### Area of Concentration
Parent Portal

### Source System(s)
Gradebook

### Data Discrepancy
Pending Parent Applications

### Definition
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. Anyone with an Admin role, TechCo role, or Counselor role in SIM can approve pending applications.

**Why is this important?** Any parent in pending status is unable to view their student’s grades and attendance online.

### 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](http://impact.cps.edu).
2. Select Parent Connection

![Login to GradeBook](image)

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

![Select school](image)

4. The page opens up in a separate window and takes a minute to load. Please wait patiently!
5. Click **Pending** on the left-hand side of the screen.

![Image of Pending Applications](image.png)

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

![Image of Pending Application Details](image.png)

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).
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:

<table>
<thead>
<tr>
<th>Status Option</th>
<th>Description of Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve</td>
<td>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.</td>
</tr>
<tr>
<td>Suspend*</td>
<td>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.</td>
</tr>
<tr>
<td>Delete*</td>
<td>Use this option for duplicate accounts, old accounts, or when the student ID is incorrect.</td>
</tr>
<tr>
<td>Deny*</td>
<td>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).</td>
</tr>
</tbody>
</table>

*Selecting these options will 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.