



Important Information/FAQ

Browser Information

ASCENDER ParentPortal (APP) is only supported on the latest versions **Firefox**, **Safari**, and **Google Chrome**. If you are having issues loading APP, make sure you are using the latest version of a supported browser.

Why can't I see all of the menu items?

Check your browser's Page Zoom settings to make sure it is set to 75% or less to view the entire menu.

Mobile App

ASCENDER ParentPortal (APP) does not have a separate app to be downloaded. It uses a responsive design that adjusts to whatever screen you are using (PC, tablet, or phone).

Why can't I see all of the menu items?

Check your browser's Page Zoom settings to make sure it is set to 75% or less to view the entire menu.

Email Verification

ASCENDER ParentPortal (APP) requires parents to verify their email address.

I cannot verify my email address.

Check your both your Junk and Spam email folders. It is possible the code verification message was delivered to either folder.

I received the message "Something went wrong with your request" when I attempted to verify my email.

Please call your student's campus to have them delete your account; you must then register for a new account.

Parent Alerts

Best Practice: Upon your first log in to APP, go to Alerts > Set Alerts and verify that Alerts are set up per your requirements.

I am still not getting alerts.

A. Your email address has not been verified on the My Accounts page.

B. Your email address is not the same as your student's contact information record at Santo ISD. Please call your student's campus to verify.

C. If you have changed your email address or mobile number, your alerts must be reset.

I am not seeing all of my enrolled students.

If you have multiple students enrolled at SISD, you may have multiple email addresses associated with those students; all email addresses must match your APP address. Please call the campus office(s) below to verify.

Santo Elementary

940-769-3215

Santo Junior High

940-769-3847

Santo High School

940-769-3847