

**TITLE:** LAUSD Parent Portal and LAUSD Mobile App Access

**NUMBER:** REF-6363.3

**ISSUER:** Shannon Haber, Chief  
Office of Communications, Collaboration and Engagement

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**PURPOSE:** The purpose of this Reference Guide is to inform all employees about the operational procedures related to the Parent Portal in the enhanced web-based platform and in the new LAUSD Mobile App, version 3.0. The Los Angeles Unified Parent Portal is available to provide all LAUSD parents and legal guardians, specifically guardians who have educational information privileges established by the court, with student information. It is a one-stop web and App portal that provides parents and legal guardians essential real-time information to help them support their child.

**MAJOR CHANGES:** This Reference Guide replaces REF-6363.2 issued on July 31, 2023, and updates users with guidance on new user experience in the web-based version of the Parent Portal, as well as within the LAUSD Mobile App, version 3.0. New features include a resources section, as well as an enhanced menu with student information. The upgraded webpage and App was released on April 26, 2023.

**BACKGROUND** In pursuit of the District’s Strategic Plan, and specifically Pillar 3: Engagement and Collaboration, it is *critical* for school campuses to authentically engage parents and legal guardians as equal partners in their child’s education.

The Parent Portal is a one-stop online system available 24/7 that securely connects parents to essential student data. Availability of student information provided to guardians is dependent on the court system and documentation that is provided to the school site. The Parent Portal is a component of the My Integrated Student Information System (MiSiS), and school sites are to ensure a parent or legal guardian is designated correctly in MiSiS to activate a parent PIN. Parent Portal resources for families to access the web and App platforms are available to download for iPhone and Android devices. The Parent Portal login for the web-based site is <https://lausdapp.lausd.net>.

**ROUTING**  
All Employees  
All Locations

Both site enhancements expand the functionality of the Parent Portal in the area of language accessibility. The languages users may select from the Settings menu include the following:

- English
- Spanish
- Italian
- Persian
- Korean
- Armenian
- Russian
- Tagalog
- Vietnamese
- Chinese

After parents or eligible legal guardians log into the Parent Portal web-based home page, they have access to the following menu:

- Student ID Cards
- Calendar
- Contacts
- News and Events
- Resources
- FAQ
- District Support
- Preferences
- Viewing in Classic Mode

The Parent Portal, in both the web and mobile App access, also provides the following student data information in an easy-to-read, parent-centered format:

- Timeline
- Attendance
- Assignment
- College and Career
- Discipline
- English Learner Progress
- GATE Programs
- Immunizations
- Request a Device
- Special Education
- Upload Documents

- Assignments
- Bus Routes
- Emergency Contact
- Meals and Nutrition
- Grades
- Report Card
- Schoology
- Testing
- Online Library

The Parent Portal is enabled for parents and legal guardians to directly update sections of their child's emergency contact information, as well as apply online for the following District programs, and to access District sites requiring log-in access:

- Free and Reduced-Price School Meal Program
- LAUSD School Volunteer Program
- Unified Enrollment
- Daily Pass
- E-Choices
- Others

**INSTRUCTIONS: I. PARENT AND GUARDIAN ACCOUNT REGISTRATION FOR PARENT PORTAL WEBPAGE ACCESS**

Account Registration

Accessing student data through the Parent Portal is a two-step process. The first step is to register:

1. Go to the Parent Portal Login and Registration page available at <https://lausdapp.lausd.net/>. Click on 'Log In' under the Parent Section of the page.
2. To register a new account, you may click on 'Register' and proceed to provide parent and guardian first name, last name, a valid email address, and check security response (I'm not a robot). Complete the process by clicking on the 'Register' button. Parents will then receive an email to complete the registration process, which includes the creation of the account password.

**NOTE:** LAUSD does not provide parents and legal guardians with email accounts. A step-by-step Quick Guide and Video tutorial are available

for school and District personnel designated to assist applicants with the Parent Portal at <https://lausd.org/parentportal>.

Los Angeles Unified employees who are also parents of the District are to use a personal email to monitor their child's progress. Parent Portal accounts established by a parent or guardian with a LAUSD email account are deactivated.

## II. RESETTING LAUSD ACCOUNT PASSWORDS

Parents and Legal Guardians can reset their LAUSD Parent Portal account passwords through their LAUSD Parent Portal Login page at <http://lausdapp.lausd.net>.

- Select Parent Login.
- Click on Forgot your password.
- Type your email address and click submit.
- A confirmation email will be sent to reset the password. Invite families to save their password on their mobile device and as part of their personal contact in their mobile contacts folder.

A step-by-step Quick Guide and Video tutorial are available to school and District personnel designated to assist with resetting a password at <https://lausd.org/parentportal>.

## III. CONFIRMING VERIFIED PARENTS AND GUARDIANS WITH LEGAL GUARDIANSHIP

Once a parent or guardian has registered for a Parent Portal account, they can click on "Add student" from the main page to link their student to their account. Only parents that are listed within the My Integrated Student Information System (MiSiS) as the "verified parent" will be able to link their student's data to the Parent Portal account. (Refer to section E below for instructions on how to link a student.). Legal guardians or caretakers' educational rights should be provided to the school site where the parent and guardian status is established in MiSiS. For assistance, contact the Student Health and Human Services Hotline at (213) 241-3840.

If a parent or guardian does not generate a Parent Portal PIN in Focus (<https://focus.lausd.net>), and in the Parent Portal, Los Angeles Unified personnel should first check MiSiS to determine whether the individual is listed as the "verified parent and legal guardian". If a parent or

guardian is not listed as the “verified parent and legal guardian” within MiSiS, personnel are to direct the parent to their school site for assistance.

If the parent or guardian can be confirmed by the school site as the “verified parent and legal guardian,” the status must be updated within MiSiS to generate a Parent Portal PIN.

#### **IV. ACCESSING PARENT PORTAL PIN**

School sites must verify parent and legal guardian identity first either in person, or via online video or teleconferencing application. If a parent or a legal guardian is unable to verify their identity because they are unable to turn on their camera to show their face in addition to a picture identification, the parent or legal guardian must visit their school site, Region Office or the Office of Student, Family and Community Engagement to complete the identity verification process. In addition to school and Region offices, families and legal guardians may contact the Los Angeles Unified Family Hotline at (213) 443-1300 to request assistance with obtaining a Parent Portal PIN.

When assisting a parent and legal guardian to access their Parent Portal PIN, the parent or guardian must complete the verification process via online video or teleconferencing application like Zoom.

1. Staff must verify parent or guardian identification through a set of security questions:
  - Student’s Date of Birth (DOB)
  - Student’s First and Last Name
  - Student’s Grade Level
  - Student’s Address and Phone Number
  - Emergency Contact Name and Phone Number
2. Staff must ask the parent or legal guardian to show their identification (California ID, Driver’s License, Consulate card, or Passport) and validate identity by seeing the parent or guardian directly on the screen via online video or teleconferencing application like Zoom.
3. The PIN may only be issued by phone after the previous steps have been taken and identification has been confirmed.

**NOTE:** For in person verification, the previous steps must also be followed prior to issuing a PIN.

## V. LINKING STUDENT DATA TO PARENT OR LEGAL GUARDIAN PARENT PORTAL ACCOUNTS

Once a parent or guardian has successfully created an LAUSD Parent Portal account, they can link their student's data to the account by following the steps below:

- Click on the 'Students' option in the user menu located on the left section of the page.
- Proceed to click on 'Add Student' which is at the top right section of the page.
- Enter Student's District Identification Number (Student ID).
- Enter Student's Date of Birth (DOB).
- Enter Parent Portal PIN.
- Click the 'I'm not a robot' box.
- Click 'Submit'.

**NOTE:** Please provide a Parent Portal PIN that is unique to each parent or legal guardian. This number should not be substituted or confused with a student PIN. A student PIN is used for resetting the student MyMail account password.

A step-by-step Quick Guide and Video tutorial are available to parents and guardians, schools, and district personnel to assist with the linking of student data to a Parent Portal account at <https://lausd.org/parentportal>.

## VI. PARENT PORTAL CONNECTION TO SCHOOLOGY

The Parent Portal serves as the entry point for parents and guardians to enter and bridge to Schoology. When parents and guardians click on their student's account, they are taken to a menu where the Schoology icon is found. When parents and guardians click on the Schoology icon, they are directed to Schoology without having to log into the site. Schoology is the online site where parents and guardians can follow student coursework, download resources provided by teachers, and email teacher and school administrators. Schoology also serves as a link to connect directly with the Los Angeles Public Library Student Success Card (<https://www.lapl.org/studentsuccess/card>) and other apps to support student learning.

## VII. LAUSD ONLINE SCHOOL VOLUNTEER PROGRAM

Parents and guardians may submit an online application to volunteer at their child's school via the Parent Portal. The School Volunteer Program application and Bulletin 6746.4 can be found in the Resource Center section of the Parent Portal or the School Volunteer Program webpage at <http://achieve.lausd.net/volunteer>. Visit this site to access the School Volunteer Guide which explains District policies and procedures required to volunteer.

## VIII. EMERGENCY CARD UPDATES

Through the Parent Portal web-based site, parents and guardians can update their preferred emergency contact number, including respective home, work, or cell telephone number. Both parents have access to update the Emergency Card phone numbers. Parents and guardians may also designate how they would like to be contacted in case of an emergency and opt-in to receive authorized text messages. All changes made by parents and guardians will be immediately reflected in MiSiS. School principals, office managers, and school administrative assistants can generate a report in MiSiS titled 'New Emergency Contact Report'.

Visit the MiSiS Resources and Job Aids webpage at <http://lausd.org/Page/7044> for detailed instructions. Schools are responsible for reviewing and printing emergency card update reports as often as necessary to keep records current.

**NOTE:** Parents and guardians are still required to visit the school's main office and provide required documentation to make home address changes or to add/remove emergency contact names, in accordance with the District's existing policies and procedures.

## IX. ACCESSING LAUSD EMPLOYEE LOGIN

Designated staff can view select portions of the Parent Portal and unique information of registered users by using their Employee Single Sign-on credentials.

**Employee Login and Searching for Parent and Student Information**

Principals and designated staff may access a read-only view of all individual student data that is displayed in the Parent Portal.

School-based staff with the Parent Access Account Administrator user role are able to access Parent Portal PINs in the Parent Portal. School administrators are able to provide school designees with this access through the Principal Portal (<https://principalportal.lausd.net>). The steps to follow are as follows:

- Click on 'Tools'.
- Click on 'User Manager'.
- Scroll down to the bottom of the page and click on 'Add Users'.
- Under 'User Name' search and find employee by using their first and last name.
- Under "user type" select 'school'.
- Under 'Location/Local District' select the school name.
- Under 'Module (System)' select 'Parent Portal Access Request.'
- Complete the process by clicking on 'Add User.'

Once the user is provided administrator access, they will be able to log-in within 24-hours. The process for approved users to see unique Parent Portal account and student information linked to the account is as follows:

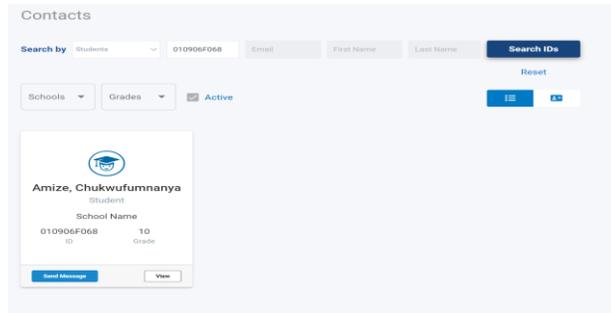
- Employee who is provided administrator access will log-in using the 'Administrators' log-in button available at [lausdapp.lausd.net](https://lausdapp.lausd.net).
- Once logged on as "Administrator," click on the "Parent/Student Search" feature.
- Proceed to search by "Student" or "Parent" by changing the search preference in "Search by."

The screenshot shows a search interface titled "Contacts". At the top, there is a "Search by" dropdown menu which is circled in blue. To its right are input fields for "Student ID", "Email", "First Name", and "Last Name", followed by a blue "Search" button. Below these fields is a "Reset" link. Further down, there are filters for "Schools" (a dropdown), "Grades" (a dropdown), and a checked "Active" checkbox. At the bottom of the interface, there is a blue button with a list icon and a plus sign. Below the search area, there is a text prompt: "Search for a Parent or Student by Name or ID to display results".

- If searching by student information, the site will ask for the student identification number, first and last name, email and type the student ID into the designated space. Not all referenced information is required to complete a search. When you type in available information, proceed to click on “Search Name;” and the site will generate student profiles to select from.

- If searching by parent information, the site will ask for the parent first and last name, and email account used to register for Parent Portal access. After you type in the available information, proceed to click on “Search”, and the site will generate student profiles to select from.

- Click on the “View” option to review the student identification card that appears on screen. This action will help you determine if you have the correct student. You will also be able to see which parents are linked to a student, as the site will include parent association and PIN information. To determine if you have the correct student, as well as to see which parents are linked to a student, click on the “View” option for the student identification cards that appear on screen. The site will include parent association and PIN information.



**X. PARENT EMAILS TO TEACHERS VIA THE PARENT PORTAL**

Through the Parent Portal, parents and guardians may access teacher and school site principal email information. Teacher names and corresponding LAUSD emails are listed as part of the Course Summary table on the “Grades and Assignments” section of the Parent Portal.

All LAUSD employees, including teachers, are required to check their LAUSD email regularly and maintain accounts with their allotted storage to prevent delayed message delivery.

For messages received by teachers in a language other than English, principals and school sites are responsible for establishing protocols to ensure timely translation and response.

**XI. LAUSD MOBILE APP**

The 3.0 version was developed to mirror existing apps available in the large school districts, and its release provides parents and guardians with secure access to valuable District resources every family can access currently in the LAUSD Parent Portal. New features included in the 3.0 release enhance and expand the availability of the Parent Portal in a Smartphone-friendly feature.

Furthermore, the LAUSD Mobile App integrates communication and service tools available to students, families and personnel including:

- Parent Portal, currently available as a web-based resource, Los Angeles Unified Family Hotline (213) 443-1300, established to provide families with over the phone consultations during the pandemic, and

- Service Now, a tool to open customer tickets, and establish a progress monitoring system.

A. Downloading the LAUSD Mobile App

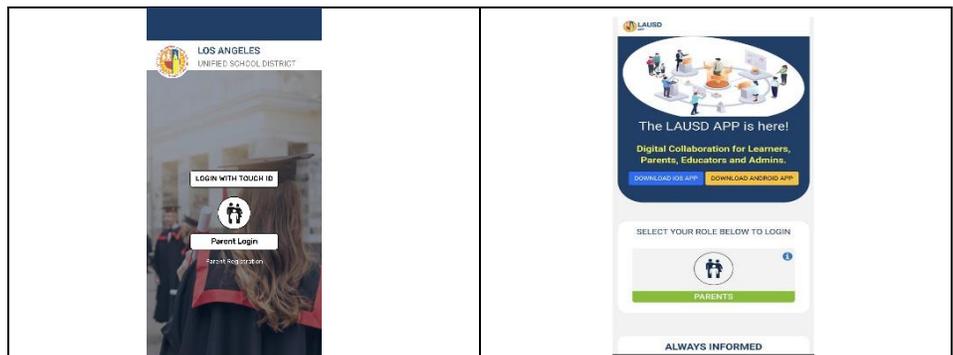
The App may be downloaded from the mobile store associated with the user's smartphone and device. To find the App, search for LAUSD Mobile App, download the App, and login using the user authentication account. The user authentication account is the email and password used by the parent to log-into Parent Portal. When families log-in, the App will mirror the experience provided to users in the Parent Portal.

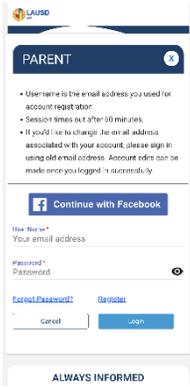
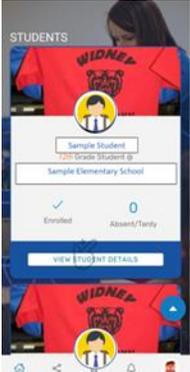
A set of job aids, PowerPoint, and user guides are available for the school personnel to help families learn to use the LAUSD Mobile App by visiting the Tools for Schools Tab available at <https://lausd.org/sface>. Los Angeles Unified personnel can log-in using their Single Sign-On and download training materials in English and Spanish. Materials specifically for parent users are included at <https://lausdapp.lausd.net>.

B. Employee Log-In

School and District personnel are offered a unique experience on the back end of the App. A set of job aids for personnel to learn how to use the features in the LAUSD Mobile App are included by visiting the Tools for Schools tab at <https://lausd.org/sface>. Approved personnel are able to search for student profiles which can help parents with practice using the site.

C. Steps to open a User Account and Login to the Web and LAUSD Mobile App 3.0



<p>Families with an existing Parent Portal account and who download the App to their Smartphone will be prompted by the app to tap the “Parent Login” button.</p>	<p>The next page will ask parents to tap on the green “Parents” button.</p>
	
<p>Parents will then proceed to type the email address of the account into the “username tab.” Continue to add the password and tap on “Login.”</p>	<p>A series of welcome screens will appear, and users will swipe left and right to proceed to the main menu when logging in for the first time. The options to activate Biometrics and real time alerts/notifications will follow.</p>
	

<p>Students previously linked to their parent’s account will appear on the menu. Parents may click on “View Student Details” to access student information.</p>	<p>To access the Parent Portal menu for students, click on the icon located on the far right. Click on "Students" from the dropdown list. Select the student you wish to view. Click on "View Student Details". Click on "Menu".</p>
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**XII. PARENT PORTAL SCHOOL TRAINING AND SUPPORT**

School Personnel Training

Parent Portal training will be provided by each Region Office Family and Community Engagement (FACE) team with support from the Office of Student, Family and Community Engagement (SFACE) and Information Technology Services. Foundational training will be offered during the Family Engagement Professional Development Summits and through tier II clinics for school site designees. The training will cover the following topics:

- Parent Portal & LAUSD Mobile App 3.0 Orientation
- Using Parent Portal Menu
- Strategies and Tools for Outreach to Parents
- Effectively Troubleshooting Registration and PIN Processes
- Operational Procedures
- Downloading and using the LAUSD Mobile App
- Establishing milestones to reach strategic plan measures for Parent Portal

FACE team contact information:

Region Office	Contact Number	Website
East	(323) 224-3100	<a href="https://lausd.org/Page/8747">https://lausd.org/Page/8747</a>
North	(818) 654-3600	<a href="https://lausd.org/Page/18775">https://lausd.org/Page/18775</a>
South	(310) 354-3400	<a href="https://sites.google.com/lausd.net/lausdldsouth/home">https://sites.google.com/lausd.net/lausdldsouth/home</a>
West	(310) 914-2100	<a href="https://lausd.org/ldwest">https://lausd.org/ldwest</a>

Quick guides and Video Tutorials are also available on the Parent Portal website at <https://lausd.net/parentportal>.

For technical support regarding system issues, contact the ITS Helpdesk at (213) 241-5200 or visit <https://lausd.org/itd>. The Office of Student, Family and Community Engagement also provides assistance at (213) 481-3350.

### XIII. PARENT OUTREACH TOOLS AND RESOURCES

Below is a list of resources and tools designed to assist schools in familiarizing themselves with the Parent Portal and promoting its use among parents and legal guardians.

<b>The following Parent Portal web and LAUSD Mobile App Resources may be found at Tools for Schools:</b> <a href="https://lausd.org/sface">https://lausd.org/sface</a>	
<b>Resource Tool</b>	<b>Title/Description</b>
Comprehensive Toolkit	General inventory to tools for personnel to learn the new web and App features, and to assist families with connectivity.
Parent Portal Presentation and Facilitator Guide	PowerPoint presentation and Step-by-Step Guide to navigate the Parent Portal.
Parent Guide to Setting Up a Free Email Account in Google or Yahoo	Provides a step-by-step overview on setting up a free Google or Yahoo email account.
Parent Portal Sample PIN Letter	Letter template that schools can use to provide parents with their student's Parent Portal PIN.
Job Aid to use Parent Portal (webpage access)	Offers step-by-step guidance for families.

<p>The following resources listed below in this section may be found on the Parent Portal home page at <a href="https://lausd.net/parentportal">https://lausd.net/parentportal</a></p>	
Resource Tool	Title/Description
Quick Guide and Video	How to Register for a Parent Portal Account
Quick Guide	How to Use the Parent PIN to Link Your Student <ul style="list-style-type: none"> <li>- Linking student using PIN</li> <li>- How to verify PIN for existing users</li> </ul>
Quick Guide and Video	How to Reset Your Parent Portal Password <ul style="list-style-type: none"> <li>- Resetting your Password for your LAUSD Parent Portal Account</li> <li>- Guidelines for Creating and Resetting Parent Portal Password</li> </ul>
Job Aids and Video	Schoology Resources
Quick Guides and Video	To View What's Available in Parent Portal: <ul style="list-style-type: none"> <li>- How to Access Contacts in the Parent Portal</li> <li>- How to Access Progress Reports via Parent Portal</li> <li>- Video Guide to Access Grades and Assignments</li> </ul>
Quick Guide	How to Change/Update Email in the Parent Portal
Quick Guide	Parent Portal FAQs
LAUSD ITS Helpdesk (213) 241-5200	Technical Support for School Staff and FACE Teams

**RELATED RESOURCES:**

Bulleting 6746.4 *Establishing and Administering School/Office Volunteer Programs*, dated April 15, 2022 [BUL-6746.4 Establishing and Administering School/Office Volunteer Programs](#).

**ASSISTANCE:**

For assistance or further information, please contact the Office of Student, Family and Community Engagement at (213) 481-3350 or by email at [families@lausd.net](mailto:families@lausd.net).