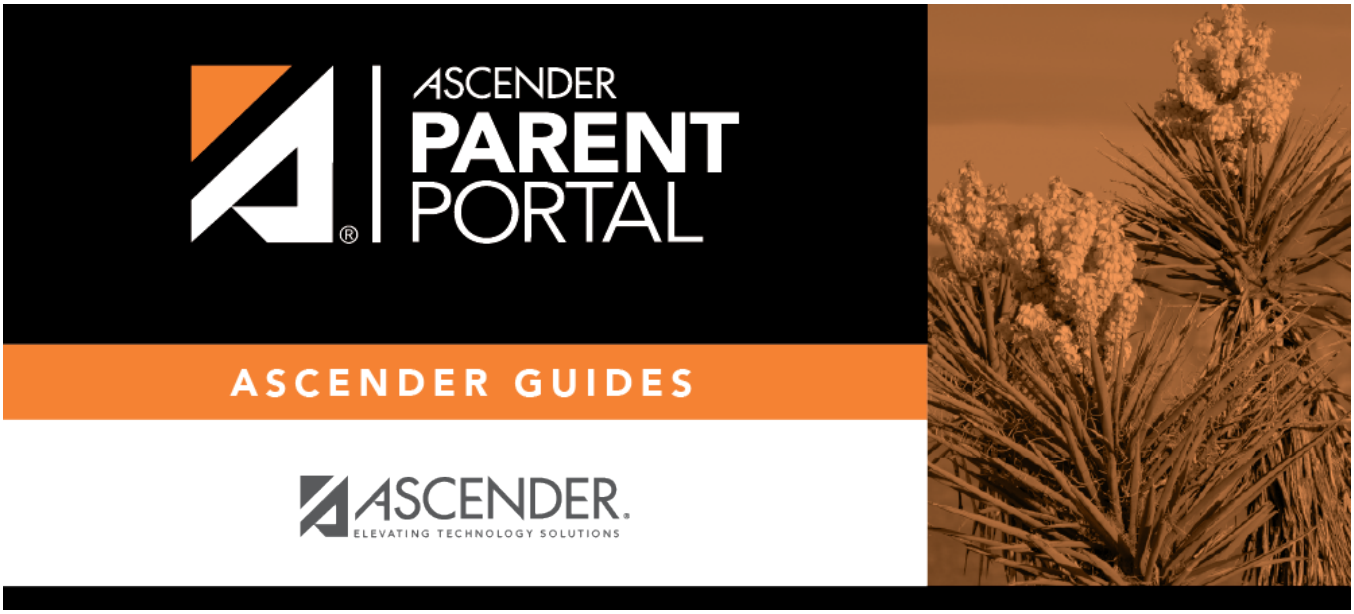



# Admin - User Settings

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# Admin - User Maintenance

***ASCENDER ParentPortal Admin > Admin Menu > User Maintenance***

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 one of the following fields to retrieve the user (i.e., parent) you want to impersonate:

| | |
|---|---|
| **User** | Type all or part of the parent's user name. |
| **Email** | Type all or part of the parent's email address. |
| **Student ID** | Type all or part of the student ID. As you begin typing the ID, a drop-down list displays students whose student IDs match the numbers you have typed. Select a student from the list. |
| **Student Name** | Type all or part of the student's first or last name. As you begin typing the name, a drop-down list displays students whose names match the letters you have typed. Select a student from the list. |

❑ Click **Search**.

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

| | |
|---|---|
| **User** | The parent's user ID is displayed. |
| **Email** | The parent's email address is displayed. |
| **Student Count** | The number of students associated with the user ID is displayed. If you hover over the number in the column, a pop-up window displays the students assigned to the user ID. |
| **Last Login** | The date and time the user last logged on to ASCENDER ParentPortal is displayed. |

- 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**.

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

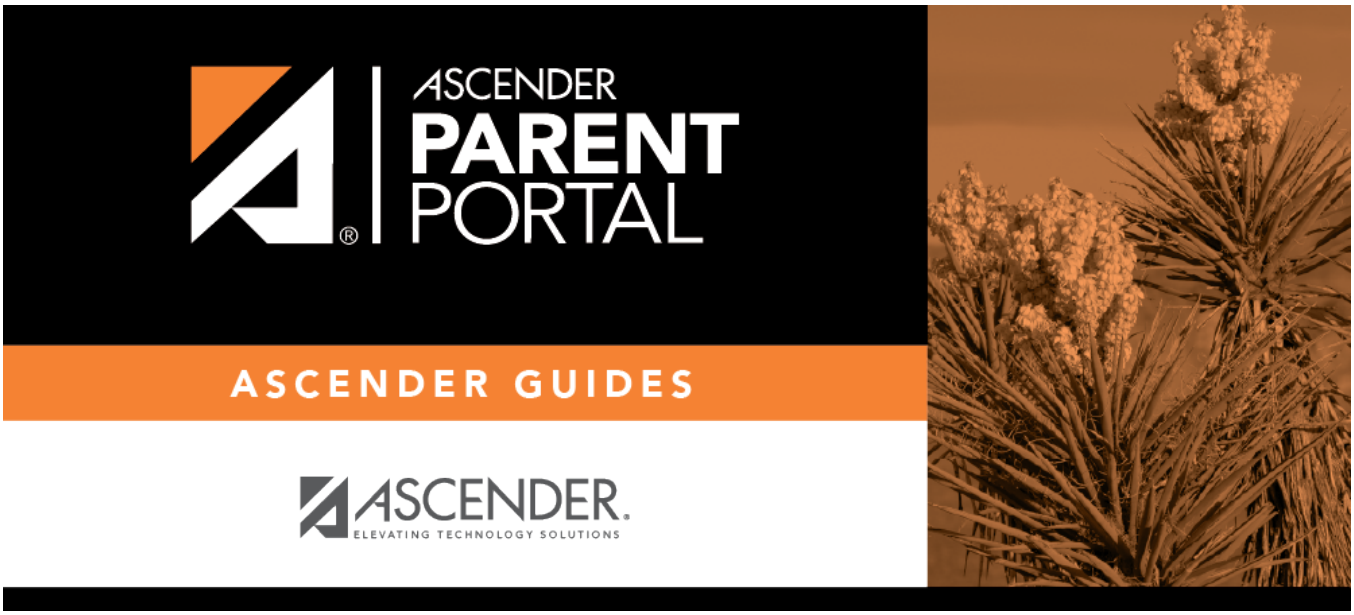
- You can only impersonate users who have students at the campus to which you are

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 User**.
- 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 Maintenance from the Admin Menu.

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

| | |
|---|---|
| **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*.<br><br>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*.<br><br>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 may include students who do not have associated users. |


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