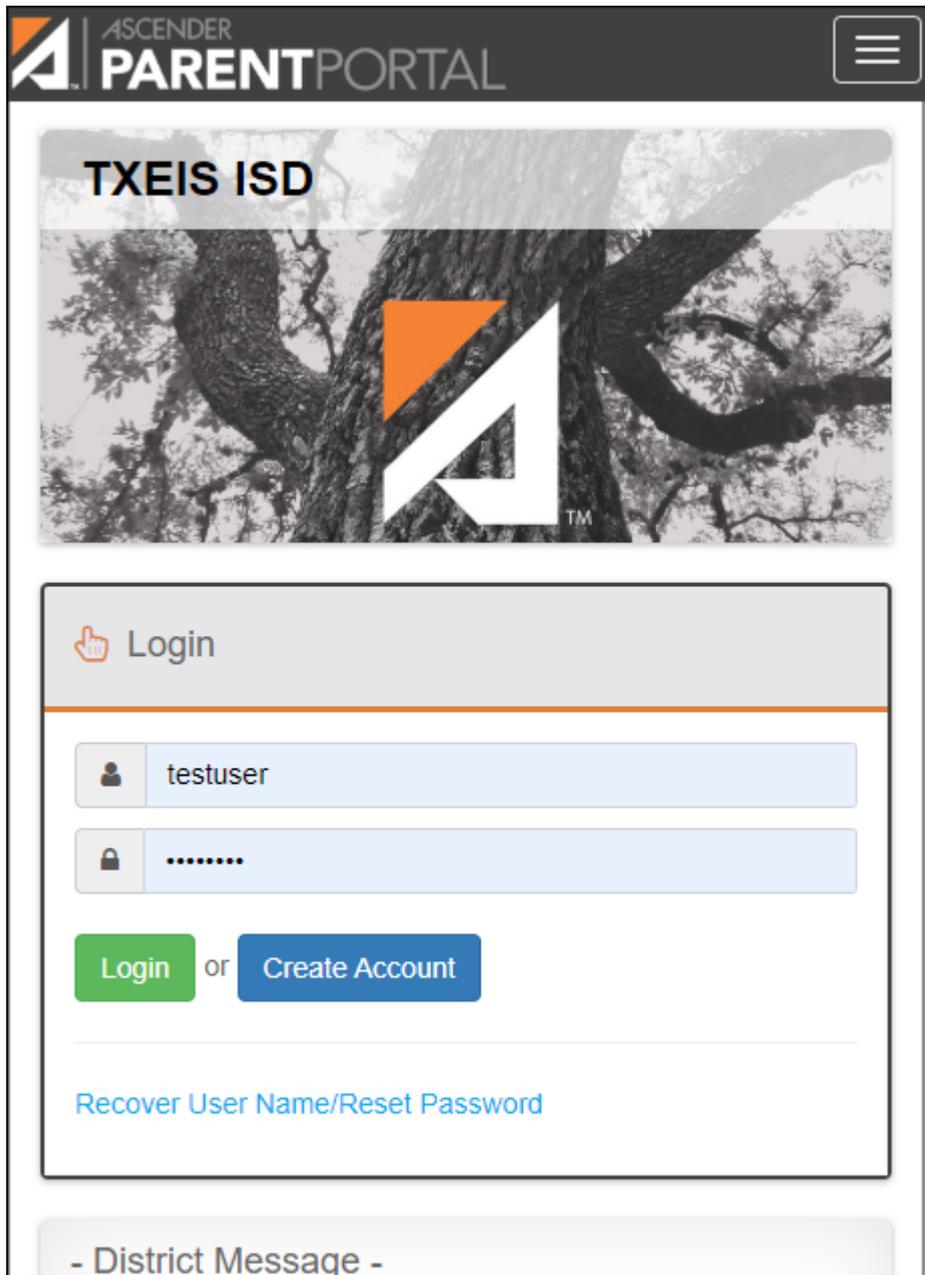
### **"How can I download the mobile app?"**

ASCENDER ParentPortal does not require a separate app to be downloaded. The ParentPortal uses a responsive design that adjusts to whatever screen you are using (PC, tablet, or phone).

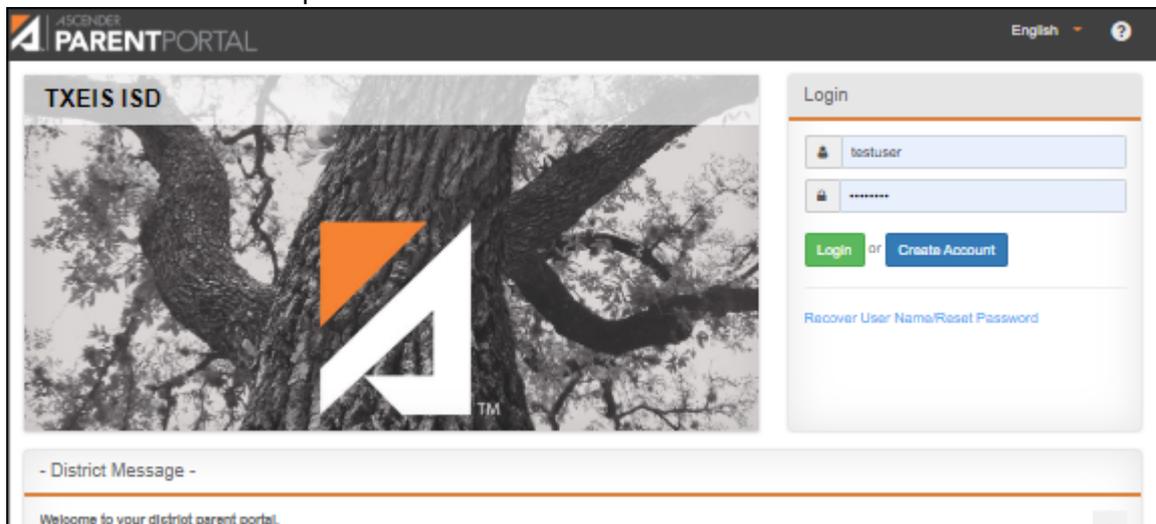
- Access ParentPortal using the browser on the device you are currently using.

Contact your student's campus or district for the web address.

ParentPortal on a small screen:



ParentPortal on a computer screen:



"I cannot see the whole menu."

## "I cannot see the whole menu."

**POSSIBLE SOLUTION:** Be sure you are using the latest version of a supported browser.

- Only these browsers are supported: FireFox, Safari, and Google Chrome.
- [Click here to check your browser.](#)

**POSSIBLE SOLUTION:** Be sure your browser's page zoom is set to 75% or less. The Zoom feature is typically in the browser's Settings menu.

**POSSIBLE SOLUTION:** Be sure you have verified your email address, and that you are listed as the student's parent/guardian in the campus records. Otherwise, you will not have access to all features of ParentPortal.

"When I log on using a mobile browser, the menu does not close by itself."

## "When using a mobile browser, the menu does not close by itself."

**SOLUTION:** Click the menu icon  to collapse the menu.

"I cannot verify my email address."

## "I cannot verify my email address."

**POSSIBLE SOLUTION:** Check **BOTH** your **Junk Email** folder and your **Spam** folder. It is possible the code verification message was delivered to either one.

**NOTE:** If the message ***“Something went wrong with your request”*** when you attempt to verify your email address, contact the student's district. If you have an account from a previous parent portal, the district can delete your account, and you can register for a new account.

For all other problems related to email verification, contact your student's district.

"I am not getting alerts."

## "I am not getting alerts."

### **POSSIBLE SOLUTION:**

To set up and receive alerts:

- Your email address must be verified on the [My Account](#) page.
- The same email address must be entered in your student's contact information record at the campus.
- Log on to ASCENDER ParentPortal and select [Alerts > Set Alerts](#) to set attendance, grade, and/or assignment alerts.

**REMINDER:** If you have changed your email address or mobile number, your alerts must be re-set.

- Log on to ASCENDER ParentPortal and select [Alerts > Set Alerts](#) to re-set attendance, grade, and/or assignment alerts.
- For all other problems, contact the student's district.

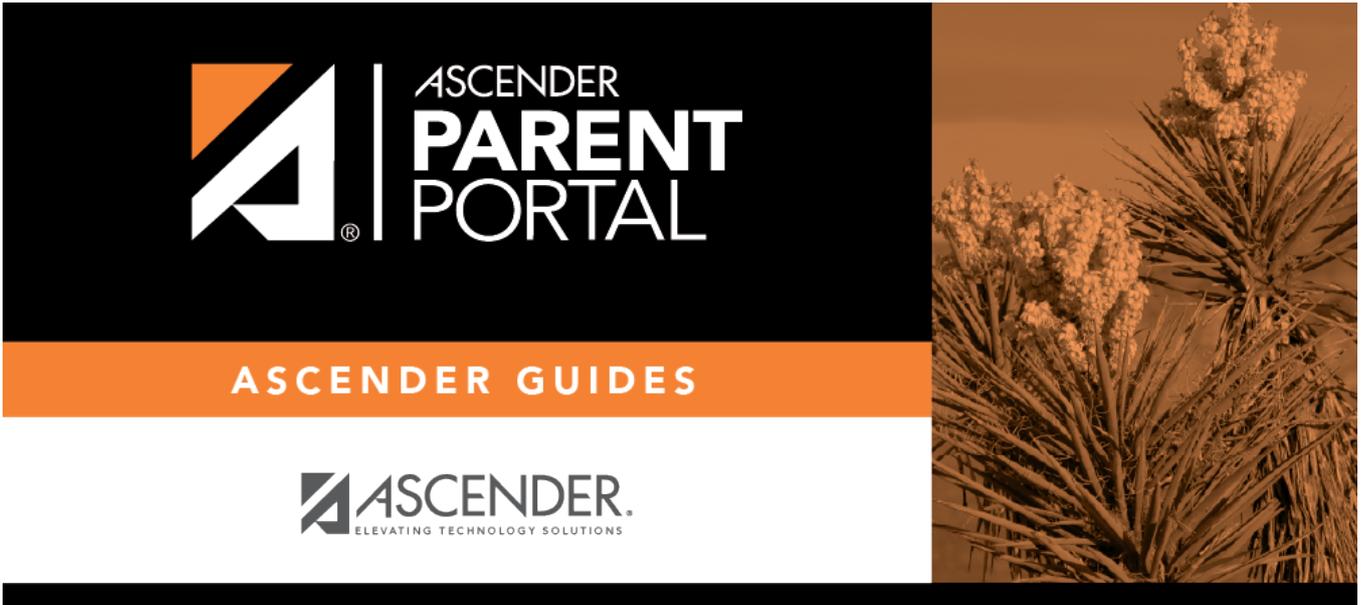
"I cannot remember the answer to my security question."

"I cannot print a page from ParentPortal."

## "I cannot print a page from ParentPortal."

Printing is available using your browser's Print function.

**SOLUTION:** If the data is not displayed in the desired format, you can use screen capture tools to capture images of the screen. The screenshots can be inserted into a document that can be saved and/or printed.



## Back Cover