

PARENT PORTAL MANAGEMENT FOR ADMINISTRATORS

This document provides an overview of the Parent Portal provisioning process, as well as step-by-step instructions for performing administrative tasks related to the management of Parent Portal.

Unlike CPS staff and students, parents do not have CPS network and e-mail accounts. Therefore, CPS must provide parents with a secure means of obtaining a dedicated account to the Parent Portal. More importantly, CPS must ensure that parent accounts can only link to their own children to ensure the integrity and confidentiality of data, and to comply with the provisions of FERPA. See www.ed.gov/ferpa for more details.

This document provides guidance for the following elements:

1. Parent Registration
2. School-based Account Management
3. Best Practices

Every school currently has autonomy in determining the best means of engaging the local parent population. The IMPACT team has created a document – “Parent Portal Orientation Guide” – to help you assist parents in the log-on process. Potential opportunities to introduce parents to the portal include orientation, back to school night, report card pick-up days, and parent teacher conferences. Schools with computer labs or a publically accessible computing space can leverage those resources to provide parents an onsite training of the portal.

PARENT REGISTRATION

In order for parents to successfully access student data on the portal, three steps must be completed. First, the parents must go to <https://parent.cps.k12.il.us> and **create** a Parent Portal account. Second, the parent must **link** a student to their account. This puts the account in ‘Pending’ status. Lastly, the parent portal administrator at each site must go into the portal and **approve** the pending account. Only after all three steps are complete will parents be able to access student grades and attendance information on the portal.

Once created, parent portal accounts follow the student from school to school, given the student remains in CPS and attends schools that use Gradebook. Thus, when a student transfers or goes to high school, there is no need to create a new parent portal account.

The information that a parent needs to create the account and link a student are: parent name, address, phone number, email (not required), student ID, student date of birth, and student PIN. It also prompts them to create their own username and password. The images below simulate what parents see in step one and two of the registration process:

Step 1:

Step 2:

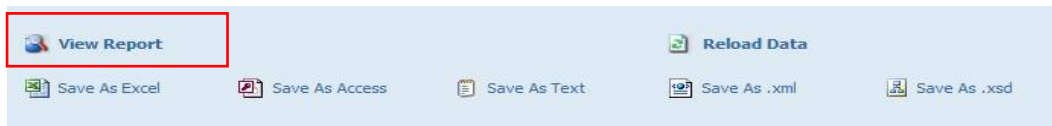
The Student ID and Student PIN are both generated after a student is registered in IMPACT SIM. The **Student ID** is the more ubiquitous number – used on photo IDs, printed on report cards and schedules, etc. With such visibility, it is easy for anyone who is not the student’s parent to know a student’s ID. For this reason, a separate number is generated for each student called the Student PIN. The **Student PIN** is a unique identifier for each student and provides an added measure of security to the parent registration process. An administrator can access the PIN in Gradebook the day after a student is registered in SIM.

To access a student’s PIN,

1. Log into Gradebook





2. Click [Reports icon]. Then, click [Student PIN Report icon].
3. From the report generation menu (click “View Report” to generate):



An administrator can view both the ID and the PIN for each student on this report. This report is best used on a one-to-one basis (i.e. when a parent comes into the school looking to register for the portal and needs the student PIN). For disseminating the PIN on a larger scale, it is best to use “Letters and Labels” report, directions to which are found on the following page.

Distributing PINs

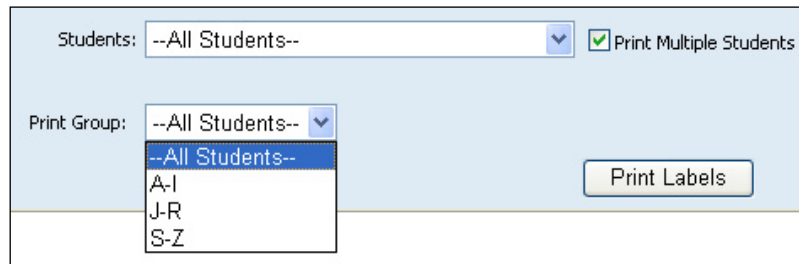


In Gradebook , there is a  icon. This report allows a school administrator to generate letters merged with each student's PIN number - along with address labels - for printing and distribution.

1. The "Letters and Labels" report generates the PIN for one student, a group of students by letter range, or all students. By default, "All Students" will be selected.



2. An individual student may be selected using the "Students" dropdown. To generate for a letter range of students, the "Print Multiple Students" checkbox must first be selected. Then select the appropriate letter range from the "Print Group" dropdown list that will appear.



3. Once the appropriate parameters are selected, click the "Print Letters" button to generate letters displaying each student's associated PIN code.

Click the "Print Labels" button to generate printable mailing labels with each selected student's name, guardian name, and mailing address.

There are some critical steps to remember when generating mailing labels for distribution:

- The printed address will match the student's address in IMPACT SIM.
- The generated labels are compatible with [Avery Label #5160](#) only.
- Browser margins must be set as follows:
 - Top & Bottom Margins: 0.5 inches
 - Left & Right Margins: 0.25 inches

Browser margins can be defined in Internet Explorer by clicking the "File" menu and then selecting "Page Setup." **Also be sure to remove any browser headers/footers.**

The form of the PIN letter will be as follows:

	(School Name) (School Address) (Date)
(Parent Name) (Student Home Address)	

Greetings,
We are excited to offer you access to a new CPS IMPACT Parent Portal. Here are some of the key features of IMPACT Gradebook's Parent Portal:

- Parents can use the Parent Portal to view grades and attendance online.
- Parents can view course syllabi, assignments, class descriptions, and several kinds of notes and comments from teachers.
- Parents can receive alerts regarding students' grades and attendance.
- Parents can access all of their students' profiles (regardless of school) with a single account.

For instructions on establishing an account, please refer to the Parent Portal Orientation Guide provided during the registration process. The orientation guide will provide step by step instructions for establishing your account. After your account has been established you will be asked to provide both your student's CPS student identification number and and a parent portal personal identification number (or PIN) to link to your student's record. **This correspondence only contains the PIN designation.**

PIN Designation
The PIN designation for student [STUDENT NAME HERE] is [PIN NUMBER HERE].

We look forward to working with you through this new tool to ensure that your student is progressing towards pre-defined educational goals.

Sincerely,
[Principal Name]

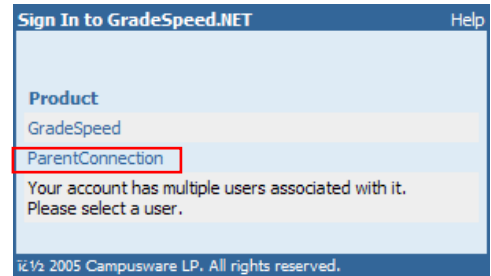
Administrators can choose to print Letters and Labels for all students in the school, or individual students by homeroom or last name. The PIN letter is best utilized as a mailer home to parents – along with the “Parent Portal Orientation Guide” - at the beginning of the year. This will ensure parents are accessing the portal prior to report card pick-up. Keep in mind that PINs are available to view the day *after* a student is registered in SIM. Thus, a parent coming in to register a student for school will not have access to their PIN (or show up on this report) until the following day.

Note: The content of this letter is the same for every school and will not be changed to incorporate any additional verbiage at this time.

APPROVING PENDING ACCOUNTS

Once the parent receives the student PIN and they complete step two of the registration process (linking a student to their account), it is now time for the campus administrator to go into Parent Portal and approve the pending account.

1. Log in to Gradebook with your network username and password. If you have been granted access to manage parent accounts at your school, you should see two links: **GradeSpeed** and **ParentConnection**. By default, CPS is providing these rights to the school administrator and technology coordinator user roles. Click **ParentConnection**. The main Parent Portal admin screen will appear.



2. Click on "Pending" in the left side menu. A list of parent applications in pending status is displayed.
3. Search for a student or parent in the search box if desired.
4. Click on the Details link and a popup window will appear.
5. Review the application details and determine whether to Approve, Deny, Delete, or Suspend the account pending further interaction with the applicant. At a minimum, the name, date of birth, and PIN number must match in order to approve the account.

GradeSpeed ParentConnection Search: Find | Help | Log Out

Chicago Public Schools

Select category to manage:

- User Management
 - Current Users
 - Create User
- Student Management
 - Students
- Applications
 - Active
 - Pending (497)** **2**
 - Denied
 - Suspended
- Settings
 - Calendar
 - Server Settings
 - Statistics

You are currently logged in as [username]

This account has District Admin access.

[Switch User]

[Log Out]

Pending Applications

Campus: [dropdown]

Parent Name	UserName	Student Name	StudentID	Last Change	
[blurred]	[blurred]	[blurred]	[blurred]	11/7/2014 8:19:50 AM	4 Details
[blurred]	[blurred]	[blurred]	[blurred]	1/30/2015 9:33:38 AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	PM Details
[blurred]	[blurred]	[blurred]	[blurred]	AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	5 AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	7 AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	7 AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	09 PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	12 PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	7 AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	7 AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	PM	Details
[blurred]	[blurred]	[blurred]	[blurred]	AM	Details
[blurred]	[blurred]	[blurred]	[blurred]	4/3/2015 11:09:13 AM	Details

Application Status: Pending

Student Info	From Application	From Database
Student ID:	[blurred]	[blurred]
Student Name:	[blurred]	[blurred]
Student Address:	[blurred]	[blurred]
Student School:	[blurred]	[blurred]
Student Grade Level:	[blurred]	[blurred]
Date of Birth:	[blurred]	[blurred]
PIN:	[blurred]	[blurred]

Parent Info

Parent Info	From Application	From Database
Parent Name:	[blurred]	[blurred]
Username:	[blurred]	[blurred]
Address:	[blurred]	[blurred]
Home Phone:	[blurred]	[blurred]
E-mail Address:	[blurred]	[blurred]
IP Address:	[blurred]	[blurred]

Approve Deny Suspend Delete

Results 25 117 items Search << < > >>

Selecting a Status Option for a Pending Application

There are four available status options to choose from when updating a parent account or student linkage: Approve, Deny, Suspend, and Delete. The following table lists the suggested use of each of these options:

Status Option	Description of Use
Approve	Applications should be approved if the Student ID, Date of Birth, and Student PIN on the application match the entries in the database. The presence of a matching PIN indicates that a parent received the PIN directly from school staff. If any other contact information on the application does not match, the parent should be encouraged to update their official IMPACT contact information at the school office.
Deny	Deny should be used when it is determined that the applicant should not have a portal account and/or access to the requested student's information (i.e. custody cases).
Suspend	The Suspend option is a way to place an application in a hold state pending further communication with the parent/applicant, most frequently used when PIN, Student ID, or Date of Birth do not match.
Delete	Deleting an application removes all traces of its submission. Use this option for duplicate accounts or old accounts that have been in 'pending' status for a significant duration.

NOTE: Students sometimes attempt to sign up for Parent Portal accounts. Students should not be granted parent accounts because 1) students are automatically given accounts to the Student Portal and 2) it then appears that the student has a parent signed up for the Parent Portal when they do not, curtailing outreach to the parent.

Parent Portal Action Report

Parents can sign up for Parent Portal accounts at any time, so it is necessary for a Parent Portal Administrator to monitor and manage parent accounts on a daily basis. The IMPACT Gradebook team has created a report to help you with this process. The **Parent Portal Action Report** (available via GradeSpeed → Reports, not ParentConnection), makes it easy to identify when action is required on parent accounts. Daily management of pending accounts ensures that parents who sign up for accounts experience a timely transition into viewing their students' grades and attendance.

To access the **Parent Portal Action Report** in Gradebook:

1. Log into IMPACT Gradebook (<https://gradebook.cps.k12.il.us/>) as a GradeSpeed User

2. Click on  , then .

3. Click on  or .

This report will show a) any students who have parents in 'pending' status, b) any students who have no parent signed up for the portal, and c) the number of pending applications that could not be linked to a student (invalid student ID entered). The Parent Portal Action Report is updated in real time and can aid in the prioritization of updates to Parent account, as well as targeting parents who have no account.

REGISTERING A NEW PARENT ACCOUNT AS AN ADMINISTRATOR

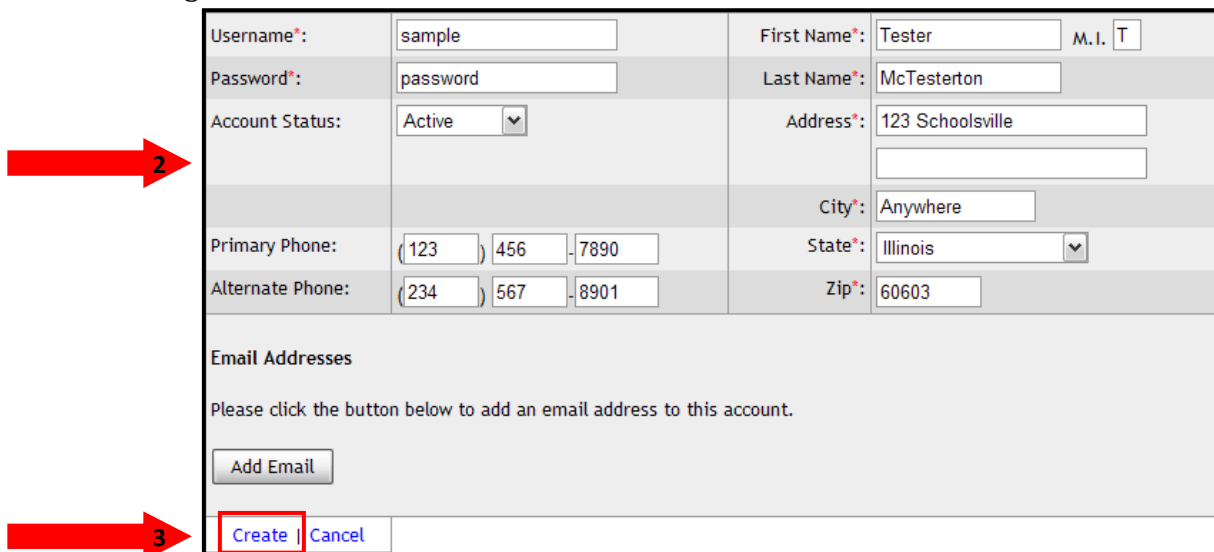
The IMPACT Parent Portal is designed to allow parents to set up their own accounts. IMPACT highly recommends encouraging parents to create their own accounts. However, there may be some instances where a parent is unable to create an account or is reluctant to do so without assistance. The instructions below will show you how to assist parents in this task.

Step 1: Creating a Parent Account

1. From the main portal admin screen, click "**Create User**". You will see the following screen.

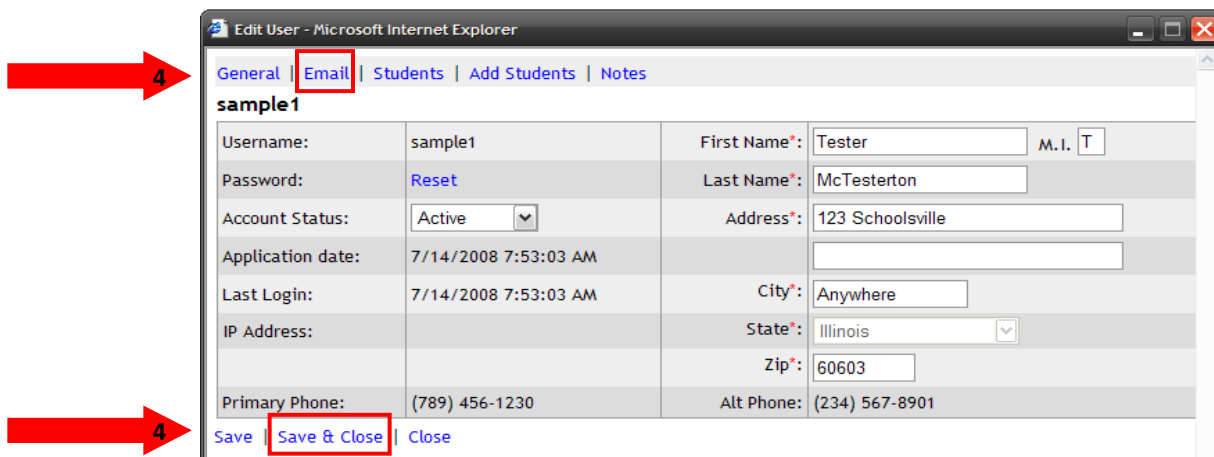
User Management

- [Current Users](#)
- [Create User](#)



The screenshot shows a form for creating a new user. The form includes fields for Username, Password, Account Status, First Name, Last Name, Address, City, State, Zip, Primary Phone, and Alternate Phone. At the bottom of the form, there is a "Create" button and a "Cancel" button. A red arrow points to the "Create" button. In the top right corner, there is a "User Management" menu with "Current Users" and "Create User" options. A red arrow points to the "Create User" option.

2. Next, fill out the required information for the parent [required fields indicated with a red (*)].
3. Click **Create**. A window will appear with additional options:

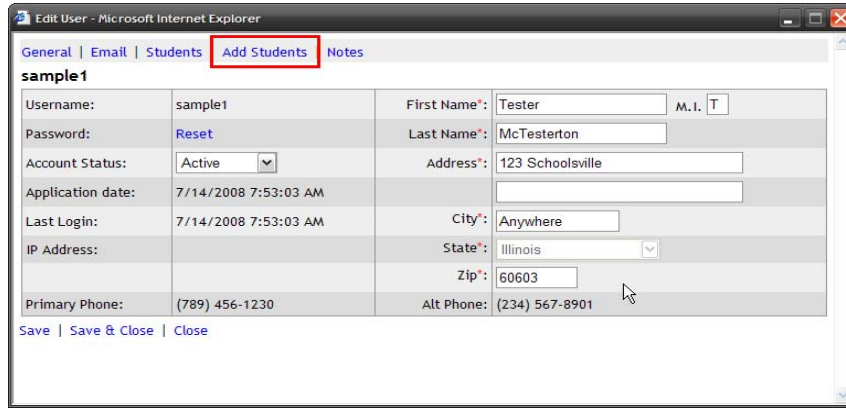


The screenshot shows a window titled "Edit User - Microsoft Internet Explorer". The window has tabs for "General", "Email", "Students", "Add Students", and "Notes". The "Email" tab is selected. The form displays the user's information, including Username, Password, Account Status, Application date, Last Login, IP Address, First Name, Last Name, Address, City, State, Zip, Primary Phone, and Alt Phone. At the bottom of the window, there are buttons for "Save", "Save & Close", and "Close". A red arrow points to the "Email" tab, and another red arrow points to the "Save & Close" button.

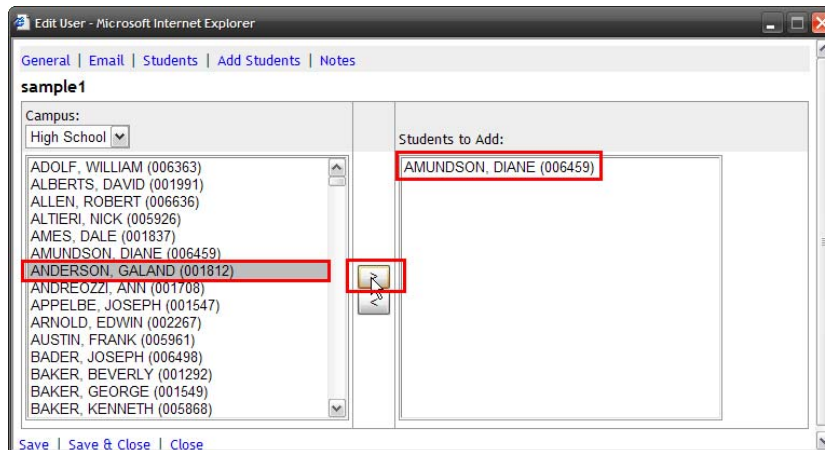
4. Click the **Email** tab to add an e-mail address to the account. Once you have entered all the important parent information, click **Save & Close** at the bottom of the window.

Step 2: Linking a Student to a Parent Account

1. Click **Current Users** on the main Portal admin page. Click "Edit" next to the desired parent user (you can use the "Search" feature at the bottom of the page to find the right account).



2. Click the **Add Students** tab. You will see a list of all students from your campus with their Student ID numbers. Select the appropriate student or students from that list, then use the arrow buttons to move them into the "Students to Add" column.

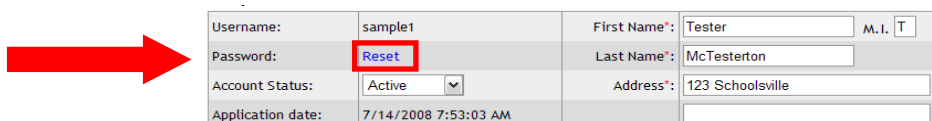


3. Click **Save & Close** to finish.

Note: When an administrator creates a parent account and links a student on the parent's behalf, there is no need to approve the pending application; it is automatically approved.

Resetting a Parent's Password

1. Click **Current Users** on the main Portal admin page. Click "Edit" next to the desired parent user (you can use the "Search" feature at the bottom of the page to find the right account).
2. Click "Reset" next to password.



Changing a Student's PIN Number

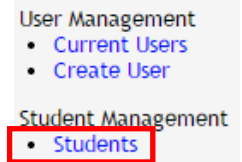
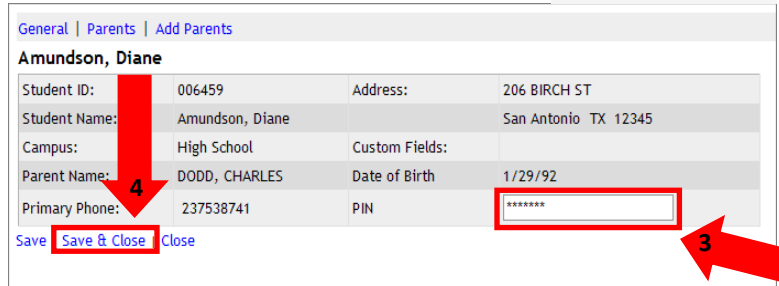
Should a student PIN number become compromised, schools have the ability to make a change. The following instructions provide guidance for the PIN modification process.

1. Click the **Students** link on the main admin menu (left-hand panel). A list of all students from your school will appear
2. Click **Edit** next to the desired student and a popup window will appear.
3. Enter the new PIN number into the "PIN" field.
4. Click **Save & Close** to finish.

When manually assigning a PIN the confidentiality of the students' data is in your hands. We therefore recommend using a suitably complex identifier.

- Character length: 6-8 characters
- Content: random alpha/numeric sequence
- Complexity: the PIN should be an arbitrary mix of numbers unrelated to the student
 - Ex: 186ht9v6 (NOT JohnNelson1998 or Taft1846)

Note: The student PIN number will not display on the screen for any user. On-screen, a student PIN will appear as *****.

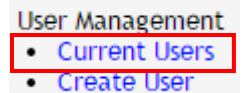



Amundson, Diane			
Student ID:	006459	Address:	206 BIRCH ST
Student Name:	Amundson, Diane		San Antonio TX 12345
Campus:	High School	Custom Fields:	
Parent Name:	DODD, CHARLES	Date of Birth:	1/29/92
Primary Phone:	237538741	PIN	*****

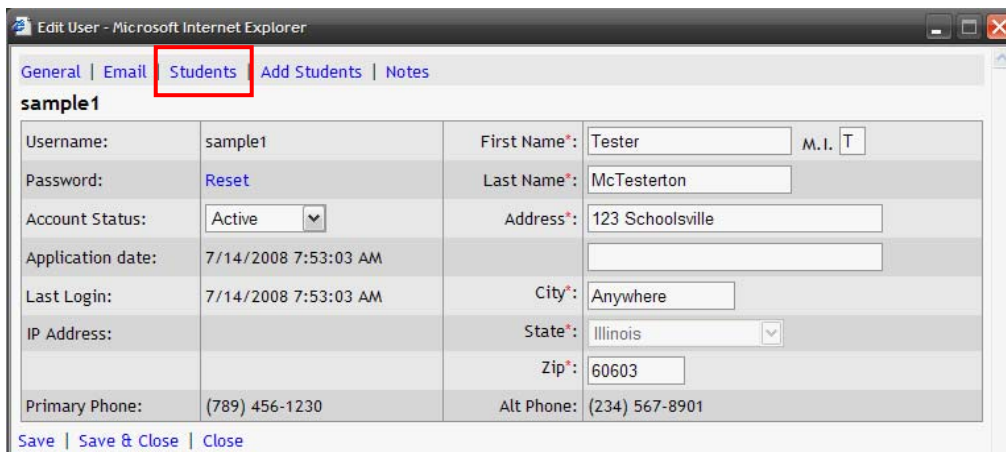
Save | **Save & Close** | Close

Disabling a Student Link

There may sometimes be a need to disable the link between a parent account holder and a student record (example: a change in custody status).



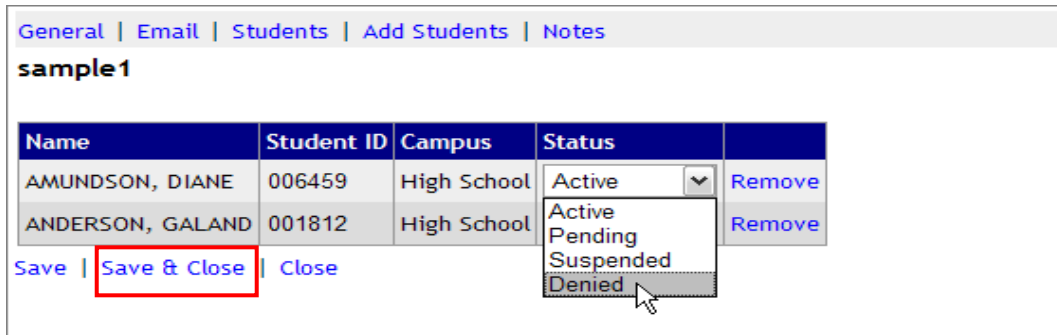
1. To disable a parent account holder's ability to see a student's records, first click the **Current Users** link on the main portal menu (left hand panel).
2. Click **Edit** next to the user's name. This will yield the screen below.



sample1			
Username:	sample1	First Name*:	Tester M.I. T
Password:	Reset	Last Name*:	McTesterton
Account Status:	Active	Address*:	123 Schoolville
Application date:	7/14/2008 7:53:03 AM	City*:	Anywhere
Last Login:	7/14/2008 7:53:03 AM	State*:	Illinois
IP Address:		Zip*:	60603
Primary Phone:	(789) 456-1230	Alt Phone:	(234) 567-8901

Save | **Save & Close** | Close

- Next, click the **Students** tab.
- Use the **Status** drop-down list to change the appropriate student's status to "Denied."



General | Email | Students | Add Students | Notes

sample 1

Name	Student ID	Campus	Status	
AMUNDSON, DIANE	006459	High School	Active	Remove
ANDERSON, GALAND	001812	High School	Active	Remove

Save | **Save & Close** | Close

- Click **Save & Close** to finish.

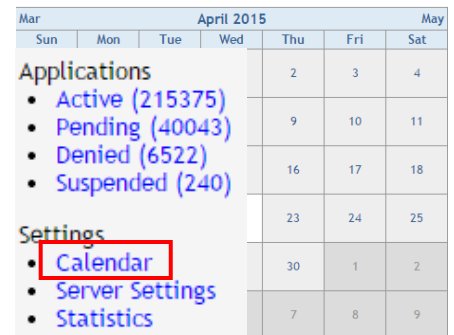
Note: Do not simply click **Remove** to delete the student link because the parent can simply re-apply with another account. By selecting the "Denied" status, you prevent the parent from re-applying to access the student again.

Add an Event to the IMPACT Portal Calendar

The IMPACT Parent Portal allows school administrators to add a school-wide event to the portal calendar.

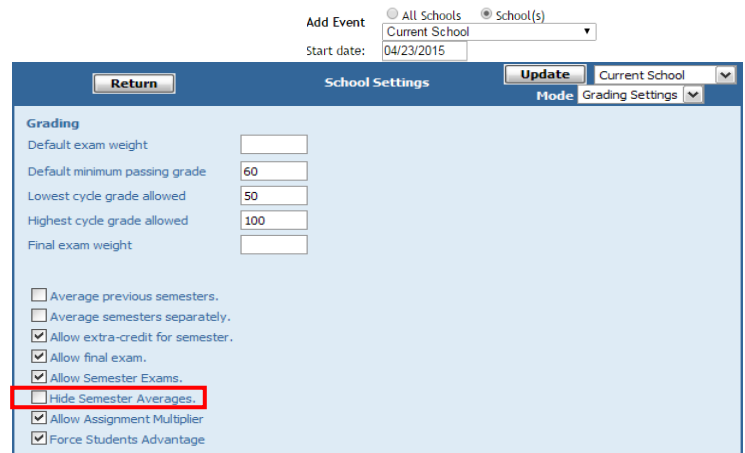
- Click **Calendar** on the left side of the start menu.
- Click the desired date on the calendar that appears.
- Enter the event description into the text box, then click "OK."

The event will appear on the portal for parents and students under their Calendar view.



For High Schools Only

If a school finds that the semester average column is not appearing on the parent or student portal, check to see whether the School Settings → Grading Settings → "Hide Semester Averages" option is enabled. When the semester grade is set to be displayed, portal users can click the Cycle 1 or 3 average to see the assignments for those quarters, and can click the Semester 1 or 2 grade to see the assignment detail for the entire semester.



Add Event: All Schools School(s)

Start date: 04/23/2015

Return **Update** Current School

Mode: Grading Settings

Grading

Default exam weight:

Default minimum passing grade:

Lowest cycle grade allowed:

Highest cycle grade allowed:

Final exam weight:

Average previous semesters.

Average semesters separately.

Allow extra-credit for semester.

Allow final exam.

Allow Semester Exams.

Hide Semester Averages

Allow Assignment Multiplier

Force Students Advantage