Parent Guide to ASCENDER ParentPortal

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Parent Guide to ASCENDER ParentPortal

What would you like to do?
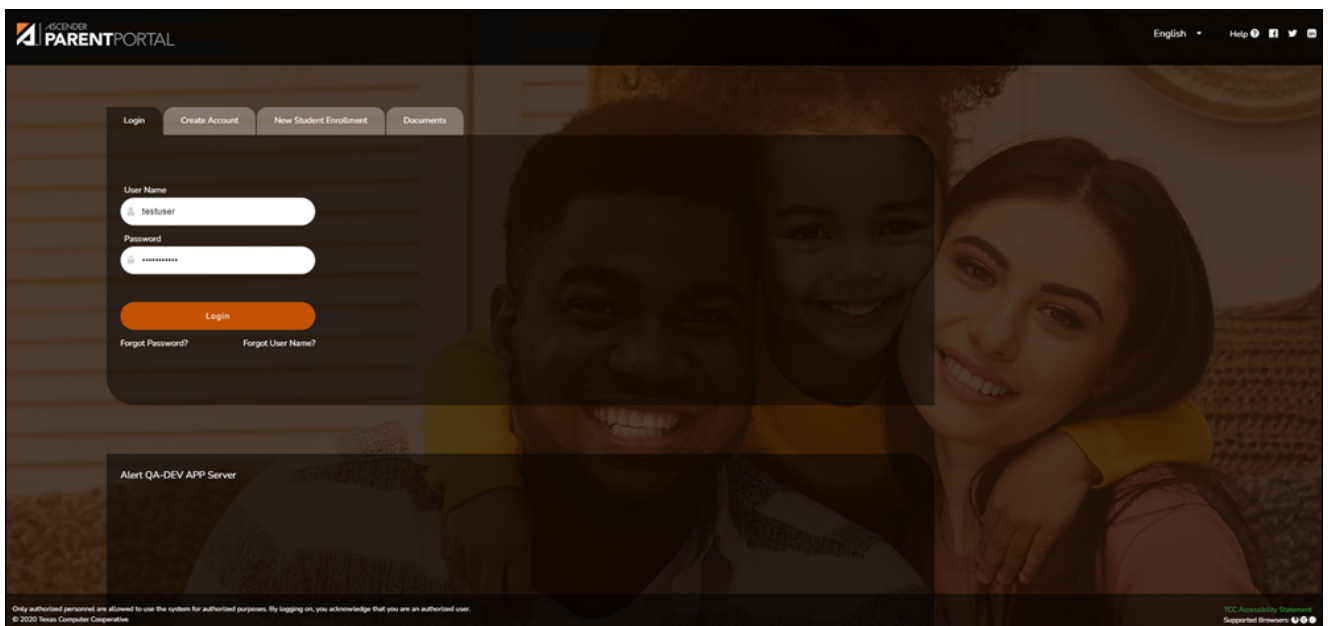
Access ParentPortal

I. Create an ASCENDER ParentPortal account and log on.

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ASCENDER ParentPortal > Login

> Before enrolling a student, create a user account in ASCENDER ParentPortal in order to obtain a user name and password to access the system. When you access ParentPortal, the Login page is displayed.

☐ Click **Create Account**.

The Create Account - User Information page opens.
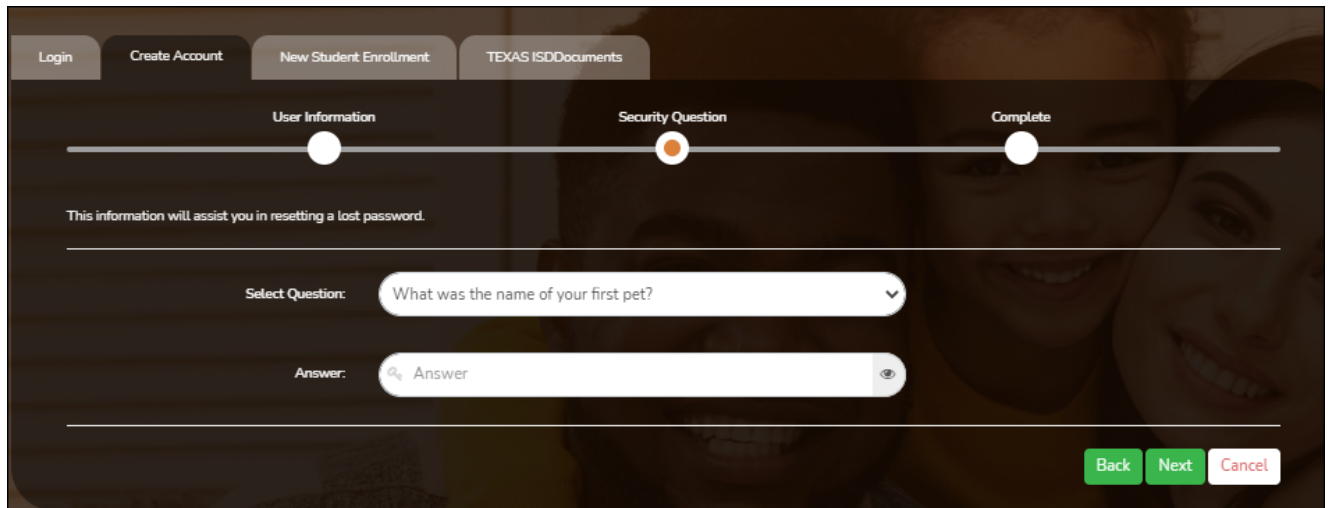
User Information

User Name	Create a username to identify you in ASCENDER ParentPortal with a combination of letters from your first and last name. Requirements: • 6-25 alphanumeric characters • Unique (no one else in the district is using it) • Not case-sensitive
Password	Type a password that you will use when you log on to ASCENDER ParentPortal. A show/hide toggle 👁 allows you to view or mask the characters you are typing. Requirements: • 8-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters • Case-sensitive
Password Verification	Re-enter your password to verify that you typed it as intended.

Email Address	(Required) Type your email address. You cannot enter an address that is already in use. **NOTE:** If you have multiple students associated with your account, the email address listed for the guardian at your student's campus must match for ALL students associated with your ParentPortal account in order for Registration features to be activated, and the email address must be validated.

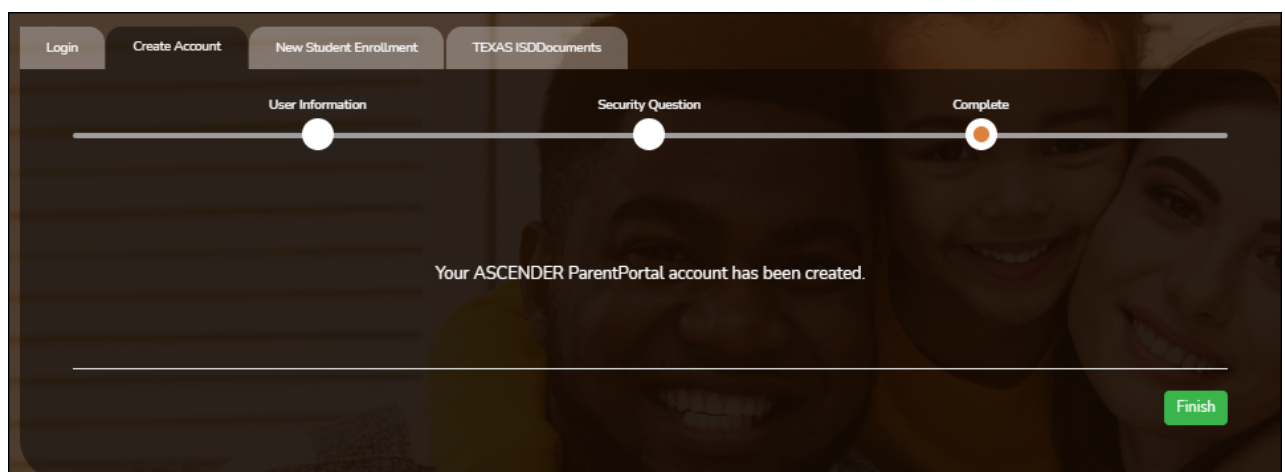| **Mobile Number**	Type your ten-digit mobile number. You cannot enter a number that is in use.

❏ Click **Next**.

Security Question

Select Question	Select a question. If you need to reset your password, you will be asked this question.
Answer	Type the answer to the question. You will need to answer this question correctly to recover your password. Be sure to select a question for which you will remember the answer easily. **IMPORTANT**: The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).

❏ Click **Next**.

Complete

❏ Click **Finish**.

- The My Account page opens where you can add a student to your account and update your security and contact information.
- If you entered an email address or mobile number, you will receive a notification message containing a verification link.

NOTE: If you are not listed as a contact or as a guardian (i.e., student, step-parent, etc.), you will be a read-only user with limited access.
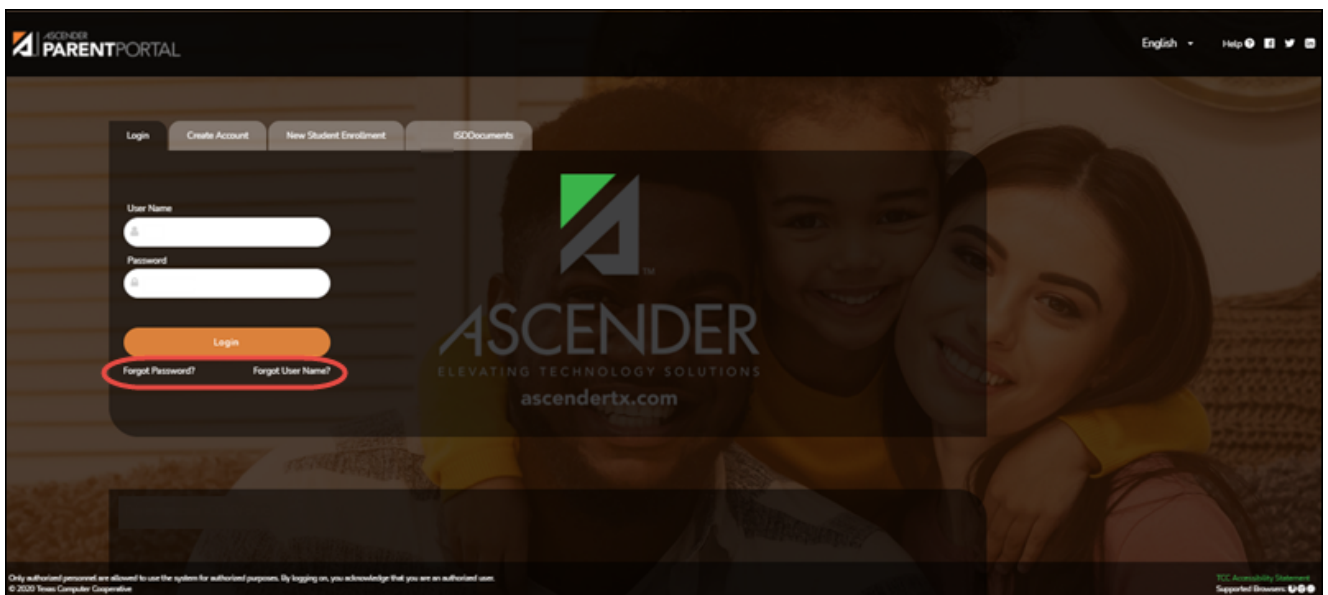
II. Retrieve your user name, or update your password.

II. Retrieve your user name, or update your password.

If you have forgotten your password, you can reset it. You can also change your password at any time.

From the Login page, click the link below the login fields to go to the Reset Password page.

MOBILE DEVICE USERS: On a mobile device, tap **Login** to access this link.

Reset Password

You have two options for resetting your password: By User Name and By Email Address.

By User Name:

User Name	Type your User Name.

❏ Click **Next**.

You are prompted to enter the answer to one of your hint questions.

❏ Type the answer and click **Next**.

Password	Type a new password.
Re-enter Password	Re-type a new password.

Click **Finish**.

The My Account page opens.

By Email Address:

| Email Address | Type your email address. |

❑ Click **Reset Password**.

A message is displayed indicating that instructions for resetting your password were sent to the email address entered.

❑ Click **Close** to close the message.

Return to ParentPortal, and log on using your user name and password.

III. Change the language.

III. Change the language.

By default, ASCENDER ParentPortal is displayed in English. To access ParentPortal in Spanish, select *Spanish* from the drop-down field in the top-right corner of the Login page.
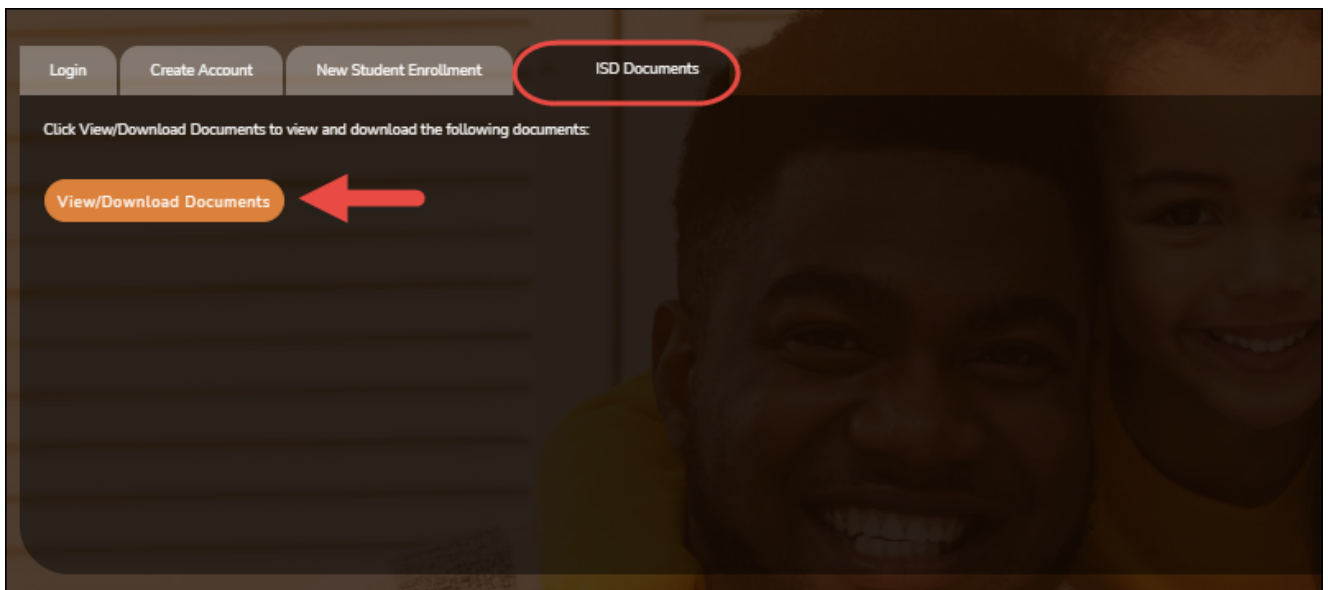

Your language selection will be retained for the current session.

Some content will only be displayed in Spanish if the district has provided Spanish content; otherwise, English content is displayed.

MOBILE DEVICE USERS: On a mobile device, tap the menu in the top-right corner to access the language field.

IV. Access public documents.

From the Login page under **District Name Documents**, click **View/Download Documents** to go to the Public Documents page where you can access documents provided by the district or campus that do not require a login, such as a calendar or sports schedule.

V. Navigate ParentPortal.

Navigation tools are located along the left side of the page, or in the top-right corner. Some tools function differently on mobile devices.

MOBILE DEVICE USERS: On a mobile device, tap ▬ to access the side menu.

Selected Student

The currently selected student's name and photo are displayed in the top-left corner. The photo is only displayed if provided by the district.

If you have multiple students added to your ParentPortal account, click ▼ next to **My Students** to select a another student.

Add a Student

Click **Add Student** to add a student to your ParentPortal account. A pop-up window opens.

Campus

The campus attended by the selected student is displayed. If the student attends multiple campuses, you can select the campus.

Navigation

You can access your student's data. Data is only available if enabled by the district.

Summary - Your student's schedule, current average for each class, and today's attendance are displayed.

Attendance - You can view your student's detailed attendance, as well as a calendar view and totals.

Grades - You can view your student's semester, cycle, and assignment grades. Click ⏷ to expand the grades menu.

Discipline - You can view your student's discipline incidents.

Immunizations - You can view your student's immunizations on file at the campus, as well as a list of immunizations due.

Alerts - You can view alert messages and set up customized alerts.

Links - Your district or campus may provide helpful links.

Other Tools

☰ - Click to hide the left-side navigation bar. Click again to display the navigation bar.

⌃ - Various sections throughout ParentPortal can be collapsed or expanded. Most data is collapsed by default. Click the arrow to show the section. Click it again to hide the section from view.

🖶 - Various pages throughout ParentPortal can be printed. Using the print icon instead of the

browser's print option will ensure the best formatting of the content. Click 🖨 to print the content displayed.

Top-right

🔔⁰ - Click to view alerts for your student. The number of unread alerts (if any) is displayed in a red circle next to the icon.

❓ - Click to view ASCENDER ParentPortal online Help.

👤 ⌄ - Click to change the language or log out of ASCENDER ParentPortal.

Bottom-left

👤 - Click to open the My Account page.

↪ - Click to log out of ASCENDER ParentPortal.

Update Your ParentPortal Account

I. Update your parent contact information.

II. Update your parent contact information.

ASCENDER ParentPortal > My Account > Contact Information

Contact Information

Update and verify email address and mobile phone information.
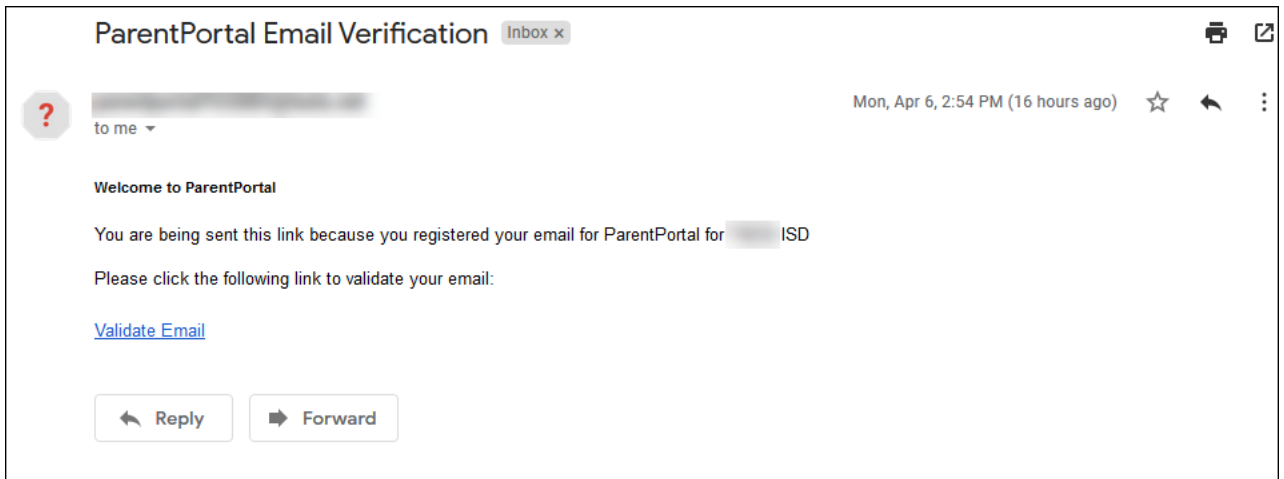

Email

You must provide and verify your email address before you can access features that require your email address. You can update your email address at any time.

|	
Current Email Address	This field is displayed if your email address has previously been entered. • The message "Verified" is displayed if the email address has been verified. • The message "Unverified" is displayed if the email address has not been verified. If no email address has been entered, type your current email address. Your email address must be entered in a valid format (e.g., name@domain.com). You cannot enter an email address that is already in use.
New Email Address	If you have not verified your email address, type the address and click **Update Email**. A message is sent to your email inbox allowing you to verify your address. Until you verify your address, the message "Unverified" is displayed. Click **Remove Email** to clear the email address and prevent verification. If necessary, click **Re-send** to resend the message.
Confirm Email Address	Retype the email address to confirm that you typed it as intended.

❑ Click **Verify Email Address**.

You will receive an email message at that address containing a verification link.

If you entered an email address when you registered for this parent portal account, you should have received an email message in your inbox with a code allowing you to verify your email address.

☐ Click **Validate email**.

A message is displayed indicating that your email was successfully verified.
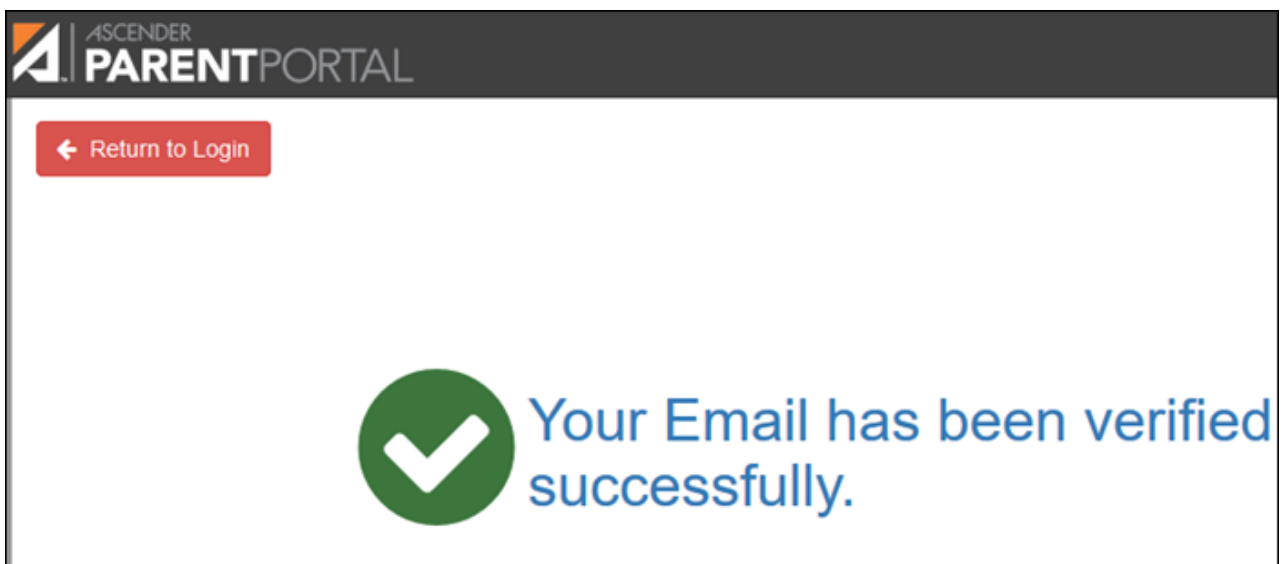
Once you have verified your email address, you can click **Remove Email** at any time to remove and/or change the email address registered, or to remove the email address.

- If you click **Remove Email**, the current email address is removed.
- The email address field is displayed allowing you to verify another email address.

If you remove or change your email address, your alert notification options will be reset. To reset your alerts, go to Alerts > Subscribe to Alerts and set the **Alert Notification Type** field according to your preferences. The option to receive alerts by email will not be available unless you have an email address successfully verified.
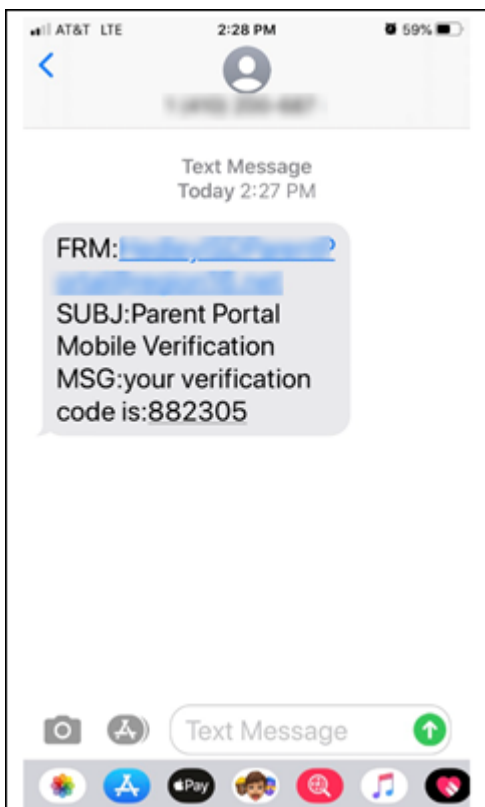
Mobile

Registering your mobile phone number enables you to receive alert notifications as text messages.

IMPORTANT: If you change cell phone carriers, you may stop receiving alert messages, and you may need to re-register the number.

Mobile Number	Type the cell phone number to be registered in the *AAANNNNNNN* format, where *AAA* is the area code, and *NNNNNNN* is the number. **Do not use hyphens.**

❏ Click **Verify Mobile**.

You will receive a text message at the number entered which will contain a verification code.

The **Verification Code** field will appear.

Verification Code	Type the verification code that was sent in the text message.

❑ Click **Verify**.

- If the code was entered accurately, a message is displayed indicating that you have successfully signed up to receive text messages.
- If the verification code is unsuccessful, click **Re-send** to send a new code.

Change or remove your mobile number

Once you have verified your mobile number, you can click **Remove Mobile** at any time to remove and/or change the cell phone number registered.

- If you click **Remove Mobile**, the current number is removed.
- The mobile number fields are displayed allowing you to verify another number.

IV. Update your security information (hint questions).

ASCENDER ParentPortal > My Account > Security Information

Security Questions & Answers

Security questions and answers are used to verify your identity if you have forgotten your password. You can change the question, the answer, or both at any time.

☐ Click **Update Security Question**.

A pop-up window opens.

Question	Select a question to which you will provide an answer. This question will be asked in the event that you lose your password.
Answer	Type the answer to the question. You will be required to answer the question correctly in order to recover your password. Be sure to select a question for which you will easily remember your answer. **IMPORTANT:** The answer is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).

☐ Click **Save**.

View your student's information.

III. View your student's attendance.

ASCENDER ParentPortal > Attendance

The Attendance page displays your student's daily attendance and semester totals.

- **Detailed View** - Displays attendance details in a table view.
- **Calendar View** - Displays attendance details in a calendar view instead of a table view.
- **Totals View** - Displays tardies and attendance totals for the semester.

Attendance data is current as of the date and time you logged in. To refresh the attendance data displayed, you must log out and log in again.

MOBILE DEVICE USERS: Your student's attendance data is *below* the legend. You may need to scroll down to view data.

Semester	Select the semester you want to view attendance for.
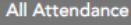
Detailed View

Detailed View (All Attendance) is the default view.

Your student's schedule is displayed. The date appears in the column heading only if your student was marked absent or tardy for any period during that day.

If your student was present and on time for the entire day, nothing appears for the date.

If your student was not present for the entire class, a code appears for the period and date. A description of each code is displayed in the **Legend**.

Instructor	If the teacher has provided an email address, the teacher's name is displayed as a link to that email address. If you click the name, the default email client (as specified in your Internet Options settings) opens with the teacher's address in the To field. **TIP:** If you use web-based email (e.g., Gmail or Yahoo! Mail), you can copy the email address from the default email client to a web-based email message.
📄	If the teacher has provided additional notes, click 📄 to view the notes. The notes open in a pop-up window. Click anywhere on the page to close the pop-up window.

All Attendance/Detailed Toggle

All Attendance:

The **All Attendance** view is selected by default, which displays the four main absence types:

- Unexcused Absence (U)
- Tardy (T)
- Excused Absence (E)
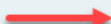- School Related (S)

Detailed:

❑ Click or tap **All Attendance** to toggle to the **Detailed** view where you can see more specific information for an absence, such as whether a doctor note or field trip notice is on file for that absence.

All applicable codes are listed in the **Legend**.

The codes are color coded according to the main absence types (Unexcused, Tardy, Excused, and School Related).

❑ Click or tap **Detailed** to return to **All Attendance** view.

MOBILE DEVICE USERS: On a mobile device, if you have numerous absences, you may need to tap a row to open the Details view in order to see all absences for a particular class.

Calendar View

❑ Click or tap **Calendar View**.

All months for the selected semester are displayed. If the student was not present for the entire class for any period of the day, the date is shaded.

❏ Click the date to view the attendance details for each period.

The period is only listed if your student was marked absent or tardy for that period.

Totals View

❏ Click or tap **Totals View**.

Your student's classes are listed by period, and the total number of excused absences, unexcused absences, school-related absences (e.g., UIL events or field trips), and tardies for the selected semester are listed.

The **Total Absences** column displays semester totals for all absence types, excluding tardies.

Instructor	If the teacher has provided an email address, the teacher's name is displayed as a link to that email address. If you click the name, the default email client (as specified in your Internet Options settings) opens with the teacher's address in the To field. **TIP:** If you use web-based email (e.g., Gmail or Yahoo! Mail), you can copy the email address from the default email client to a web-based email message.
📄	If the teacher has provided additional notes, click 📄 to view the notes. The notes open in a pop-up window. Click anywhere on the page to close the pop-up window.

MOBILE DEVICE USERS: Tap a row to view semester totals for the class.

IV. View your student's cycle grades.

ASCENDER ParentPortal > Grades > Cycle and Semester Grades

Cycle Grades

The Cycle Grades page displays current grade averages for the current cycle, and posted grade averages for previous cycles. For the current semester, you can view the assignment grades for each class. For previous semesters, only the posted average is available.

Semester	Select the semester you want to view grades for.
Include Withdrawn Courses	Select if you wish to include withdrawn courses.

Cycle Grades is the default view.

Blank Grades	Choose whether to show or hide blank grades from the view.

❏ Click the cycle grade to view the assignment grade details for that course-cycle.

The section expands to display all assignments, due dates, and assignment grades, as well as the weight and average for each assignment category in that course.

The **Citizenship** grade, **Calculated Average**, and **Posted Average** are also displayed.

❑ Click the close icon ⌃ to collapse the expanded view for for a particular course-cycle.

Show All	Click to show assignment grade details for the cycle for all courses.
Hide All	Click to hide the expanded assignment grade details for all courses.

V. View your student's semester grades.

ASCENDER ParentPortal > Grades > Cycle and Semester Grades

Semester Grades

> The Semester Grades page displays your student's posted semester and final averages. This data is only available for closed semesters. For the current semester, no data is displayed.

Semester	Select the semester you want to view grades for.
Include Withdrawn Courses	Select if you wish to include withdrawn courses.

❏ Click or tap **Semester Grades**.

Your student's posted semester and final averages are displayed. This data is only available for closed semesters. For the current semester, no data is displayed.

Exam	The student's semester exam grade for the course is displayed.

Semester Average	The student's posted semester average for the course is displayed.
Final Grade	The student's posted final grade for the course is displayed. • For one-semester courses, this grade is posted after the semester is closed. • For year-long courses, this grade is only posted after the final semester of the school year is closed.
Credits	The number of credits received for the course that count toward graduation requirements is displayed.
(note icon)	Click the icon to view a note entered by the teacher. If the teacher has provided contact information, office hours, and/or other notes, an icon is next to the teacher's name. If the teacher has provided course notes or assignment notes, an icon is next to the course and/or assignment.

VII. View your student's immunization information.

ASCENDER Parent Portal > Immunizations

The Immunizations page displays your student's immunization (vaccination) data on file at the campus.

This is not available at all districts.

VIII. View your student's discipline information.

ASCENDER Parent Portal > Discipline

The Discipline page displays your student's discipline records for the semester. You can also view records for a particular date.

This is not available at all districts.

If court-ordered restriction exists for a particular discipline incident, that data is restricted.

By default, all of the student's discipline records for the semester are displayed.

Filter by	To view discipline records for a particular date, type the date...
Date	The date and time of the discipline incident are displayed.
Infraction	The specific violation is displayed.
Disciplinary Action	A description of the action taken by campus officials in response to the discipline incident is displayed.
Reported by	The name of the staff member who reported the incident is displayed.
Administrator	The name of the campus administrator who is handling the incident and taking action is displayed.

Additional comments about the discipline incident may be displayed in italic font below the fields, if entered by campus administrators.

Set up and view alerts.

II. View alerts.

ASCENDER Parent Portal > Alerts

View Alerts is the default view.

The number of new, unread alerts is displayed in a red circle.

The complete alert message is displayed under **Description**.

If the student has more than one alert, the alerts are displayed in the order received, with the most recent alert at the top of the list.

Tips:

- New, unread alerts are bold.
- Once you have read an alert, you can select **Read**. The alert will be no longer be bold.
- Clear the **Read** check box to change the alert back to unread.
- You can adjust the page to show or hide any alerts you have already read:
  - To see only new, unread alerts, set **View Read Alerts** to **No**.
  - To see all alerts, set **View Read Alerts** to **Yes**.

Did you know?

You can also:

- **Enroll new students** *
- **Register returning students** *
- **Update your student's information** *

See the Parent Guide: New Student Enrollment, Online Registration, & Data Updates.

* If enabled at your district

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