

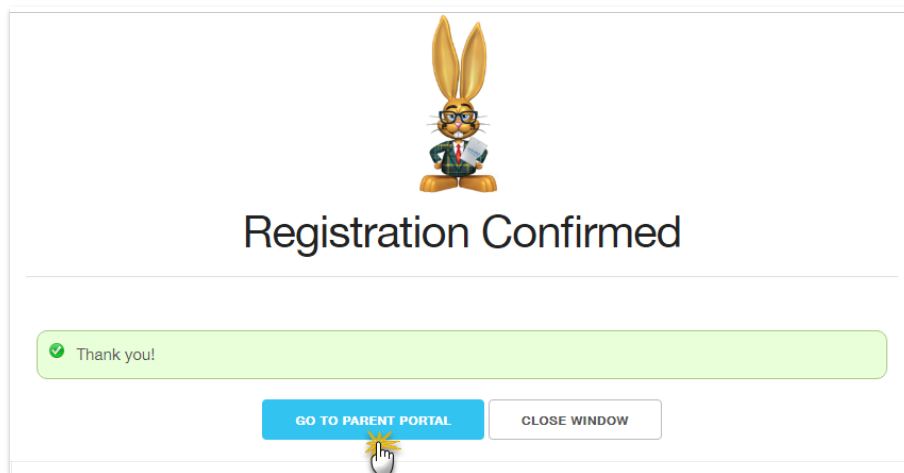
Parent Portal - Your Customers' First Log In

Last Modified on 11/03/2020 12:30 am EST

Your families log into their Portals using their email address as their Login ID. They must select a password for their Login ID. There are a few ways a parent can get a Portal password.

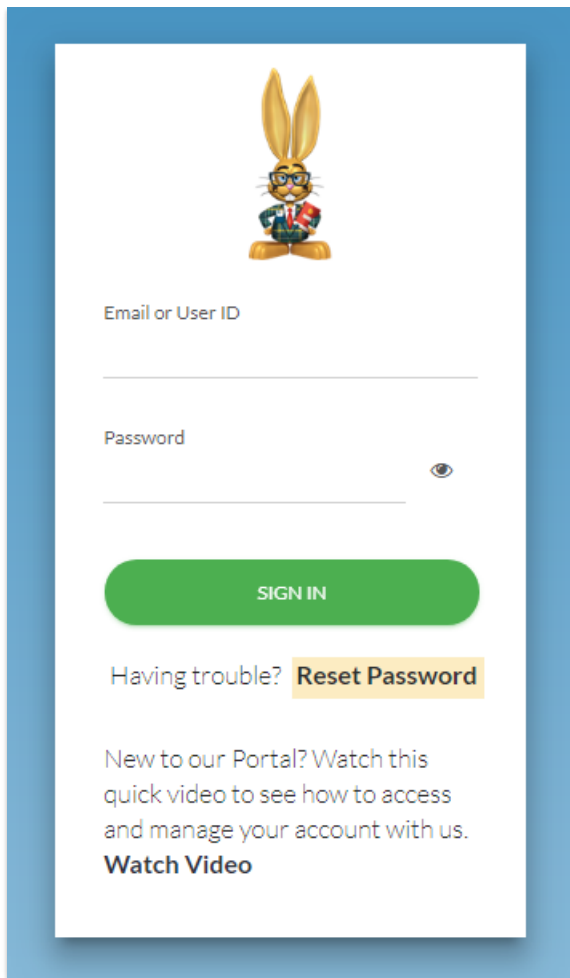
During Online Registration

When a parent sets up their Portal account information during their initial online registration, they will be able to go directly to the Portal by clicking the **Go To Parent Portal** button and can log in immediately using those credentials.



Reset Password Link on Login Page

If they did not set this up during registration, the parent can navigate to your Parent Portal login page and click the *Reset Password* link. An email will immediately be sent to them with an auto-generated temporary password.



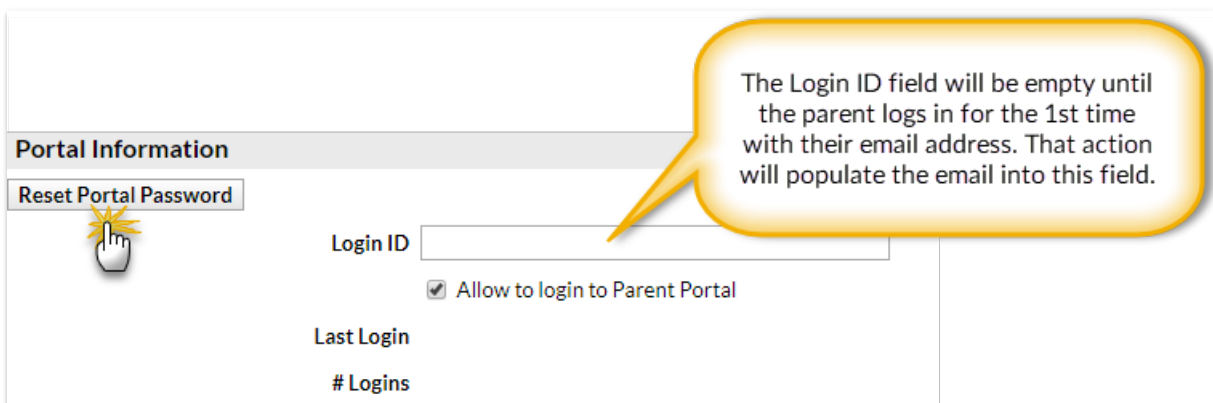
The image shows a login page for a Parent Portal. At the top is a cartoon rabbit wearing glasses and a red and blue striped shirt. Below the rabbit are two input fields: "Email or User ID" and "Password". The "Password" field has an eye icon to its right. Below the input fields is a green "SIGN IN" button. Underneath the button is a link that says "Having trouble? **Reset Password**". At the bottom, there is a message: "New to our Portal? Watch this quick video to see how to access and manage your account with us." followed by a "Watch Video" link.

The email also has a link to your Parent Portal login page so the parent can quickly navigate there and log in with their temporary password.

Encourage them to change their password to something meaningful to them as soon as they log in for the first time. This can be done from *Billing & Payments* (or the side menu) > *Account* > *Settings* > *Reset Password*.

Reset Portal Password Button on the Contact Record

You can also use the **Reset Portal Password** button on a parent's *Contact* record to have an auto-generated temporary password emailed to them.



The image shows a contact record for a parent. At the top is a "Portal Information" section. Below this is a "Reset Portal Password" button with a hand icon. To the right of the button is a "Login ID" field, which is currently empty. Below the "Login ID" field is a checkbox labeled "Allow to login to Parent Portal", which is checked. Below the checkbox are two more fields: "Last Login" and "# Logins". A yellow callout bubble points to the "Login ID" field with the text: "The Login ID field will be empty until the parent logs in for the 1st time with their email address. That action will populate the email into this field."

The email also has a link to your Parent Portal login page so the parent can quickly navigate there and log in with their temporary password.

Initially, the parent's email address is their Parent Portal Login ID. After they have logged into the Portal once using the email address on their record, the email address will be automatically entered into the *Login ID* field on their *Contact* record (this field will be blank until they login the first time).

Parents have the option to change the Login ID from their email address to something they prefer once they have logged in. While in the Portal, they can change their Login ID (*Billing & Payments > Account > Settings > Change Login ID*) and the change will be added to the Login ID field on their Contact record in your database.



We recommend parents leave the Login ID as their email address because your email address is rarely forgotten.
