



PURPOSE

This quick guide instructs **school-based staff** in the processes required to support parents and guardians with Parent Portal access and managing account details.

WHO CAN PERFORM THE TASK(S)?

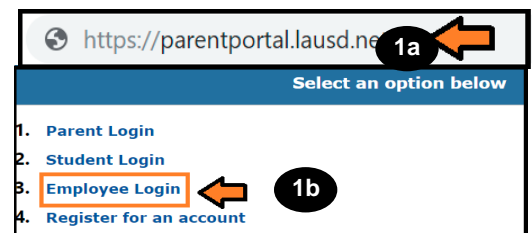
School-based employees with the **Parent Access Account Administrator** user role may perform the tasks in this guide. Designees may request access through EZ Access (<https://ezaccess.lausd.net>) and must be approved by their site administrator.

BEFORE YOU GET STARTED

- Effective **October 1, 2018**, access to student data for **existing** parents/guardians must be verified with a PIN code – letters sent home included the assigned PIN code. The code requires verification in the Parent Portal. School staff may also generate a printout of the assigned code(s).
- Ensure that you have the correct **user role** in the Parent Portal. To request access, log into the **EZ Access Request System** via the following URL: <https://ezaccess.lausd.net>, and select **Parent Portal** from the list of applications.
- Verify that any parent requesting a Parent Portal account is **flagged in MiSiS** as the student's **legal guardian** in his/her profile, and that the student is **actively enrolled** in your school.
 - If a parent is **also an employee** of L.A. Unified, s/he must use a **non-LAUSD email address** to establish **parent** access to the Parent Portal.
 - To flag a parent as a legal guardian in **MiSiS**, access the following **URL**: <http://misiss.lausd.net/start>, login via SSO and choose the appropriate user role, and select the **Parent/Guardian** tab from the **Enrollment** sub menu of a student's profile.
 - For assistance with MiSiS procedures, please refer to the **Enrollment** Job Aid located on the MiSiS website via the following URL: <http://misiss.lausd.net>.
- Download a copy of the **Registered Parents Report** from **FOCUS** via the following **URL**: <http://focus.lausd.net>. From the Welcome page, select the **Operations** Analytic Area and the **Parent Portal** option. If necessary, click on the **Parent Portal Campus View** dashboard link.
- Legal Guardians** may call the School Site, Local District, or Los Angeles Unified Family Hotline at (213) 443-1300 to request Parent Portal PIN via Zoom and MiSiS verification only.
- Staff must verify parent and guardian identity by asking a set of security questions: Student's DOB (Date of Birth), student's first and last name, grade level, address, phone number, and emergency contact phone number.
- Los Angeles Unified staff must also ask the legal guardian to show their Identification (California ID, California Driver License, Consulate card, Passport) and validate identity by seeing the parent directly on the screen. The PIN CANNOT be provided by phone call only.

LOG IN

- Step 1a** Access the **Parent Portal** via the following **URL**: <https://parentportal.lausd.net>, and click the **Login Register** button.
- Step 1b** Select the **Employee Login** link from the landing page.





Step 1c Login using your **single sign-on (SSO)** credentials.

FIND A STUDENT TAB

Step 2a Click on the **Find a Student** tab.
Step 2b Type in the **Student ID** and click on the **Search** button.

Student and parent data is accurate as of the preceding day. The message in red below indicates that either the Student ID entered is not valid (data entry may be incorrect), or the student is not actively enrolled at a cost center you have access to.



The result below indicates a student who has at least one legal guardian with an assigned Personal Identification Number (PIN) code in the Parent Portal.

Step 3 To view student details, click on either the **First Name** or **Last Name** hyperlink.

Find a Student
Reporting
Parent Search

Student Search

Enter the student ID of the student for whom you wish to search. You will only be able to view information about students at schools for which you are authorized.

Student ID:

First Name	Middle Name	Last Name	Date of Birth	Student ID	School	Grade	Pin
NEW		STUDENT	02/30/2009	200099X199	Wonderful School	4	Pin Details

The student's Parent Portal Home Page displays with student and school information, and colorful icon buttons to resource areas within the portal.

MIDDLE's Home Page

BackMain Page

▼ MIDDLE'S Information

Student Information	School Information	
Name: MIDDLE STUDENT Student ID: 023007F123	Principal: ADMINISTRATOR, SITE	Telephone: (818) 241-1000
School: Marvelous School Grade: 6 Enrolled: Yes	Board Member: Kelly Gonez	Fax: (818) 241-5200
Emergency Card Information	Local District: NW	Website:

Step 4 To view details of PINs associated to a student's record, click on the **Pin Details** hyperlink.

Student Search

Enter the student ID of the student for whom you wish to search. You will only be able to view information about students at schools for which you are authorized.

Student ID:

First Name	Middle Name	Last Name	Date of Birth	Student ID	School	Grade	Pin
MIDDLE		STUDENT	02/30/2007	023907F123	Marvelous School		Pin Details

All flagged legal guardians display in a list by row. See below for details of row labels:

- **Student Name** – Name of student assigned to the Student ID entered.
- **Parent Name** – Each person flagged in MiSiS as a legal guardian for the named student, displays in a separate row; in the example below, there is only one person flagged.
- **Pin** – The PIN code currently assigned to the parent/guardian listed.
- **Date Used** – The date and time the parent/guardian entered the PIN in the Parent Portal.
- **Action** – The task school staff can perform based on the use status of the PIN code.

In this example, the parent/guardian listed has been generated a PIN code, but has never used it because the "Date Used" field is blank. School staff would need to provide the PIN code to the parent for entry into the Parent Portal.

Step 5 Click on the **Print** hyperlink in the **Action** column.

Student Search

Enter the student ID of the student for whom you wish to search. You will only be able to view information about students at schools for which you are authorized.


Student ID: Search

First Name	Middle Name	Last Name	Date of Birth	Student ID	School	Grade	Pin
MIDDLE		STUDENT	02/30/2007	023907F123	Marvelous School	6	Pin Details

Student Name	Parent Name	Pin	Date Used	Action
MIDDLE STUDENT	LAUSD QA29	6250		<div style="display: flex; align-items: center;"> <div style="font-size: 2em; color: orange; margin-right: 10px;">➔</div> <div style="border: 2px solid orange; padding: 2px 10px; background-color: white; color: #005596; text-decoration: none; cursor: pointer;">Print</div> <div style="background-color: black; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-left: 10px;">5</div> </div>

[MiSiS Lookup](#)

A pop-up window displays with the names of both the student and parent, and the assigned PIN code. School staff can simply click on the "**print**" button to display the print dialog box and proceed.



Student Information

Student Name: **MIDDLE**

Parent Name: **LAUSD**

Pin: **6250**

print

Parents/Guardians have 60 days from 10/1/2018 to validate an assigned PIN code in the Parent Portal or access to the student account is disabled – the following message displays after the 60-day grace period expires:

Access to this student's records has been disabled for security reasons. Please verify the Personal Identification Number (PIN) for this student to continue. To obtain your PIN(s), please refer to the letter containing this information or visit the office for each child's school of attendance.



Once a student enrolls at the campus, the Parent Portal updates the information via an overnight process. Parents may opt to set up an account the same day of enrollment – school staff can import the parent record into the Parent Portal via the MiSiS Lookup process.

Step 6 Click on the **MiSiS Lookup** hyperlink.

Student Search

Enter the student ID of the student for whom you wish to search. You will only be able to view information about students at schools for which you are authorized.

Student ID: Search

First Name	Middle Name	Last Name	Date of Birth	Student ID	School	Grade	Pin
MIDDLE		STUDENT	02/30/2007	023907F123	Marvelous School	6	Pin Details

Student Name	Parent Name	Pin	Date Used	Action
MIDDLE STUDENT	LAUSD QA29	6250		Print 6

MiSiS Lookup

In this example, there are two parents/guardians associated to the student. One already has an existing Parent Portal account, and the school staff needs to add the other parent/guardian.

Step 7 Click on the **Add To Parent Portal** hyperlink.

Pin Details

Student Name	Parent Name	Action
MIDDLE STUDENT	LAUSD QA29	Parent in Parent Portal
MIDDLE STUDENT	LAUSD QA30	Add To Parent Portal 7

Close

The system generated a new PIN code as shown below.

Student Name	Parent Name	Pin	Date Used	Action
MIDDLE STUDENT	LAUSD QA29	6250	2018-09-21 11:09:15.0	New Pin
MIDDLE STUDENT	LAUSD QA30	4046		Print
				MiSiS Lookup

PIN codes are single-use – once the parent/guardian validates it online, the Date Used column populates with the date and time. If there is inactivity on an account with a value in the Date Used column, it may be necessary to establish a new PIN code.

Step 8 Click on the **New Pin** hyperlink.

Student Name	Parent Name	Pin	Date Used	Action
MIDDLE STUDENT	LAUSD QA29	2635		Print
MIDDLE STUDENT	LAUSD QA30	4046	2018-09-22 11:09:15.0	New Pin
				MiSiS Lookup

Step 9 A warning message displays that a new PIN is required to validate access. Click on the **Continue** button to proceed.

Create New Pin

Warning, access to MIDDLE STUDENT in Parent Portal must be revalidated with new PIN. Click Continue to create new PIN.

A new PIN code displays in the **Pin** column and the **Date Used** column is blank again. School staff can click on the **Print** hyperlink to generate a printout for the parent/guardian, who can now log in to the Parent Portal to validate the PIN code.

Student Name	Parent Name	Pin	Date Used	Action
MIDDLE STUDENT	LAUSD QA29	2635		Print
MIDDLE STUDENT	LAUSD QA30	1851		Print
				MiSiS Lookup

REPORTING TAB

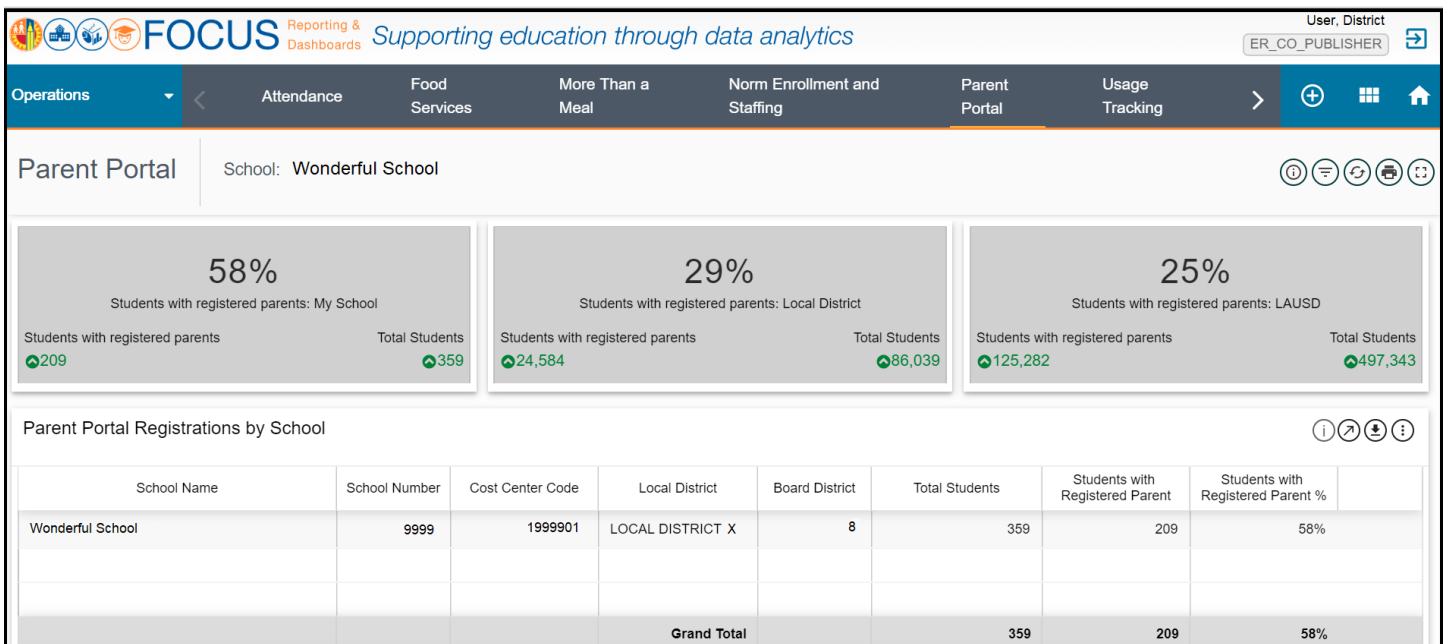
The Reporting tab provides school staff with a jump link to the **Registered Parents Report**, available in the FOCUS platform.

Step 10 Click on the **Reporting** tab and select the **Registered Parents Report** hyperlink.



Either the **FOCUS Welcome Page** or the **SSO Login Page** will display, based on your current SSO login status.

Path to access in Focus: Focus Login > Operations > Parent Portal > Parent Portal Campus View



A **user account** is required for FOCUS access. To request access, log into **EZ Access** at <http://ezaccess.lausd.net> and select the **Focus Reporting and Dashboards** application.



PARENT SEARCH TAB

The **Parent Search** tab allows school staff to search for parents by **email address** and/or **first and last name**.

Step 11a Click on the **Parent Search** tab.

Step 11b Type in the **email address** of the parent/guardian, or the **First and Last Name**. In this example, the **email address** is entered.

Step 11c Click on the **Search** Button.

Find a Student Reporting **Parent Search** ← 11a

Search for a Parent

Search by Parent Email

Email : 11b lausd.qa29@gmail.com ←

OR

Search by first name and last name

First Name * first name

Last Name * last name

• Minimum 2 characters are required for First name and Last name.
• Fields with asterisks (*) are required!

Clear 11c Search ←



A record displays if the parent/guardian is registered in the Parent Portal. Records will also display if school staff imported a record via the MiSiS Lookup process. A description of each column name is below:

- **Parent Email** – Account used to register for Parent Portal access
- **Parent Name** – First and Last Name of the parent/guardian
- **Active Flag** – Indicates if the parent/guardian's account is active (Y) or inactive (N).
- **Activate/Deactivate account** – The link displays Deactivate Account or Activate Account, based on the Active Flag status
- **Last Login Date** – The last date the parent/guardian logged into the Parent Portal account
- **View Students Associated** – Displays a list of students the parent/guardian associated to the account
- **Allow More Than 4 Students** – An override applied by school staff to allow a parent/guardian to associate more than 4 students to a single Parent Portal account

Parent Email	Parent Name	Active Flag	Activate/Deactivate account	Last Login Date	View Students Associated	Allow More Than 4 Students
lausd.qa29@gmail.com	LausdQA29	Y	Deactivate Account	09/21/2018	View students associated	Add Exception

School staff have the ability to activate a Parent Portal account. To deactivate an account, please call the ITD Helpdesk (213) 241-5200.

Step 12 Click on the **Activate Account** hyperlink.

Parent Email	Parent Name	Active Flag	Activate/Deactivate account	Last Login Date	View Students Associated	Allow More Than 4 Students
lausd.qa29@gmail.com	LausdQA29	Y	Activate Account	09/21/2018	View students associated	Add Exception

The message below displays at the top of the portal page. A new PIN code may be required based on the period of inactivity.

The parent account's activation status has been changed.

Step 13 Click on the **View students associated** hyperlink.

Parent Email	Parent Name	Active Flag	Activate/Deactivate account	Last Login Date	View Students Associated	Allow More Than 4 Students
lausd.qa29@gmail.com	LausdQA29	Y	Deactivate Account	09/21/2018	View students associated	Add Exception



A pop-up window displays with a list of students currently associated to the parent/guardian's account.

Student Name	JUNIOR STUDENT
Student ID	023002F999
School	Glorious School
Grade	11
Enrollment Status	Y
Student Name	MIDDLE STUDENT
Student ID	023007F123
School	Marvelous School
Grade	6

School staff must enter an **override exception** for parents/guardians who wish to associate **5 or more students** to their Parent Portal account.

Step 14 Click on the **Add Exception** hyperlink.

Parent Email	Parent Name	Active Flag	Activate/Deactivate account	Last Login Date	View Students Associated	Allow More Than 4 Students
lausd.qa29@gmail.com	LausdQA29	Y	Deactivate Account	09/21/2018	View students associated	Add Exception

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Please note that the when the hyperlink is clicked, the name does not change. Instead, one of two messages will display at the top of the portal page:

The parent account has been added as an exception.

The parent account already exists as a exception.