Parent Guide to ASCENDER ParentPortal

Fall 2020: Returning Parents (those with txConnect ParentPortal accounts) should click Login and use their current user name & password

What would you like to do?

Access ParentPortal

I. Create an ASCENDER ParentPortal account and log on.

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: • Six to 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: • 8-64 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters • Case-sensitive
Re-enter Password	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, or write your own question in the space. If you need to reset your password, you will be asked this question.
Answer	Write 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**.
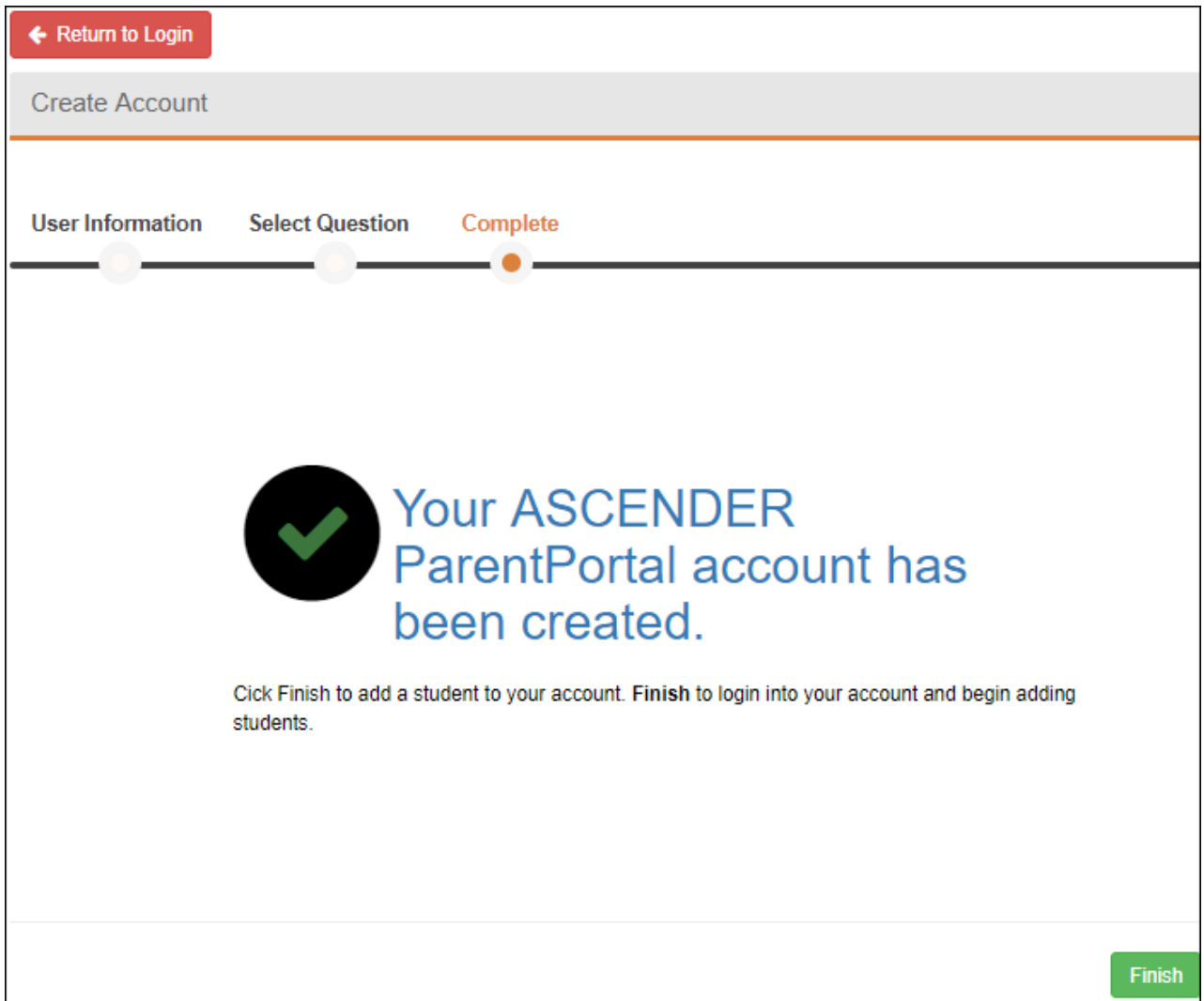
❑ Click **Finish**.

- 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.

If you have forgotten your user name, you can look it up, but you cannot change it.

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 Retrieve User Name/Reset Password page.

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

Retrieve User Name

E-mail	Type your current email address.

❑ Click **Retrieve User Name**.

A message is sent to your email address that contains your User Name.

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

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.

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.
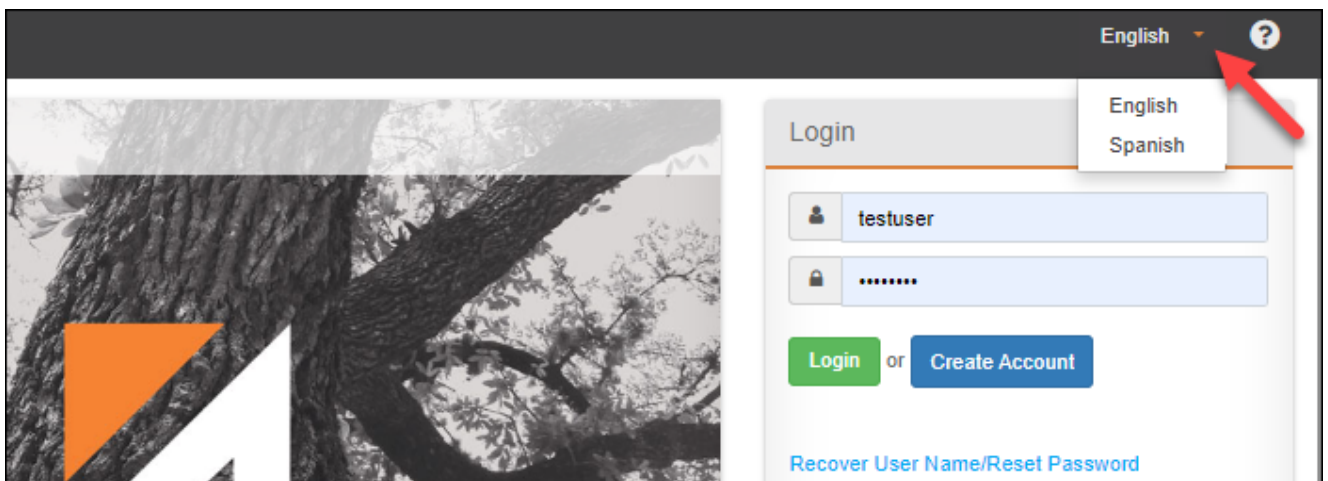
Your language selection will be retained for the current session.

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.

Assessments - You can view your student's scores on standardized tests, such as the STAAR test.

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 expanded by default. Click ⌃ to hide the section from view. Click ⌄ to show the section.

🖶 - 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

🔔 - 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. Access the My Account page.

ASCENDER ParentPortal > My Account