

setuser

2025/12/05 19:57 ii setuser

Table of Contents

Admin - User Maintenance > Set User	7
Admini - Oser Manntenance / Set Oser	

2025/12/05 19:57 iii setuser

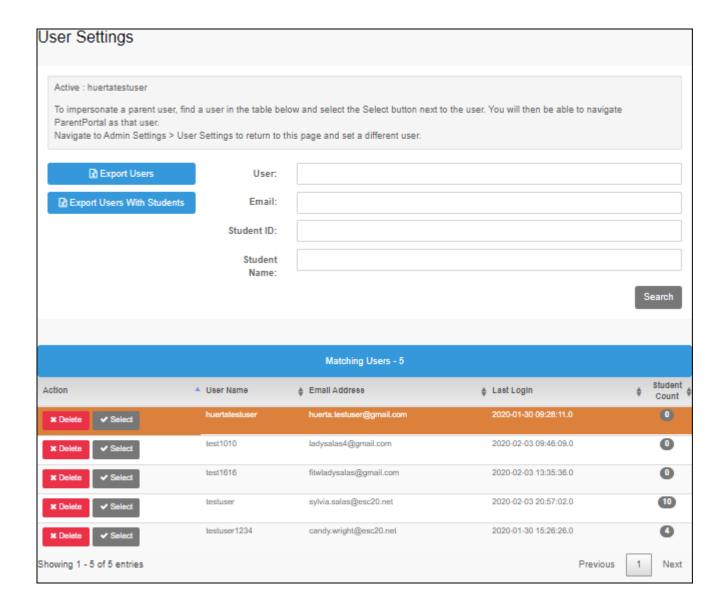
2025/12/05 19:57 iv setuser

Admin - User Maintenance > Set User

ASCENDER ParentPortal Admin > Admin Menu > User Maintenance > Set User

This page is only available to users who log on to ASCENDER ParentPortal with a district-level administrator account.

This page allows an administrator 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 ParentPortal as the parent.



Active If a user has been selected for impersonation, the user name of the selected user is displayed.

☐ Use <u>one</u> of the following fields to retrieve the user (i.e., parent) you want to impersonate:

2025/12/05 19:57 1 setuser

User	Type the parent's user name.
Email	Type all or part of the parent's email address.
Student ID	Type the student ID.
Student Name	Type the student's first or last name.

☐ Click **Search**.

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

User Name	The parent's user ID is displayed.
Email Address	The parent's email address is displayed.
	The date and time the user last logged on to ASCENDER ParentPortal is displayed.
	The number of students associated with the user ID is displayed. Hover over the number to view the names and student IDs of those students.

- 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 arrows in the column heading. Click it once to sort in ascending order (arrow points up). Click it again to sort in descending order (arrow points down).

☐ Once you locate the user you want to impersonate, click Sele	, CIICK Seiect .
---	-------------------------

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 **Delete**.
- To view data for the user's students, select pages from the menu.
- To return to this page and impersonate a different parent, select **User Settings** from the Admin Settings menu.

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

2025/12/05 19:57 2 setuser

Export Users

Click to export data from the users table, which provides a basic user list. You are prompted to open or save the file which is named *PortalUsers.csv*.

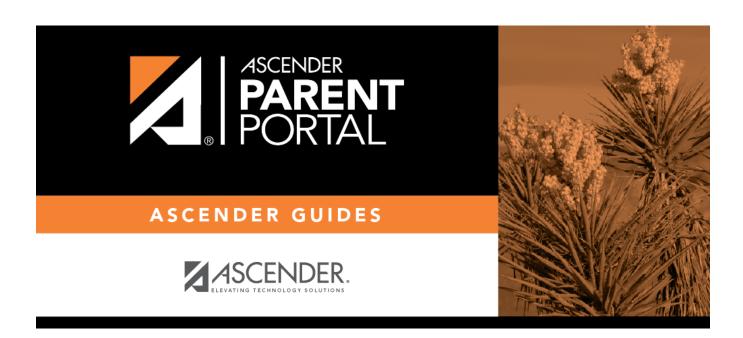
The file includes the following data for each user:user name, email address, date of last login, and date the account was locked (or the default date). Note that the student's portal ID is not included.

Export Users With Students

Click to export data from the users table joined with the guardians table, which provides a list of all ParentPortal users and their associated students. You are prompted to open or save the file which is named *PortalUsersWithStudents.csv*.

The file includes the following data for each user: user name, email address, date of last login, date the account was locked (or the default date), and the student's portal ID. Note that this list will include parent accounts that do not have a student associated with the account.

2025/12/05 19:57 3 setuser



Back Cover