



Instructional Management Program & Academic Communication Tool

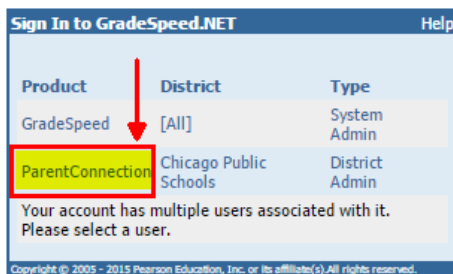
Approving Parent Portal Pending Applications

Area of Concentration	Parent Portal
Source System(s)	Gradebook
Data Discrepancy	Pending Parent Applications
Definition	<p>This metric identifies parents who have tried to link students to their Parent Portal account but their application has gone into 'pending' status. When a parent applies, the portal checks to see if the information they entered matches the student's official record in SIM. If it is an exact match, the application will be automatically approved. If pieces of the application are not an exact match, it will be placed into pending status requiring a manual approval by school-based staff. <u>Anyone with an Admin role, TechCo role, or Counselor role in SIM can approve pending applications.</u></p> <p>Why is this important? Any parent in pending status is unable to view their student's grades and attendance online.</p>

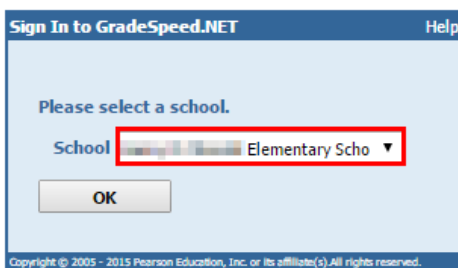
Mitigation/Resolution Process:

School-based staff must convert the pending application as soon as possible, whether it's approving, suspending, deleting, or denying the application.

1. Log in to Gradebook at impact.cps.edu.
2. Select *Parent Connection*



3. If you have access to multiple schools, select the desired school in the dropdown provided. Then click 'OK.'



4. The page opens up in a separate window and takes a minute to load. Please wait patiently!



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5. Click **Pending** on the left-hand side of the screen.

The screenshot shows the 'Current Users' section of the GradeSpeed ParentConnection interface. On the left-hand side, there is a navigation menu with options: 'Active', 'Pending', 'Denied', and 'Suspended'. The 'Pending' option is highlighted with a red box and a red arrow points to it. The main area displays a table of users with columns for Parent Name, Signup Date, Status, Edit, and Delete. The table contains 25 rows of data.

6. All Pending Applications for your school will display. Click **Details** for any of the pending applications.

The screenshot shows the 'Pending Applications' section. At the top, there is a dropdown menu for 'Campus' set to 'Elementary School (3)'. Below is a table with columns: Parent Name, Username, Student Name, StudentID, Last Change, and Details. The 'Details' link for the first entry is highlighted with a red box and a red arrow points to it. The table shows 3 items.

7. The left column ('From Application') displays the information the parent entered when they applied for the portal. The right column ('From Database') lists the official record in SIM. Anything that is not an exact match will be flagged in red. **Select the appropriate action** (approve, deny, suspend, or delete).

The screenshot shows the 'Application Status: Pending' comparison screen. It has two columns: 'From Application' and 'From Database'. The 'Date of Birth' field in the 'From Application' column is highlighted in red. Below the comparison is a red arrow pointing to a row of action buttons: 'Approve', 'Deny', 'Suspend', and 'Delete'.

Student Info	From Application	From Database
Student ID:	00000000	00000000
Student Name:	00000000	00000000
Student Address:	00000000	00000000
Student School:	George Washington Elementary School	George Washington Elementary School
Student Grade Level:		05
Date of Birth:	05/06/2005	5/6/2005
PIN:	000000	000000

Parent Info	From Application	From Database
Parent Name:	00000000	00000000
Username:	00000000	
Address:	00000000	
Home Phone:	00000000	
E-mail Address:	00000000	
IP Address:	00000000	



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:

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. Formatting issues (i.e. 04/04/1999 vs. 4/4/1999 or a missing apartment number) will be flagged. For issues such as these, the application can be approved.
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 the PIN does not match .
Delete*	Use this option for duplicate accounts, old accounts, or when the student ID is incorrect .
Deny*	Deny should be used sparingly to specifically restrict access, typically 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).

*Selecting these options with require the entry of a **reason** for non-approval. Please note: your reason may not be emailed to the parent, contingent upon if the parent entered an email address when they registered for the portal. Please follow-up with the parent directly to discuss any issues with their application.

Note the following:

- Students often 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.
- PINs can be accessed in Gradebook → Reports → Student PIN Report
- PIN Letters are generated in SIM. Please click [here](#) for additional information.
- Click [here](#) for further Parent Portal resources, including training documents and videos for administrators and parents.