



LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

TITLE: Los Angeles Unified Parent Portal

NUMBER: REF-6363.1

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Office of Parent and Community Services

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ROUTING
All Employees
All Locations

PURPOSE: The purpose of this Reference Guide is to inform all employees about the operational procedures related to the Parent Portal. The Los Angeles Unified Parent Portal is available to all Los Angeles Unified parents and guardians. It is a one-stop online portal that provides parents and guardians essential real-time information to help them support their child's progress.

MAJOR CHANGES: This Reference Guide replaces REF-6363.0, LAUSD Parent Access System Portal (Parent Portal), issued on August 25, 2014, and includes a system name change from Parent Access Support System (PASSport) to Parent Portal. It also includes instructions for the following new and/or modified operational procedures related to the Parent Portal: School Training and Support, Online Gradebook, and Add PIN (Personal Identification Number) Information. Additionally, information on how designated staff can access Parent Portal PINs via the Whole Child Integrated Data System is also included.

BACKGROUND: In pursuit of the District's goals, it is *critical* that we authentically engage parents and guardians as equal partners in their child's education.

The Parent Portal is a one-stop online system available 24/7 that securely connects parents and guardians to essential student data. The Parent Portal is a component of the My Integrated Student Information System (MiSiS). The Parent Portal Resources page for parents may be accessed at parentportal.lausd.net. The Parent Portal login may be accessed at parentportalapp.lausd.net/parentaccess.

After parents or guardians are logged in, the Parent Portal home page provides the following general resources:

- Parent Student Handbook
- District Calendar
- District News & Events
- Los Angeles Unified Families Page
- Parents' Rights and Responsibilities
- Los Angeles Unified Emergency Plan APP



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Los Angeles Unified School Choice Programs
Household Income Form
e-Choices
Parent Portal Help Documents
Los Angeles Unified Mobile App

The Parent Portal also provides the following student data information in an easy-to-read, parent-friendly format:

Attendance
Grades and Assignments
English Learner Progress
Health and Wellness
Student Discipline
Student Testing
Special Education Services
Online Forms and Applications
Transportation and Bus Routes
Preparing for High School (high school only)
Progress Reports
Gifted/Talented Programs
Schology

The Parent Portal is enabled for parents and guardians to directly update sections of their child's emergency contact information, as well as apply online for the following District programs:

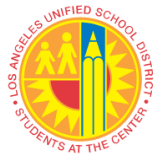
Free and Reduced-Price School Meal Program
Los Angeles Unified School/Office Volunteer Application
Unified Enrollment

INSTRUCTIONS: I. PARENT AND GUARDIAN REGISTRATION

Accessing student data through the Parent Portal is a two-step process. The first step is to **register**:

1. Go to the Parent Portal Login and Registration page at parentportalapp.lausd.net/parentaccess. Click on Step 4 'Register for an account'.
2. On the account registration page, parents and guardians provide first name, last name, a valid email address, and check security response. Parents will then receive an email to complete the registration process, which includes the creation of an account password.

NOTE: Los Angeles Unified does not provide parents and guardians with email accounts. A step-by-step Quick Guide and



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Video tutorial are available to school and district personnel designated to assist applicants with the Parent Portal at parentportal.lausd.net.

II. RESETTING LOS ANGELES UNIFIED ACCOUNT PASSWORDS

Parents and Guardians can reset their Los Angeles Unified Parent Portal account passwords through their Los Angeles Unified Parent Portal Login page at parentportalapp.lausd.net.

- Select Parent Login.
- Click on Forgot your password?
- On Password Recovery page provide registered email address to reset password and click submit.
- A confirmation email will be sent to reset the password.

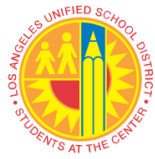
A step-by-step Quick Guide and Video tutorial are available to school and district personnel designated to assist with resetting a password at parentportal.lausd.net.

III. CONFIRMING VERIFIED PARENTS AND GUARDIANS WITH LEGAL GUARDIANSHIP THROUGH MiSiS

Once a parent or guardian has registered for a Parent Portal account, they can click on “Add student” from the main page to link their student to their account. Only parents and guardians that are listed within the My Integrated Student Information System (MiSiS) as the “verified parent and legal guardian” will be able to link their student’s data to their account. (Refer to section V below for instructions on how to link a student.)

If a parent or guardian is unable to link a student, school sites should first check MiSiS to determine whether the individual is listed as the “verified parent and legal guardian.” If a parent or guardian is not listed as the “verified parent and legal guardian” within MiSiS, the school site should follow its standard procedures to confirm that the individual does, in fact, meet the requirements to be listed as such.

If the parent or guardian can be confirmed by the school site as the “verified parent and legal guardian,” the status must be updated within MiSiS before the individual is able to link the student’s information to any Parent Portal account.



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IV. VERIFYING PARENT AND LEGAL GUARDIAN IDENTITY IN PERSON OR ONLINE

School sites must verify parent and legal guardian identity in person or via online video or teleconferencing application. During circumstances when parents and guardians are unable to verify their identity at a school site or district office, parents and legal guardians may call the school site, local district office, Office of Parent and Community Services, or the Los Angeles Unified designated phone number of the hotline to request assistance in obtaining a Parent Portal PIN. The parent or guardian must complete the verification process via online video or teleconferencing application like Zoom.

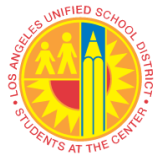
1. Staff must verify parent or guardian identification through asking a set of security questions:
 - Student's Date of Birth (DOB)
 - Student's First and Last Name
 - Student's Grade Level
 - Student's Address and Phone Number
 - Emergency Contact Name and Phone Number
2. Staff must ask the parent or legal guardian to show their identification (California ID, Driver's License, Consulate card, or Passport) and validate identity by seeing the parent or guardian directly on the screen via online video or teleconferencing application like Zoom.
3. The PIN may only be issued by phone after the previous steps have been taken and identification has been confirmed.

NOTE: For in person verification, the previous steps must also be followed prior to issuing a PIN.

V. LINKING STUDENT DATA TO PARENT OR GUARDIAN PARENT PORTAL ACCOUNTS

Once a parent or guardian has successfully created a Los Angeles Unified Account, they can link their student's data to the account by following the steps below:

- Enter Student's District Identification Number (Student ID)
- Enter Student's Date of Birth (DOB)
- Enter Parent Portal PIN
- Click Security box – reCaptcha
- Select "Add Student"



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- Click “Finish”

NOTE: Please provide a Parent Portal PIN that is unique to each parent or legal guardian. This number should not be substituted or confused with a student PIN. A student PIN is used for resetting the student MyMail password.

A step-by-step Quick Guide and Video tutorial are available to parents and guardians, schools, and district personnel to assist with the linking of student data to a Parent Portal account at parentportal.lausd.net.

VI. PARENT PORTAL CONNECTION TO SCHOOLOGY

The Parent Portal serves as the entry point for parents and guardians to enter and bridge to Schoology. When parents and guardians click on their student’s account, they are taken to a menu where the Schoology icon is found. When parents and guardians click on the Schoology icon, they are directed to Schoology without having to log-into the site. Schoology is the online site where parents and guardians can follow student coursework, download resources provided by teachers, and email teacher and school administrators.

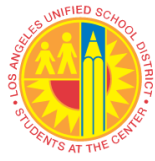
VII. LOS ANGELES ONLINE SCHOOL VOLUNTEER PROGRAM

Parents and guardians may submit an online application to volunteer at their child’s school via the Parent Portal. The School Volunteer Application and BUL-6746.2 can be found in the Online Forms & Applications section of the Parent Portal or on the Schools and Offices Volunteer webpage at: <https://achieve.lausd.net/Page/9647>.

VIII. EMERGENCY CARD UPDATES

Through the Parent Portal, parents and guardians can update their own respective home, work, or cell telephone number. Both parents have access to update the Emergency Card phone numbers. Parent and guardians may also designate how they would like to be contacted in case of an emergency and opt-in to receive authorized text messages. All changes made by parents and guardians will be immediately reflected in MiSiS. School principals, office managers, and school administrative assistants can generate a report in MiSiS titled ‘New Emergency Contact Report.’

Visit the MiSiS Resources and Job Aids webpage at <https://achieve.lausd.net/Page/7044> for detailed instructions. Schools are responsible for reviewing and printing emergency card update reports as often as necessary to keep records current.



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NOTE: Parents and guardians are still required to visit the school’s main office and provide required documentation to make home address changes or to add/remove emergency contact names, in accordance with the school’s existing policies and procedures.

IX. PROVIDING ACCESS TO DESIGNATED LOS ANGELES UNIFIED EMPLOYEES

Designated staff can view select portions of the Parent Portal by using their employee single sign-on credentials.

Designated Staff and Employee Login

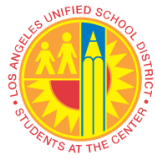
Principals and designated staff may access a read-only view of all individual student data that is displayed in the Parent Portal.

Beginning in March 2021, Principals and Local District administrators will use the Principal Portal to grant designated staff the Parent Access Account Administrator user role. The Parent Access Account Administrator user role allows designated staff to perform various tasks within the Parent Portal including access to Parent Portal PINs.

- Click on Employee Login via parentportalapp.lausd.net/parentaccess
- Once logged on, enter the Student ID to view individual student data as displayed to parents via the Parent Portal
- Three tabs available are:
 - Find a student
 - Reporting
 - Parent Search

Once designated staff have logged into the Parent Portal via Los Angeles Unified Employee Login, click on Find Student, and enter the Student ID.

The screenshot shows a web interface with three tabs: 'Find a Student', 'Reporting', and 'Parent Search'. The 'Find a Student' tab is active. Below the tabs is a blue header with the text 'Student Search'. Underneath, there is a search instruction: 'Enter the student ID of the student for whom you wish to search. You will only be able to view information about'. Below this instruction is a text input field labeled 'Student ID:' and a blue 'Search' button.



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Designated staff may view Grades and Assignments, attendance for all courses, English Learner progress, standardized testing data, special education services and progress toward graduation (FOR HS ONLY). **Note:** Teachers will not have access to all this information.



Access to Parent Portal PINs in the Whole Child Integrated Data Platform

Parent Portal PINs may also be viewed by principals and assistant principals via the Student Search page in the Whole Child Integrated Data platform. Principals may provide designees with assistant principal access via the online user role request process at <https://oneaccess.lausd.net>.

Parent Portal PIN information is available by following these steps:

- Log on to Whole Child at <https://wholechild.lausd.net>.
- On the main navigation page, under Whole Child (WCHD), select Student Search (SSH).
- On this page, one may view the Parent Portal PIN information for an individual student by clicking on the arrow to the left of the student ID.
- To view the information for all students at the school, click the ***Student/Parent PIN Roster*** button in the upper right corner of the screen.

An Excel file of the ***Student/Parent PIN Roster*** for the campus downloads containing Parent Portal PINs as well as student email addresses and PINs. If a parent has registered for a Parent Portal account, the corresponding email address also displays. The roster may be sorted and/or filtered, including by grade level and homeroom teacher; and an individual student may be searched for using any column.



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The Whole Child website, <https://achieve.lausd.net/wholechild>, contains user resources, including an Introduction Video (Principal Perspective), Principal User Manual, the job aid *Request Access to Whole Child Integrated Data*, information on professional development, such as the MyPLN eLearning course *Whole Child Integrated Data: An Introduction for Principals*, FAQs (Frequently Asked Questions), and What’s New.

X. PARENT EMAILS TO TEACHERS VIA THE PARENT PORTAL

Through the Parent Portal, parents and guardians may email teachers with questions related to their child’s progress in a particular class. Teacher names and corresponding Los Angeles Unified emails are listed as part of the Course Summary table on the “Grades and Assignments” section of the Parent Portal.

All Los Angeles Unified employees, including teachers, are required to check their District email regularly and maintain accounts with their allotted storage to prevent delayed message delivery.

For messages received by teachers in a language other than English, principals and school sites are responsible for establishing protocols to ensure timely translation and response.

XI. PARENT PORTAL SCHOOL TRAININGS AND SUPPORT

School Staff Training

Parent Portal trainings will be provided by each Local District Parent and Community Engagement (PACE) team. The trainings will cover the following topics:

- Parent Portal & Schoology Orientation
- Strategies and Tools for Outreach to Parents
- Effectively Troubleshooting Registration and PIN Processes
- Operational Procedures

PACE team contact information:

Local Districts	Contact Number	Local District Website
Central	(213) 241-0126	https://achieve.lausd.net/ldcentral
East	(323) 224-3100	https://achieve.lausd.net/ldeast
Northeast	(818) 252-5400	https://achieve.lausd.net/northeast
Northwest	(818) 654-3600	https://achieve.lausd.net/northwest
South	(310) 354-3400	https://achieve.lausd.net/ldsouth
West	(310) 914-2100	https://achieve.lausd.net/ldwest



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Quick Guides and Video tutorials are also available on the Parent Portal website at: <https://achieve.lausd.net/Page/10470>.

For technical support regarding system issues, contact the ITD Helpdesk at (213) 241-5200 or visit itd.lausd.net. The Office of Parent and Community Services also provides assistance at (213) 481-3350.

XII. PARENT OUTREACH TOOLS AND RESOURCES

Below is a list of resources and tools designed to assist schools in familiarizing themselves with the Parent Portal and promoting its use among parents and guardians.

<p>The following resources listed below in this section may be found on the Parent Portal home page/Tools for Schools at https://achieve.lausd.net/Page/10471</p>	
Resource Tool	Title/Description
Parent Portal Presentation and Facilitator Guide	PowerPoint presentation and Step-by-Step Guide to navigate the Parent Portal.
Parent Guide to Setting Up a Free Email Account in Google or Yahoo	Provides a step-by-step overview on setting up a free Google or Yahoo email account.
Parent Portal Sample PIN Letter	Letter template that schools can use to provide parents with their student's Parent Portal PIN.
Job Aid and Video	How to grant employee access to Parent Portal PINs in the Principal Portal
Quick Guides	Where to find Parent Portal PINs <ul style="list-style-type: none"> – Parent Portal Employee Login Quick Guide – FOCUS Parent Portal Dashboard User Manual
<p>The following resources listed below in this section may be found on the Parent Portal home page at https://achieve.lausd.net/Page/10470</p>	
Resource Tool	Title/Description
Quick Guide and Video	How to Register for a Parent Portal Account



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Quick Guides	How to Use the Parent Pin to Link Your Student <ul style="list-style-type: none"> - Linking student using PIN - How to verify PIN for existing users
Quick Guide and Video	How to Reset your Parent Portal Password <ul style="list-style-type: none"> - Resetting your Password for your Los Angeles Unified Parent Portal Account - Guidelines for Creating and Resetting Parent Portal Password
Job Aids and Video	Schoology Resources
Quick Guides and Video	To View What's Available in Parent Portal: <ul style="list-style-type: none"> - How to Access Standardized Test Scores in the Parent Portal - How to apply for ESY via Parent Portal - How to access Progress Reports via Parent Portal - Video Guide to Access Grades and Assignments
Quick Guide	How to Change/Update Email in the Parent Portal
Quick Guide	Parent Portal FAQs
Los Angeles Unified ITD Helpdesk (213) 241-5200	Technical Support for School Staff and PACE teams

RELATED RESOURCES:

BUL-6746.2 *Establishing and Administering School/Office Volunteer Programs*, dated January 11, 2019

ASSISTANCE:

For assistance or further information, please contact the Office of Parent and Community Services at (213) 481-3350 or at families@lausd.net.