**Possible problems and resolutions with Parent Portal Accounts**

**HINT**: You may verify the parent does not have a Portal Account on the parent’s **Demographics tab>Person Identifiers>Portal Username**



1. **Parent has a portal account, but forgot their username or password.**

**Action:** DIS will have to reset the parent password.

**School Action:** Check the demographics tab to verify the parent has a portal account. Please submit a work order with the parent and student name.

1. **Parent/Guardians does not have a parent portal account.**

**School Action:** Search for the Student. Verify on the relationship tab that the parent has a **Start Date** and both the **Guardian** and **Portal box** are checked. School may forward to the parent the Parent Portal Activation Instructions.



1. **All district employees**, by default, may login to the Parent Portal with their employee number and password. Please verify they are listed on their student relationship tab with a **Start Date** and both the **Guardian** and **Portal** box are checked.