Parent & Family Portal FAQ

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1. **What is the *Parent & Family Portal*?** The *Parent & Family Portal* is a way for you to access your student's school and academic information online, including schedules, attendance, grades, instructional materials and immunization records. The Portal also allows you to sign up to receive notifications (such as weather-related school closing announcements) from your student's school via telephone, email or text message.

2. **What is required to access the *Parent & Family Portal*?** The *Parent & Family Portal* can be accessed from almost any web browser such as Chrome, Safari, Internet Explorer, Edge, or Firefox, using a computer or mobile device connected to the Internet.

3. **Who is eligible for a *Parent & Family Portal* account?** You must be a parent or guardian of one or more students actively enrolled in a K-12 school that is managed directly by the School District of Philadelphia. Parents or guardians of a student that is enrolled in a Philadelphia charter, archdiocesan or private school are not eligible.

4. **How do I sign up?** You will need your own personal email address. (If you don't have a personal email address, you can register for a free email account using Google, Yahoo or other similar services.) To register for a *Parent & Family Portal* account, use your web browser to visit https://signup.philasd.org and follow the on-screen instructions. For additional support, refer to the Portal instruction sheet located here.

5. **I had an account in the old Portal but it is no longer working. What do I do?** Accounts for parents that have not had a student enrolled in the School District since September 30, 2017, or for a student that could not be matched to a parent/guardian, were not transferred over from the old *Parent & Family Portal*. If you believe your account to have been disabled for one of the above reasons, follow the steps in question 4 to sign up.

6. **How do I change my email address?** You can change your email address by logging into your *Parent & Family Portal* account and clicking on the "My Account" icon on the Launchpad. When you change the email address associated with your account, you will receive a message at your new email address with a web link to confirm the change. You must click on the link in the message to confirm the new email address. If you don't click on the link to finish the process, your portal email address will remain unchanged.

7. **I no longer have access to the email address I used to set up my Portal account. What do I do?** To update the email address associated with your account, contact the Office of Family & Community Engagement at 215-400-4000 or ask@philasd.org.

8. **How do I change my phone number(s)?** You can update your household telephone number by clicking on "Household Information" on the left-hand side of the Portal screen. All other telephone numbers listed for each person are managed at your student's school. To update your personal telephone numbers, please contact your student's school.

9. **How do I change my password or security questions?** You can click on the "My Account" icon on the Launchpad within your *Parent & Family Portal* account in order to change your password or your security questions. You must select three different security questions and enter personal answers that can be used to recover your password in the case that you forget it in the future. Each answer must be between 2 and 50 characters long.

   Security answers entered at the time of password recovery are not case sensitive but must otherwise match the answers provided at this time. Be sure to select a combination of questions and answers that wouldn't be known or easily guessed by anyone other than yourself.

10. **I forgot my password. How do I reset my password?** If you forget your password, just click on "Forgot Your Password?" below the login section (https://www.philasd.org/login), and then enter your email address to begin the process. You will be asked to answer your security questions to verify your identity. Once you've done that, you will be able to reset your password. If you also forgot your security questions, you can request that we send you an email to reset your password.

11. **I forgot my username. How do I retrieve it?** Your *Parent & Family Portal* username will always be your email address. If you're not sure which email address you used to register, click on "Forgot Your Password?" and try each email address you have. If the email address you enter matches one of our accounts, we will display the security questions for that account. If you also forgot your security questions, you can request that we send you an email to reset your password.

12. **I can't login and I can't access the email account I used to register. How do I recover my account?** The Office of Family & Community Engagement has tools to help parents and guardians recover their accounts. Please contact the Office of Family & Community Engagement at (215) 400-4000 for further assistance. Be prepared to provide information to verify your identity.

13. **How do I link to my students?** Your students will be connected automatically to your account through the registration process. If a student does not appear in your account, please contact the school where that child is enrolled. Students enrolled in a Philadelphia charter, archdiocesan or private school may not appear in the *Parent & Family Portal*.

14. **What is a *Confirmation Code*?** A *Confirmation Code* is used to prove your identity as a parent or guardian when you register for a *Parent & Family Portal* account. A *Confirmation Code* is only needed once when you initially register for an account. As a parent or guardian you have one *Confirmation Code*, regardless of the number of students you have enrolled in a School District of Philadelphia School.

15. **When do I need a *Confirmation Code*?** The Portal registration process requires you to provide the *Confirmation Code* during signup. You may receive this code by contacting your school or by requesting a code online here. A *Confirmation Code* is needed only once when you initially register for a *Parent & Family Portal* account.

16. **Why won't my *Confirmation Code* work?** *Confirmation Codes* are changed monthly on the first day of every month so it is important that you complete the Portal registration process prior to the expiration of your code. If you are unable to do so, you are able to request an updated code from your school or via the online signup process.

17. **What if I don't have a telephone, or the phone numbers listed in my child's record have been disconnected?** You can also obtain a *Confirmation Code* by visiting your student's school and providing proof of your identity and relationship with your student.

18. **How do I know my child's data is private and secure?** The School District is firmly committed to the security, privacy and safety of all student data. The District uses industry standards for data access and storage, encrypted web browser communication and restrictions on how data may be utilized. Information about the District's procedures and practices for student data privacy may be found on the web at philasd.org/studentdataprivacy.

19. **How do I look at my student's records from previous school years?** The *Parent & Family Portal* will display information for the current school year. Information for your student in prior school years can be accessed by clicking on the Schoolnet icon on the bottom of the Parent & Family Launchpad within your new *Parent & Family Portal* account.

20. **How do I see my student's classes, attendance, and grades?** Log into your *Parent & Family Portal* account and select your child whose information you would like to view. Available data can be accessed through the tab options on the left-hand side of the screen. Click here for a video overview of using the Portal.

21. **How do I sign up to receive email, text messages and other notifications from my student's school?** Once you have created your *Parent & Family Portal* account, you can update your notification preferences by clicking ***Contact Preferences*** on the left-hand side of the screen. Each of your telephone numbers can be set to receive voice messages, SMS text messages, or both. PLEASE NOTE: If the telephone numbers listed on your account need to be updated, please contact your student's school.

22. **Can I use an App on my mobile phone or tablet?**
    You do not need an app to access the *Parent & Family Portal.* To access the Portal from your mobile phone, launch your web browser and go to https://www.philasd.org/login.

23. **What application icons can I access from the Parent & Family Launchpad?**
    The Parent & Family Launchpad located within the *Parent & Family Portal* contains icons to the following applications: School Selection, Schoolnet (school information for your child prior to 2017-18), and District-wide surveys.

24. **Why can't I access the application icons located in the Student Launchpad?**
    The icons for programs such as Achieve3000, Edgenuity and First in Math located in the Student Launchpad are available for student use only. If a parent/guardian clicks on one of these icons, they will not be able to access the program.