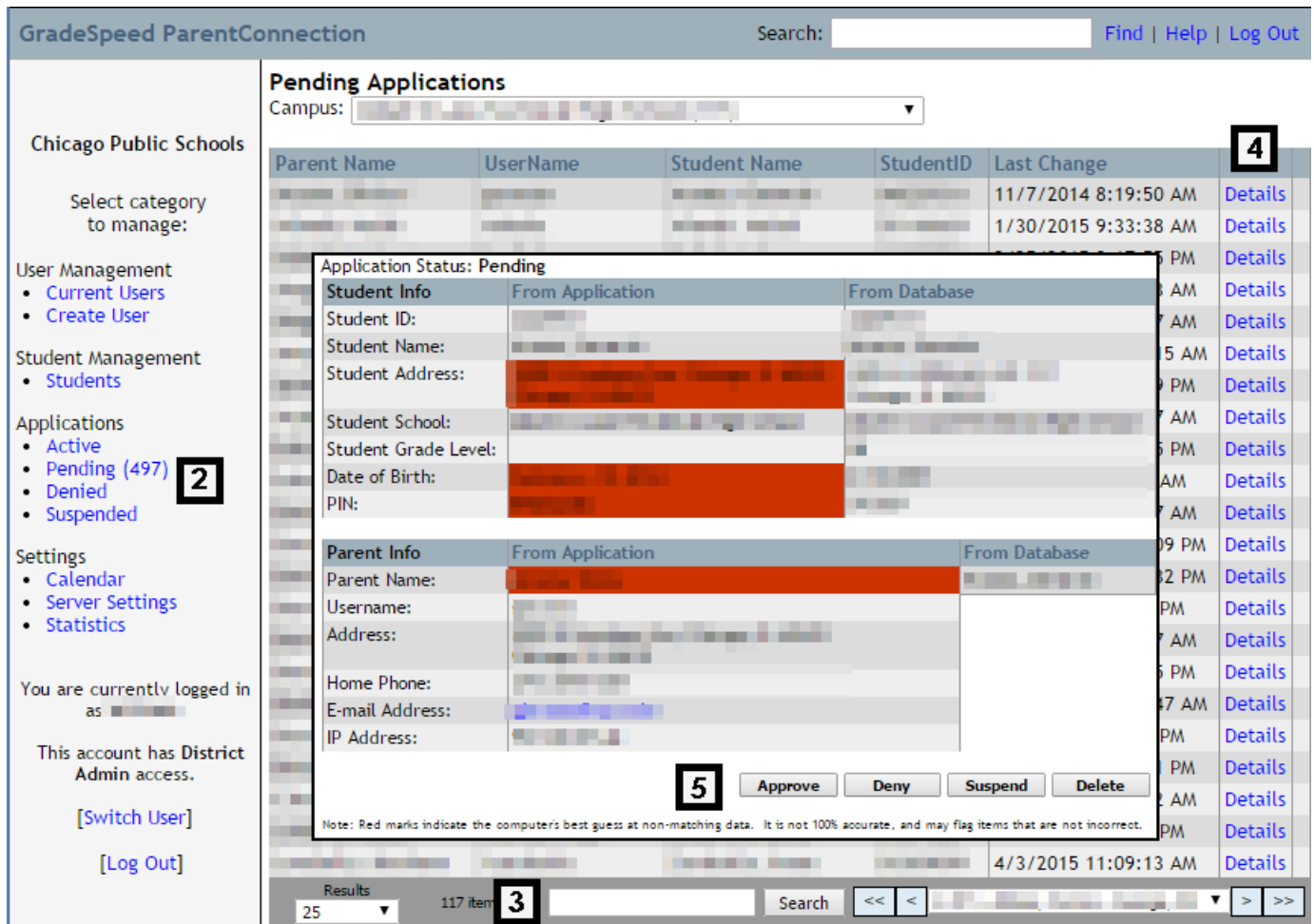


PARENT PORTAL QUICK START GUIDE FOR TECHCOS AND PRINCIPALS

Parents can sign up for Parent Portal accounts at any time, so it is necessary for a TechCo or Principal to monitor and manage parent accounts on a daily basis. Many Parent Portal accounts are not automatically approved, and require manual review by school staff. Unmanaged parent accounts and student linkages remain in "Pending" status, and the parent is not able to access their students' information. The **Parent Portal Action Report** (see below) can make it easier to prioritize parent account needs.

To manage Parent Accounts in Gradebook:

1. Log into IMPACT Gradebook (<https://gradebook.cps.k12.il.us/>) as a ParentConnection User
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, Suspend, or Delete the account (or student linkage) pending further interaction with the applicant. At a minimum, the name, date of birth, and PIN number must match in order to approve a portal account.



The screenshot displays the GradeSpeed ParentConnection interface. On the left is a navigation menu with categories like Chicago Public Schools, User Management, Student Management, Applications, and Settings. The 'Applications' section shows 'Pending (497)' with a callout box '2'. The main area shows a table of 'Pending Applications' with columns for Parent Name, Username, Student Name, StudentID, Last Change, and a 'Details' link. A callout box '4' highlights the 'Details' link. A popup window titled 'Application Status: Pending' is open, showing 'Student Info' and 'Parent Info' sections with fields for ID, name, address, school, grade level, date of birth, and PIN. Red marks indicate non-matching data. A callout box '5' highlights the 'Approve', 'Deny', 'Suspend', and 'Delete' buttons. At the bottom, a search bar and pagination controls are visible, with a callout box '3' highlighting the search bar.

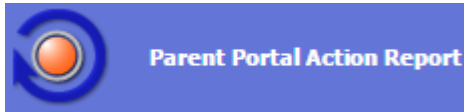
The **Parent Portal Action Report** (available via GradeSpeed → Reports, not ParentConnection), makes it easy to identify when action is required on parent accounts or when there are linkages between parents and students in pending status. Daily management of pending accounts ensures that parents who 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 the Reports module.



3. Click on

4. Click on  or .

The Parent Portal Action Report is updated in real time and can aid in the prioritization of updates to Parent accounts and student linkages.

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 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.