### Registration for LAUSD Account

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

#### Account Registration

*Please update your password*

<table>
<thead>
<tr>
<th>Field</th>
<th>Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: *</td>
<td><strong>[Enter email]</strong></td>
</tr>
<tr>
<td>Password: *</td>
<td><strong>[Enter password]</strong></td>
</tr>
<tr>
<td>Re-enter Password: *</td>
<td><strong>[Re-enter password]</strong></td>
</tr>
</tbody>
</table>

**Password Criteria:**

- Must have at least 12 characters.
- Cannot exceed 24 characters
- Cannot be commonly used passwords (E.g. “abcd1234” or “password1”)
- Cannot have repetitive or sequential characters
- Cannot contain Email
- Cannot contain whitespaces
- Cannot contain special characters: "*+!%<>":=7@  
- Password and Re-enter password must match
## Troubleshooting for Parents/Legal Guardians

### Linking Students to LAUSD Parent Portal Account

<table>
<thead>
<tr>
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<th>Resolution</th>
</tr>
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</table>
| You have inputted all your student’s information and student does not show when you click “Add A Student” … | 1. Make sure you have inputted all the information correctly. **The letter in the I.D. number should be capitalized. Make sure there are no spaces and that your student’s name is listed as it appears on school records.**  
  2. If you have inputted all information correctly, according to your documents but the student(s) does not show call your child’s school and verify his/her I.D. number. |
| You have inputted all your student’s information and the student’s name is showing after you click “Add A Student” but your name is not showing up as parent… | 1. Call your child’s school and verify that you are listed as a guardian in District’s database.                                          |
| You have successfully retrieved all of your students, but they are not showing up on your Main Page under ‘My Students’… | 1. Make sure you have selected “Finished” as demonstrated in Step 5 of the Quick Guide.  
  2. If you have selected “Finished” and are now on Manage Associated Students – Step 6, make sure you have selected students and moved them (using arrow) to Selected Students box and click “Save” (Follow Step 6 and 7 of Quick Guide) |
Locating Student’s District Identification Number(s)

You can find your student’s Identification Number in the following locations:

- Letters sent to parents from Student Integration Services, also known as reference numbers, for the following eChoices programs:
  - Permits With Transportation (PWT)
  - Magnet
  - PSMCP (Priority School Matriculate Choice Program, which replaces NCLB)
- Truancy/Attendance Notification Letters
- Inter-district permits & intra-district permits
- Some Student ID Cards – varies from school to school
- Individual Graduation Plan (received from the counselor)
- California High School Exit Exam (CAHSEE) & Parent Report
- California English Language Development Test (CELDT) – Student Performance Level
- Standardized Report Testing & Reporting (STAR) Student Report
- Letters sent to parents from the Transportation Services Division (TSD) (for students who ride on the school bus for home-to-school transportation)
- Student’s Individualized Education Plan (IEP)

If unable to find the identification number on documents you have received, you may submit a request for it at your child’s school.

For Assistance with Parent Portal,

contact your Local District Parent and Community Engagement office:

Local District Central - (213) 241-1931
Local District East - (323) 224-3320
Local District Northeast - (818) 252-5400
Local District Northwest - (818) 654-3600
Local District South - (310)-354-3230
Local District West - (310) 914-2124