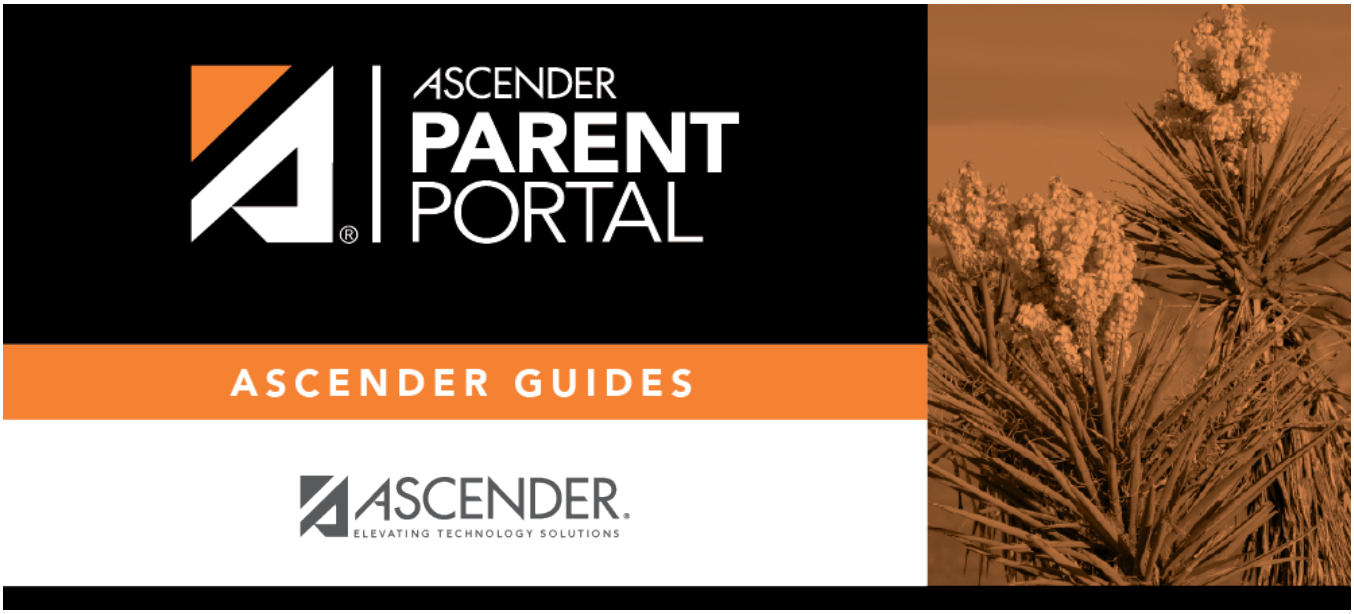


user_maintenance

Table of Contents

User Maintenance

Ascender ParentPortal - Admin > User Maintenance

This page is only available to users who log on to ASCENDER ParentPortal with a district- or campus-level security administrator user name.

This page allows administrative users to log on as a parent and view data for the students of that parent. You will be “impersonating” a parent and will be able to navigate through the ParentPortal as the parent.

Retrieve a user to impersonate:

Use one of the following fields to retrieve the user (i.e., parent) you want to impersonate. Leave blank to retrieve all users.

User
Email
Student ID
Student Name

Click **Search**.

The users (i.e., parents) who meet the criteria are displayed with the following information:

Username
Email Address
Last Login
Student Count

- Click the page numbers at the bottom of the grid to view any additional users.
- To change the sort order of the grid, click the column heading. Click it once to sort in ascending order. Click it again to sort in descending order.

Once you locate the user you want to impersonate, click **Select User**.

Active User	If you have successfully set yourself as a ParentPortal user, the parent user name is displayed. You can now navigate through ParentPortal as if you were that parent.

If you logged on with a campus-level administrator ID, the following applies:

- You can only impersonate users who have students at the campus to which you are associated.

- You can only view students associated with the campus to which you are logged on, even if the user you are impersonating has students at other campuses. For example, if you are logged on with a campus-level administrative ID for an elementary campus, and you impersonate a parent who has two students at that elementary campus and one student at the middle school campus, you will not see the middle school student; only the elementary students will be displayed.

- If a student is enrolled at multiple campuses, including the campus to which you are logged on, you can only see data for the student at the campus to which you are logged on.

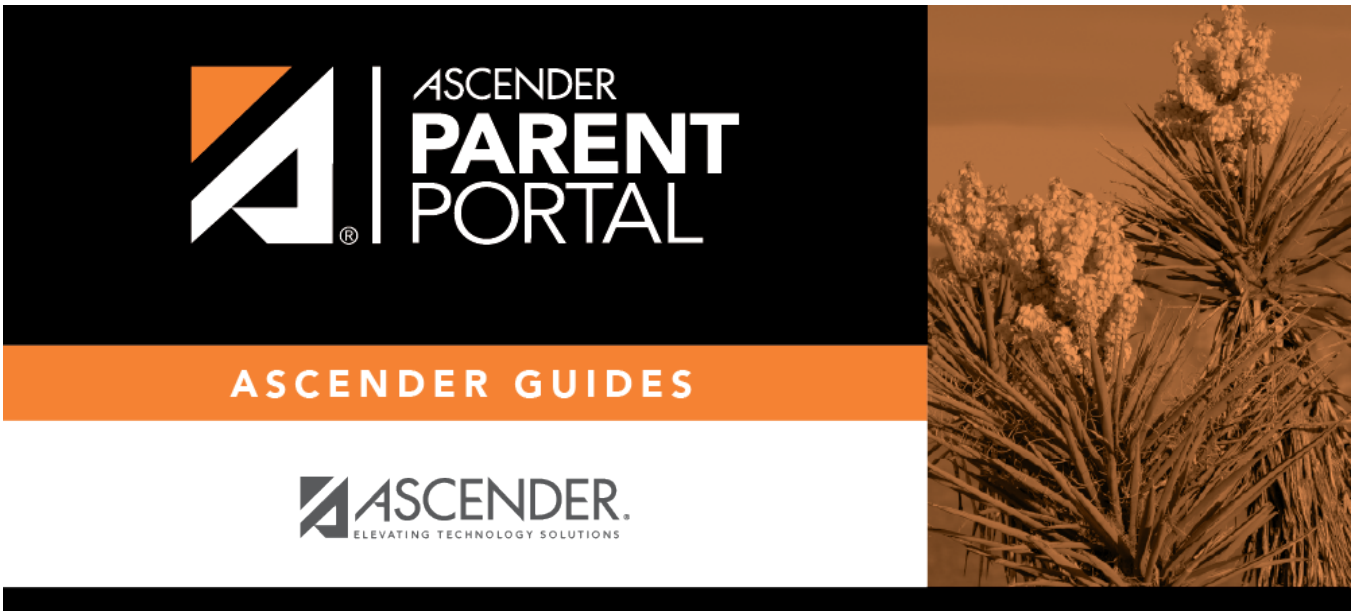
- To delete a user account, click . You are prompted to confirm that you want to delete the account by typing DELETE. To continue, type DELETE, and then click **OK**. The user account is deleted.

- To view data for the user's students, select pages from the menu.

- To return to this page and impersonate a different parent, select Admin from the menu.

For district-level administrators, two export options allow you to export data from the user tables:

Export Users
Export Users with Students


ASCENDER
PARENT
PORTAL
ASCENDER GUIDES
ASCENDER.
ELEVATING TECHNOLOGY SOLUTIONS

Back Cover