LAUSD Parent Portal Quick Guide – Registration for Parents/Legal Guardians

This Quick Guide provides an easy 8 step review of the registration process. Also included is a Troubleshooting page for use when assisting parents with the registration process.

http://parentportalapp.lausd.net/parentaccess/

**Step 1** – Register for an LAUSD account. Provide all the required information (*):

First Name, Last Name, Email Address, Security image/audio.
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**Step 2** – You will receive a thank you message.

**Account Registration**

Thank you

To complete your registration, please click on the activation link sent to: parentportal23@gmail.com

Click here to goto Login Page.

**Step 3** – To complete your registration, check email for notification sent to complete account registration process. Activate your account by clicking on the blue link “Continue on your web browser.”

L.A. Unified School District

Password Reset Request

Dear Parent Portal,

We received a request to reset your LAUSD account password.

Please click on the link below and follow the instructions.

Continue on your web browser

OR

Continue on the LAUSD Mobile App

Thank you,

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**Step 4** – Enter your Email and Password. Read the criteria for creating an acceptable password. For you to Re-enter Password, you need to meet the Password criteria, all of the red Xs must become a green ✓. Passwords must match before you can submit.

![Password Criteria](image)

**Step 5** – You will receive a notification that your LAUSD Account is Activated. Click on the first logo, Parent Portal, to the right of the screen.

![Account Activated](image)
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**Step 6** – Select Parent Login.

**Select an option below**

1. **Parent Login**
2. **Student Login**
3. **Employee Login**
4. **Register for an account**

**Step 7** - You can now log in using your email and password.

**Parent Login**

Username: parentportal23@gmail.com
Password: ***************

Forgot your password?

[Register] [Log In]

- Username is the email address you used for account registration.
- Session times out after 60 minutes.
- If you’d like to change the email address associated with your account, please sign in using your old email address. Account edits can be made once you logged in successfully.

**Step 8** - You will be asked if you would like to receive the Parent-Student Handbook via email. Select “Yes” or “No” and click submit.

**Select your handbook preference**

I want to receive an electronic version of the LAUSD Parent-Student Handbook. I understand that by clicking “Yes” I will not receive a paper copy of the Parent-Student Handbook for the current school-year and beyond.

- [ ] Yes
- [ ] No

[Submit]
You have successfully created your LAUSD Parent Portal Account. The next step is to Add your student. Please See Quick Guide for linking students.
# Troubleshooting for Parents/Guardians

## Registration for LAUSD Account

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have entered all of the information required to register for an LAUSD Account but cannot register...</td>
<td>1. Make sure you have entered a working email address.</td>
</tr>
<tr>
<td></td>
<td>2. Make sure what you entered for the security image/audio is correct.</td>
</tr>
<tr>
<td></td>
<td>3. If both are accurate, try using a different browser (Firefox, Internet Explorer, Escape...)</td>
</tr>
<tr>
<td>After entering all information, you received notification that you were sent an email to activate your LAUSD account but did not receive it...</td>
<td>1. Check your “junk email” box and make sure it is not in there.</td>
</tr>
<tr>
<td>You have received the activation email but the “Create password or Reset my password” link is not working...</td>
<td>1. Try using a different browser.</td>
</tr>
<tr>
<td>You have entered and re-entered your password but cannot continue with the registration process...</td>
<td>1. Make sure you have read all of the instructions for creating a password and following accordingly.</td>
</tr>
<tr>
<td></td>
<td>2. If you have followed the instructions accordingly but you still cannot continue, try using another browser (Firefox, Internet Explorer, Escape...).</td>
</tr>
</tbody>
</table>

## Password Criteria:

- At least 10 characters
- At least 1 numeric character
- At least 1 uppercase letter
- Must include at least 1 special character from the following options: `- ! $ % ^ & * () _ - [ ] { } ; : /`
- Cannot be common names or commonly used words (e.g. "password1", "JohnSmith47")
- Cannot have repetitive or sequential characters (e.g. "abcd", "555")
- Cannot contain whitespaces
- Cannot exceed 24 characters
- Password and Re-enter password must match