



ASCENDER GUIDES



## District and Campus: Set Up ParentPortal



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# ParentPortal Admin: Enrollment, Registration, and Data Updates

## District & Campus: Set Up ParentPortal

Districts and campuses should follow these steps to set up and maintain ParentPortal settings.

### Prerequisites:

- Be sure you have considered and completed all steps in the [Overview & Before You Begin](#) list.
- You must have district-level administrative access the District Settings page.
- You must have district- or campus-level administrative access the Campus Settings page.

#### 1. [Log on to ParentPortal as an administrator.](#)

Administrator access to ParentPortal is accomplished by a separate Administrator Login page containing **adminLogin?distid=xxxxxx** in the application URL, where xxxxxx is the county-district ID.

From the Administrator Login page, type your administrative user name and password and click **Login**.



The Administrator website opens with User Settings as the default page.

**ASCENDER PARENTPORTAL**

**NAVIGATION:**

- Admin Settings
- User Settings
- District Settings
- Campus Settings
- Alert Settings
- Site Statistics
- Form Management
- Form Group Management

### User Settings

Active : No Active User

To impersonate a parent user, find a user in the table below and select the Select button next to the user. You will then be able to navigate ParentPortal as that user. Navigate to Admin Settings > User Settings to return to this page and set a different user.

[Export Users](#)      User:

[Export Users With Students](#)      Email:

Student ID:

Student Name:  [Search](#)

Matching Users - 6				
Action	User Name	Email Address	Last Login	Student Count
<a href="#">Delete</a> <a href="#">Select</a>	huertatestuser	huerta.testuser@gmail.com	2020-01-30 09:28:11.0	0
<a href="#">Delete</a> <a href="#">Select</a>	test10	123@gmail.com	2020-02-11 07:59:32.0	0
<a href="#">Delete</a> <a href="#">Select</a>	test1010	ladysalas4@gmail.com	2020-03-06 15:11:41.0	3
<a href="#">Delete</a> <a href="#">Select</a>	test1616	fitwladysalas@gmail.com	2020-02-03 13:35:36.0	0
<a href="#">Delete</a> <a href="#">Select</a>	testuser	sylvia.salas@esc20.net	2020-03-18 07:36:58.0	5
<a href="#">Delete</a> <a href="#">Select</a>	testuser1234	candy.wright@esc20.net	2020-02-11 10:21:53.0	3

Showing 1 - 6 of 6 entries      Previous **1** Next


## 2. Update district settings for ParentPortal.

### **ASCENDER ParentPortal Admin > Admin Menu > District Settings**

This page allows administrative users to manage the district-wide ASCENDER ParentPortal settings, such as site theme and security questions.

**NOTE:** Selections are automatically saved for most fields. Clicking **Save** is only required where indicated.

## District Settings

 Access Control

Site Access

ParentPortal is: **ACTIVE**

Set the date when ParentPortal will become active. Until this date, parents cannot log on.

ParentPortal is active as of:

Allow Campus Admins to View All District Students:

## Access Control

### Site Access:

- Enable or disable access to ASCENDER ParentPortal.**

<p><b>ParentPortal is</b></p>	<p><b>Active</b> is displayed if the application is currently available to parents.</p> <p><b>Inactive</b> is displayed if the application is not currently available to parents.</p> <p><b>NOTE:</b> Parents will receive a message that the portal is <b>Inactive</b> when it has been disabled by the district.</p>
<p><b>ParentPortal is active as of</b></p>	<p>The date for the active/inactive setting is displayed.</p> <p>If <b>Active</b>, the date indicates when ParentPortal became active.</p> <p>If <b>Inactive</b>, the date indicates when ParentPortal will become active.</p> <p>To change the date, click <b>Change</b>.</p> <p>In the <b>ASCENDER ParentPortal will be active as of</b> field, type the new date. Click <b>Save</b>.</p> <p>The new date is displayed, and the system is automatically activated or inactivated accordingly on that date.</p>

### Allow Campus Admins to View All District Students

Indicate if campus-level administrative users can see all students in the district.

**No** - Campus-level administrators are blocked from accessing students who are not at a campus they have access to, and from impersonating a user to access those students. For example, if a parent has two students - one that the campus administrator should be able to see, and one that he should not be able to see, the campus administrator can impersonate that parent, but only students at his campus are displayed.

**Yes** - Campus-level administrators can access students who are not at a campus they have access to, and can impersonate a user to access those students.

### Display Access:

- Determine what data is displayed to ParentPortal users.**

### Display Discipline Records

Indicate if you want discipline information (with or without comments) displayed in ParentPortal.

**No** - The Discipline page is not available for parents in ParentPortal.

**Yes, without comments** - The Discipline page is available for parents in ParentPortal, but any comments associated with an incident are not displayed.

**Yes, with comments** - The Discipline page is available for parents in ParentPortal, and any comments associated with an incident are displayed below the discipline record.

[Discipline Flow Chart](#)

<b>Display Schedules</b>	<p>Indicate if you want to display student schedule information in ParentPortal.</p> <p><b>No</b> - Parents will be able to access ParentPortal and use some parts (such as online registration), but will not be able to view data that would require a student's schedule to be displayed (Summary, Attendance, Grades, and Assignments). When set to <b>No</b>, the message "Student schedule is not available at this time" is displayed at the top of the Summary, Attendance, Grades, Assignments, and My Account pages.</p> <p><b>Yes</b> - Student schedule data is displayed throughout ParentPortal.</p>
<b>Display Immunization Records</b>	<p>Indicate if you want to display immunization data for parents in ParentPortal.</p>
<b>Display Immunization Resource Path</b>	<p>If <b>Yes</b>:</p> <p><b>Path:</b> Type the address for the website providing information about immunization requirements, such as the Texas Department of State Health Services website.</p> <p>Click <b>Save</b>.</p> <p><b>NOTE:</b> The Texas Education Code requires that a link to the Texas Department of State Health Services website be provided to parents as part of the Immunization Awareness program. This field provides a way to adhere to this requirement; however, you are not required to use this field.</p>

## Site Resources

### Security Questions:

- Enter security questions that parent users can use to recover a user name or reset a password.

Site Resources

### Security Questions

Enter questions that parents can use to reset a password. Provide an English and Spanish version of each question.

Question : English -  Add

Action	Language	Question
	English	What was the name of your first pet?
	English	What was your high school mascot?
	English	What was your phone number growing up?
	English	Who is your favorite musician or band?

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**Question** Select the language of the question.  
Type a question in the corresponding language that the user will answer.

Click **Add**.

- New questions are displayed in the grid at the top of the list.
- Once the page is refreshed, all questions are listed in alphabetical order.

 - Click to remove a question from the list.

**NOTE:** You cannot remove a question if it has a parent's answer associated with it.

### District Links:

**Provide links to helpful websites. These links will be displayed on the Links page.**

### District Links

Enter websites that will be displayed in ParentPortal.

**Web Address:**

**Label:**

**Description:**

**Add**

Action	Label	URL	Description
<div style="display: flex; justify-content: space-around;"> <span style="background-color: red; color: white; padding: 2px 5px;">✕</span> <span style="background-color: #555; color: white; padding: 2px 5px;">✎</span> </div>	ESC-20	https://www.esc20.net	

Showing 1 - 1 of 1 entries

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1
Next

<b>Web Address</b>	Type the URL for the website.
<b>Label</b>	Type the text as you want the link to appear. The text can be the URL or specific words such as the website name.
<b>Description</b>	(Optional) Type an additional description of the website, such as why it is being provided, or what information it provides.

Click **Add**.

On the right:



- Click to stop displaying the link in ParentPortal.

You are prompted to confirm that you want to delete the link. Click **Yes**.  
The link is removed from the list.



- Click to modify the properties of the link.

A pop-up window opens allowing you to modify the properties. Click **Save Changes**.

### Color Customization:

**Change the ASCENDER ParentPortal district-wide color scheme.**



<b>Enable Color Customization</b>	Select <b>On</b> to enable modifying the ParentPortal color scheme. Additional fields are displayed allowing you to select web accessible colors.
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For each color choice:

- Click the drop-down arrow to open the color palette.
- Click a color in the palette to select it, or enter the **Hex** code or **RGB** code.
- Click **Apply**.

<b>Background Color</b>	Changes the background of the left-side navigation bar.
<b>Text Color</b>	Changes the color of the text in the left-side navigation bar.
<b>Accent Color</b>	Changes the color of the main menu headings, drop-down arrows, vertical bars, and a few other navigation elements.

When all colors have been selected, click **Check Accessibility** to confirm that your color selections meet ADA requirements. If not, make different selections.

Click **Save Theme**.

You cannot save a theme until you have checked its accessibility.

**NOTE:** To reset to the original colors, set **Enable Color Customization** to **No**.

### 3. [Update campus-level settings for ParentPortal.](#)

**ASCENDER ParentPortal Admin > Admin Settings > Campus Settings**

This page allows you to maintain campus-level settings for ParentPortal.

### Campus Settings

 Settings

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Campus Selection

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**Campus:** 001 - ( 001 001 School PK-12 ) ▾

Display Settings

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**Campus Message Height:**

Short (100 pixels)

Medium (150 pixels)

Tall (300 pixels)

Extra-tall (400 pixels)

#### NOTES:

- Selections are automatically saved. There is no **Save** button.
- If you are logged in as a multi-campus user, most of the following fields are not available.

## Settings

### Campus Selection:

<b>Campus</b>	Select the campus you want to update settings for.
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## Display Settings:

**Indicate how the Campus Notes should be displayed on the Summary Page in ParentPortal.**

The text for the campus notes are entered on **Registration > Maintenance > Parent Portal > Campus**.

Any notes entered are displayed on the Summary page, which is the first page displayed when a user logs on to ParentPortal.

<b>Campus Message Height</b>	<p><b>Short</b> - Height is 100 pixels.</p> <p><b>Medium</b> - Height is 150 pixels.</p> <p><b>Tall</b> - Height is 300 pixels.</p> <p><b>Extra-tall</b> - Height is 400 pixels.</p> <p>For all options, the width will adjust according to the user's screen size.</p>
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#### 4. [Update alert and other settings for ParentPortal.](#)

### **ASCENDER ParentPortal Admin > Admin Settings > Alert Settings**

This page allows you to set a district-level schedule for the parent alert messages, as well as several district-level security settings.

**Alerts** refers to the update that occurs in the system.

**NOTE:** Please contact your System Administrator if your district wants Alerts turned off.

**Notification** refers to the text or email message that is set to the parent as notification that there is an alert. Notifications do not have to go out at the same time the alert occurs.

## Set Alerts

**Set Alerts**

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Start Time:  End Time:  Interval:  Mins

<b>Start/End Time</b>	Select the start and end times to specify the time of day when alerts are generated.
<b>Interval</b>	Type the number of minutes that will elapse between each alert during the specified time.

Click **Save**.

### Set Notifications

**Set Notifications**

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Start Time:  End Time:  Interval:  Mins

<b>Start/End Time</b>	Select the start and end times to specify the time of day when notifications are sent to parents.
<b>Interval</b>	Type the number of minutes that will elapse between each notification during the specified time.

Click **Save**.

### ParentPortal Settings

### ParentPortal Settings

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**ParentPortal Default URL:** ?

### Email Settings

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**Use Authenticated Email Server:** ?  Yes

**Mail Server Host:** ?

**Mail Server Port:** ?

**Mail Server From:** ?

**Maximum Number of Emails:** ?

**Mail Server Login:** ?

**Mail Server Password:** ?

**Use Encryption:** ?

### SMS Settings

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**SMS Default URL:** ?

<b>ParentPortal Default URL</b>	Type the full URL that parents in the district will use to access ASCENDER ParentPortal. This URL will be used during the email verification process.
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Under **Email Settings:**

<b>User Authenticated Email Server</b>	Indicate if the client's email notification email server requires a login and password. If <b>Yes</b> , enter the user name and password in the <b>Mail Server Login</b> and <b>Mail Server Password</b> fields.
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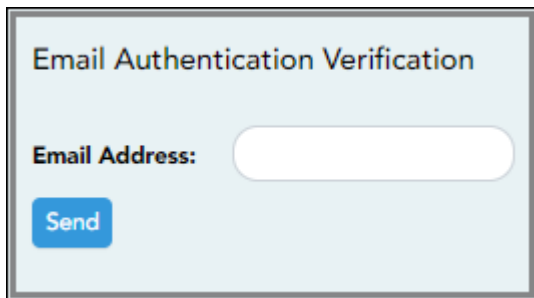
<b>Mail Server Host</b>	Indicate the address of the outgoing mail server.
<b>Mail Server Port</b>	Set the port that the alert service will be running on.
<b>Mail Server From</b>	Type the email address that will be displayed in the From field when a message is sent by the ParentPortal mail server.
<b>Maximum Number of Emails</b>	Type the maximum number of email messages that go out in a notification run.
<b>Mail Server Login</b>	If using an authenticated email server, type the user name.
<b>Mail Server Password</b>	If using an authenticated email server, type the password.
<b>Use Encryption</b>	Select to use encryption.

Under **SMS Settings:**

**SMS Default URL** Type the path used for text messages.

Click **Save**.

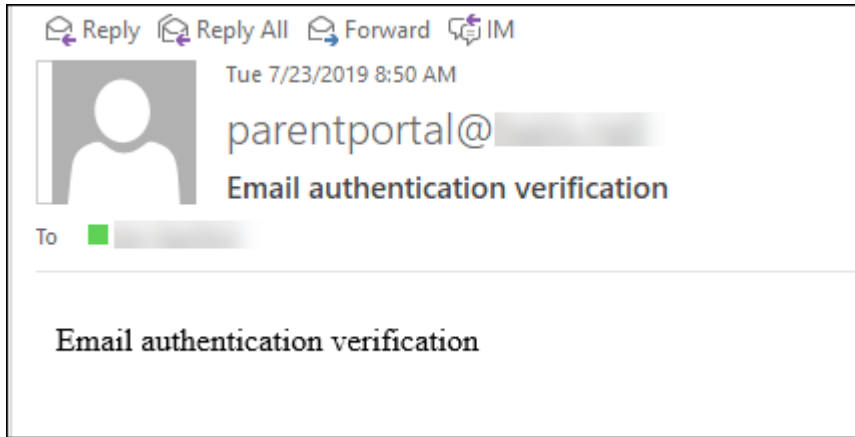
## Email Authentication Verification



**Email Address** Type any email address you wish to test. This allows you to confirm that SMTP and other settings are set up correctly.

Click **Send**.

If the email address is set up correctly, a message will be delivered to that email address indicating that it was verified and functioning properly.

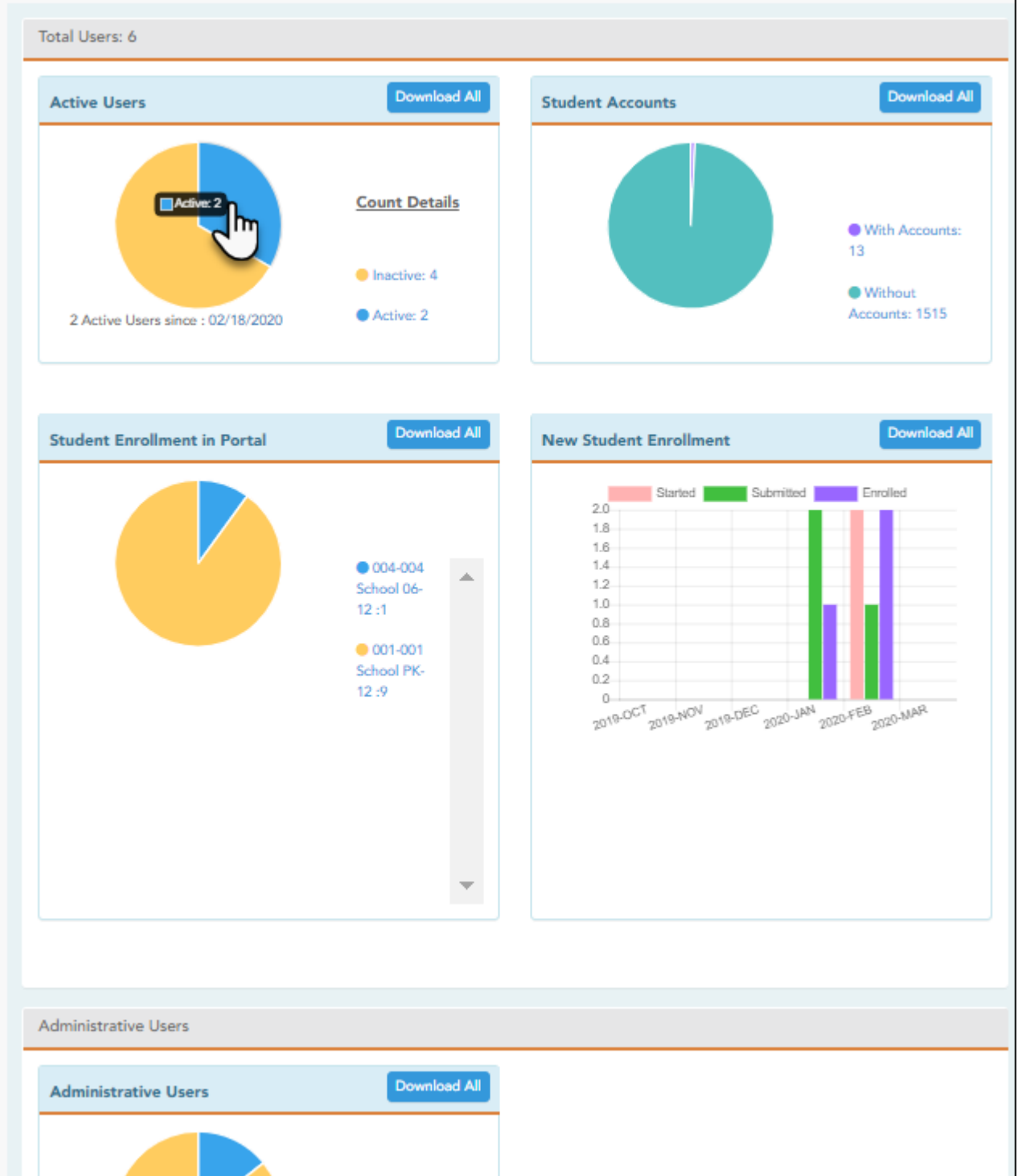


5. [View ParentPortal usage data.](#)

**ASCENDER ParentPortal Admin > Admin Menu > Site Statistics**

This page provides information about form usage across the district or campus, or for a specific parent/guardian, is displayed. Archived forms are not included in these counts.

## Site Statistics



- Click each graph to view additional details.
- Click on sections of a graph or the adjacent legend to download a csv file containing details for a particular section.

The following information is displayed:

<b>Total Users</b>	Provides a count of all ParentPortal users in the district.
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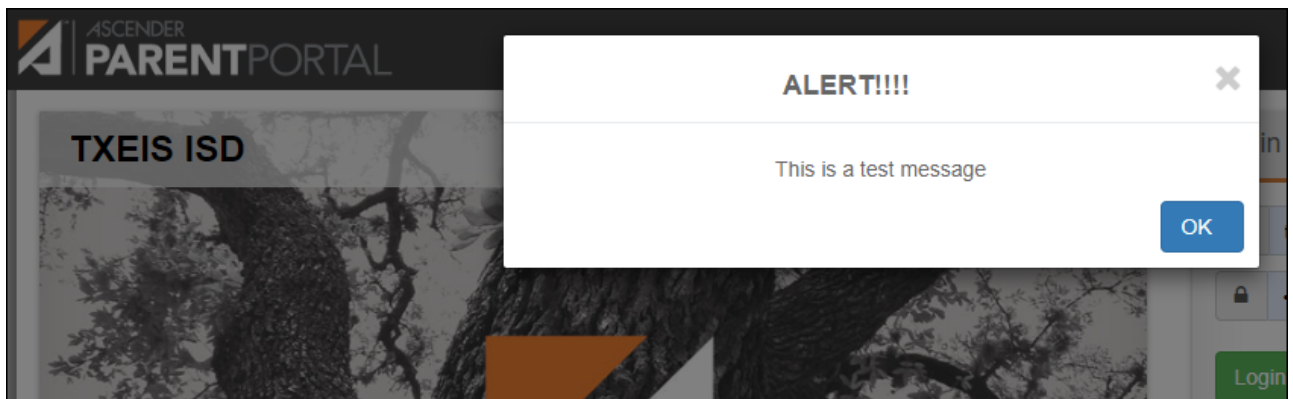
<b>Active Users</b>	Provides data about the number of users who have logged on since a particular date.
<b>Student Accounts</b>	Provides data about students associated with a ParentPortal account (includes student accounts).
<b>Student Enrollment in Portal</b>	Provides data about returning students who have registered online using ParentPortal (whether they have started and/or completed the process).
<b>New Student Enrollment</b>	Provides data about students who have enrolled online using ParentPortal (whether they have started and/or completed the process). <b>NOTE:</b> In the Status column on the downloaded spreadsheet: Code 1 = Started (pink) Code 2 = Submitted (green) Code 3 = Enrolled (purple)

### Administrative Users

<b>Administrative Users</b>	Provides counts of district-wide and campus-wide administrative users.
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#### 6. [Set an optional alert message.](#)

An optional alert message can be displayed on the Login page. This message is displayed in a pop-up window, and the user must click **OK** to close the window.



The message file (alert.txt) is located on the application server. Contact your technical administrator to enable, disable, or update the message.



## Back Cover