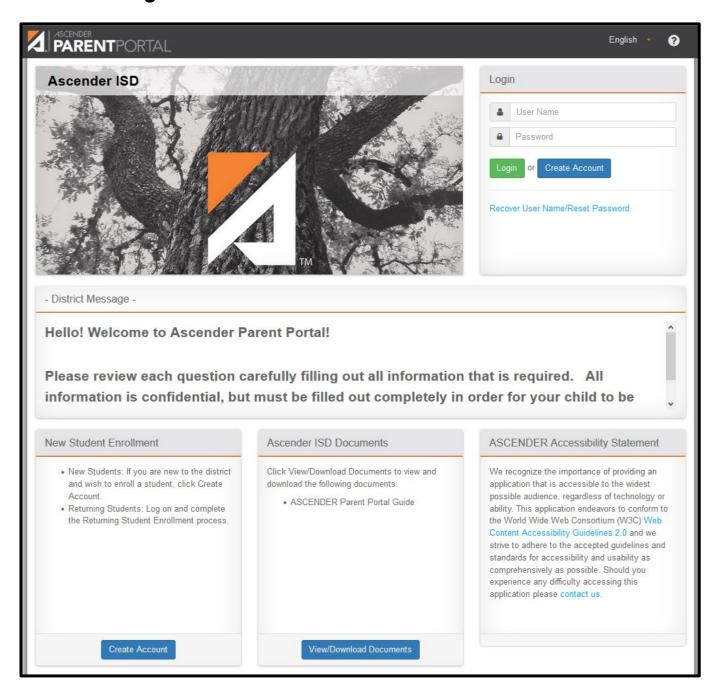# ASCENDER Parent Portal

Parent Guide

Welcome Page

Welcome to ASCENDER ParentPortal. This site provides web access to school-related information about your students, including attendance, grades, discipline, assessments, and immunizations.

District Messages:
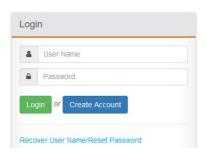Read the district messages for updates or important information on ACSENDER Parent Portal.

To access the Ascender parent portal, you must log on.
- If you are a new user and do not have an ASCENDER ParentPortal account, you must create your account.
- Once you have an ASCENDER ParentPortal account, to gain access to your student's records, you must provide a unique portal ID for each student. Your student's district or campus will provide the portal ID.
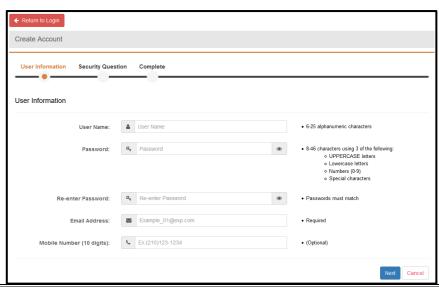
Create Account

This page allows you to create an ASCENDER ParentPortal account.

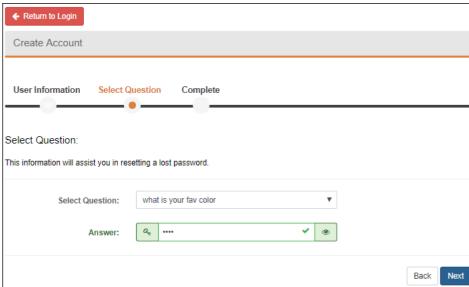| |
|---|
| **IMPORTANT:** Although you can create an ASCENDER ParentPortal account, you cannot access any student data until you add a student to your account. To add a student, you must provide at least one valid student portal ID, which you will get from your student's campus. You must have a valid student portal ID for every student you want to add to your account. |

User Information

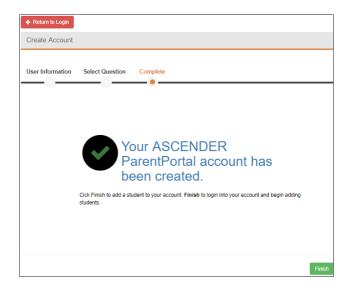|	
User Name	Capture a username that will identify you when you log in to ASCENDER ParentPortal, as a combination of letters of your first and last name. **Requirements:** • From 6 to 25 alphanumeric characters • Unique (that is, no one else in the district is using it) • It does not distinguish between upper and lower case
Password	Type a password that you will use when you log on to ASCENDER ParentPortal. A show/hide toggle 👁 allows you to view or mask the characters you are typing. **Requirements:** • 8-64 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters • Case-sensitive
Re-enter Password	Re-enter your password to verify that you typed it as intended.
Email Address	(Required) Type your email address. You cannot enter an address that is already in use. **NOTE:** If you have multiple students associated with your account, the email address listed for the guardian at your student's campus must match for ALL students associated with your ParentPortal account in order for Registration features to be activated, and the email address must be validated.
Mobile Number	Type your ten-digit mobile number. You cannot enter a number that is in use.

❖ Click Next.

Security Question

Select Question	Select a question, or write your own question in the space. You will be asked this question in case you need to reset your password.
Answer	Write the answer to the question. You will have to answer the question correctly to recover your password. Be sure to select a question for which you will remember the answer easily. **IMPORTANT:** The answer is case sensitive (that is, you should always write it exactly as it appears here, including upper- and lower-case letters).

❖ Click **Next**.

❖ Click **Finish**.
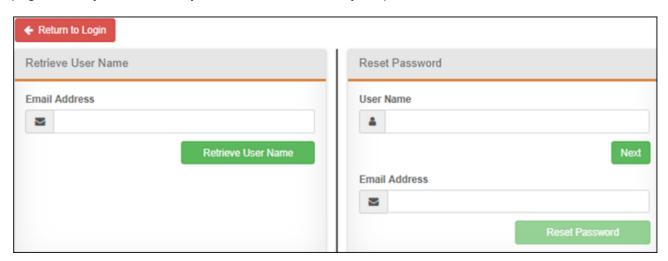
The My Account page opens where you can add a student to your account and update your security and contact information.
- o If you entered an email address or mobile number, you will receive a notification message containing a verification link.

NOTE: If you are not listed as a contact or as a guardian (i.e., student, step-parent, etc.), you will be a read-only user with limited access.

Retrieve User Name/Reset Password

This page allows you to recover your user name or reset your password.

Retrieve User Name

E-mail	Type your current email address.

❖ Click **Retrieve User Name**.
    A message is sent to your email address that contains your User Name.

❖ Return to ParentPortal, and log on using your user name and password.

Reset Password
You have two options for resetting your password: By User Name and By Email Address.

1. By User Name:

User Name	Type your User Name.

❖ Click **Next**.
    You are prompted to enter the answer to one of your hint questions.
❖ Type the answer and click **Next**.

Password	Type a new password.
Re-enter Password	Re-type a new password.

❖ Click **Finish**.
    The My Account page opens.

2. By Email Address:

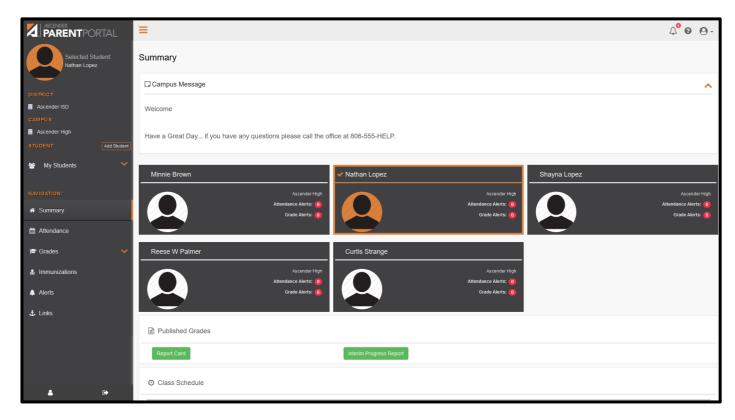| Email Address	Type your email address.

❖ Click **Reset Password**.
    A message is displayed indicating that instructions for resetting your password were sent to the email address entered.

❖ Click **Close** to close the message.
    Return to ParentPortal, and log on using your user name and password.

Summary Page

ASCENDER ParentPortal > Summary

The Summary page is the first page displayed when you successfully log on to ASCENDER ParentPortal. This page provides your student's schedule, current average for each class, and attendance for the current date. You may also see a district or campus message if available.

If your student's report card or IPR is available, a link is provided.

Campus
The campus attended by the selected student is displayed. If the student attends multiple campuses, you can select the campus.

Top-right

- Click to view alerts for your student. The number of unread alerts (if any) is displayed in a red circle next to the icon.

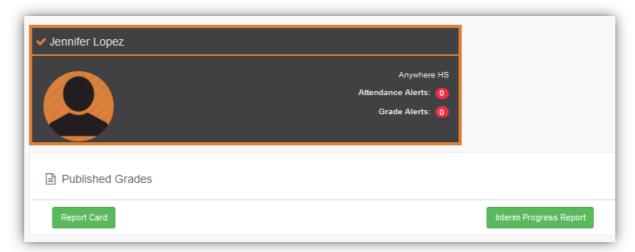- Click to view ASCENDER ParentPortal online Help.

- Click to log out of ASCENDER ParentPortal or to update your account.

Campus Message

If campus notes have been entered, they are displayed.
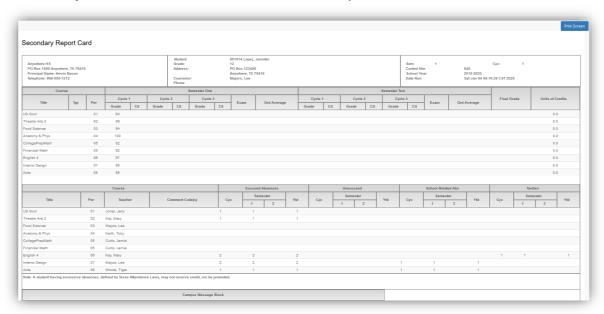
Student Information

A student summary card is displayed for each student added to your account which displays the number of unread alerts for your student (according to your alert settings).

Publish Grades

If your student's report card or interim progress report (IPR) is available, a button is displayed.

❑ Click the **Report Cards** button to view the student's report card.

❑ Click the **Interim Progress Report** button to view the student's IPR.

The report is displayed. Click **Print Screen** to print the screen as it appears on the page. **NOTE:** Print screen dimension can be no greater than 992 pixels.

❖ Only the most current report card or IPR is provided.

Class Schedule

The student's class schedule is displayed if enabled by the district, including period, course title, instructor name, room number, current attendance and current grade average for each class.
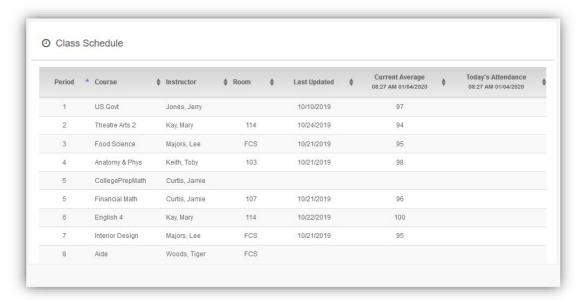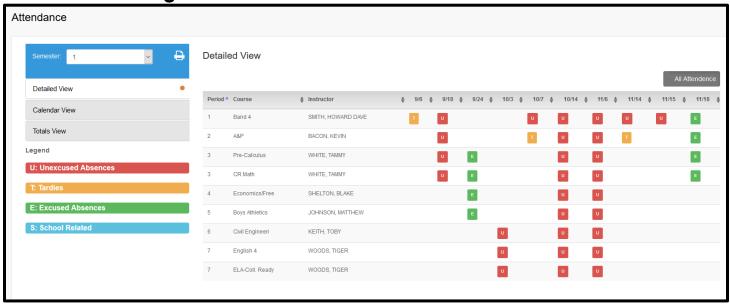
Instructor	If the instructor has provided an email address, his name is displayed as a link to his email address. If you click the name, the default email client (as specified in his Internet Options settings) opens with the instructor's address in the To field. **TIP:** If you use web-based email (e.g., Gmail or Yahoo! Mail), you can copy the email address from the default email client to a web-based email message.
	If the instructor has provided additional notes, click to view the notes. The notes open in a pop-up window. Click anywhere on the page to close the pop-up window.
Last Updated	The date when the instructor last updated grades or attendance is displayed.
Current Average	The student's current grade average for each class is displayed. If the course is set up to post letter grades, letter grades are displayed. If the course is not graded, the message "Non-graded Course" is displayed in place of a grade.
Today's Attendance	Attendance for the current date is displayed for each class if it has been posted. Otherwise, it is blank. If the student is enrolled in an elementary campus which has only one period, one attendance status is displayed for the entire day.

Attendance Page

The Attendance page displays your student's daily attendance and semester totals.

> **Detailed Attendance** - Displays attendance details in a table view.
> **Calendar View** - Displays attendance details in a calendar view instead of a table view.
> **Totals View** - Displays tardies and attendance totals for the semester.

Attendance data is current as of the date and the attendance data displayed, you must log out and log in again.

<u>Detailed Attendance</u>

Detailed Attendance is the default view.

Your student's schedule is displayed.
- The date appears in the column heading *only* if your student was marked absent or tardy for any period during that day.
- If your student was present and on time for the entire day, nothing appears for the date.

If your student was *not* present for the entire class, a code appears for the period and date. A description of each code is displayed in the **Legend**.

Detailed View

The **Simple** view is selected by default, which displays the four main absence types:
- Unexcused Absence (U)
- Tardy (T)
- Excused Absence (E)
- School Related (S)

All applicable codes are listed in the **Legend**.

Calendar View

❖ Click or tap Calendar View.

All months for the selected semester are displayed.

- If your student was not present for the entire class for any period of the day, the day is shaded on the calendar according to the legend.

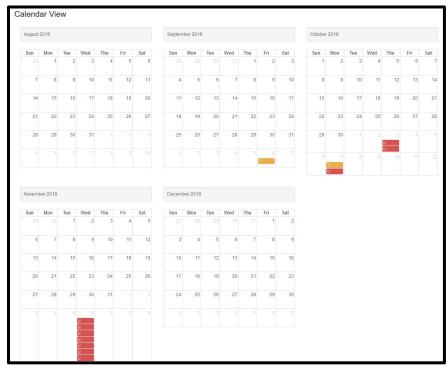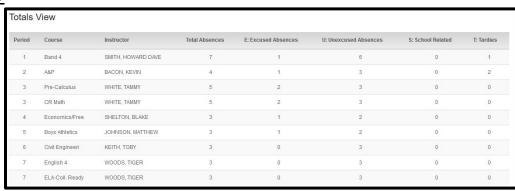**NOTE:** If your student had multiple types of absences on the same date (such as a tardy and an unexcused absence), the date will be shaded according to the most severe absence type. For example, "Unexcused Absence" is the most severe (red), and "School Related" is the least severe (blue).

Totals View

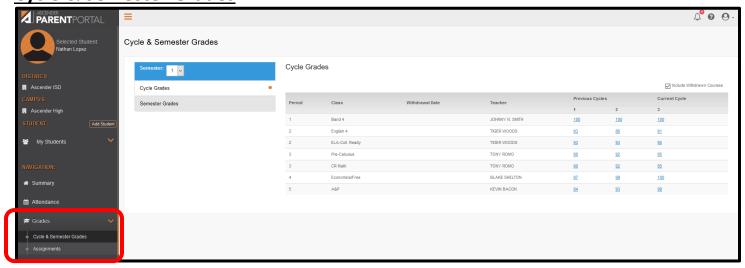| Period	Course	Instructor	Total Absences	E: Excused Absences	U: Unexcused Absences	S: School Related	T: Tardies
1	Band 4	SMITH, HOWARD DAVE	7	1	6	0	1
2	A&P	BACON, KEVIN	4	1	3	0	2
3	Pre-Calculus	WHITE, TAMMY	5	2	3	0	0
3	CR Math	WHITE, TAMMY	5	2	3	0	0
4	Economics/Free	SHELTON, BLAKE	3	1	2	0	0
5	Boys Athletics	JOHNSON, MATTHEW	3	1	2	0	0
6	Civil Engineeri	KEITH, TOBY	3	0	3	0	0
7	English 4	WOODS, TIGER	3	0	3	0	0
7	ELA-Coll. Ready	WOODS, TIGER	3	0	3	0	0

❖ Click or tap **Totals View**.

Your student's classes are listed by period, and the total number of excused absences, unexcused absences, school-related absences (e.g., UIL events or field trips), and tardies for the selected semester are listed.

The **Total Absences** column displays semester totals for all absence types, excluding tardies.

Grades Page

Cycle & Semester Grades

The Cycle and Semester Grades page displays your student's cycle and semester grade averages.
* ❖ You can also view assignment grades for the current semester.

Cycle Grades - Displays current grade averages for the current cycle, and posted grade averages for previous cycles. For the current semester, you can view the assignment grades for each class. For previous semesters, only the posted average is available.
* If the student is failing a course, the grade will appear red.

Each cycle grade is hyperlinked – the previous cycles along with the current cycle average is displayed.

* ☐ Click on the grade to view the assignments that are associated with the cycle grade. A pop-up window will display

Semester Grades - Displays your student's posted semester and final averages. This data is only available for closed semesters. For the current semester, no data is displayed.

☐ Click Semester Grades.
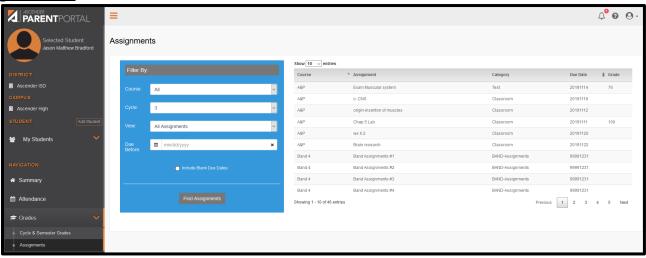 ○ Your student's posted semester and final averages are displayed. This data is only available for closed semesters. For the current semester, no data is displayed.

Exam	The student's semester exam grade for the course is displayed.
Semester Average	The student's posted semester average for the course is displayed.
Final Grade	The student's posted final grade for the course is displayed. • For one-semester courses, this grade is posted after the semester is closed. • For year-long courses, this grade is only posted after the final semester of the school year is closed.
Credits	The number of credits received
(Note Icon)	Click the icon to view a note entered by the teacher. • If the teacher has provided contact information, office hours, and/or other notes, an icon is next to the teacher's name. • If the teacher has provided course notes or assignment notes, an icon is next to the course and/or assignment.

Assignments

The Assignments page allows you to view your student's assignments for all courses and all cycles, including graded, ungraded, dropped, missing, etc.
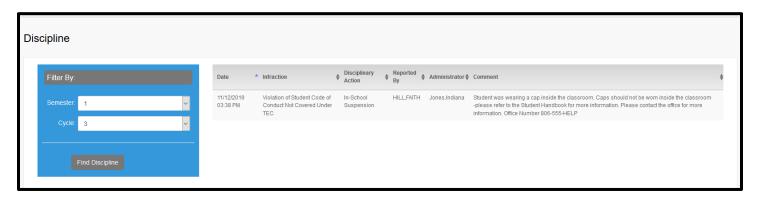
Filter by:

Course	Select a specific course, or click **All** to view assignments in all courses.
Semester	Select a specific semester, or click **All** to view assignments for all semesters.
Cycle	Select a specific cycle, or click **All** to view assignments for all cycles.
Grade	Select which assignments to view: ☐ **All** - View all assignments. ☐ **Only Graded** - View only assignments that have been graded. ☐ **Only Pending** - View only assignments that have been assigned but not yet graded. ☐ **Only Dropped** - View only assignments that the instructor has dropped (i.e., not included ☐ in cycle average). ☐ **Only Excluded** - View only assignments that the instructor has excluded (i.e., not ☐ included in cycle average). ☐ **Only Missing** - View only assignments that the instructor has marked as missing for the ☐ student. ☐ **Only Incomplete** - View only assignments that the instructor has marked as incomplete ☐ for the student. ☐ **Only Failing** - View only assignments that the student has a failing grade for. ☐ **Only Late** - View only assignments that the instructor has marked as turned in late. ☐ **Only Redo's** - View only assignments that the instructor has allowed the student to redo.
Category	The categories depend on how the instructor has set up the course. Select a specific category, or click **All** to view assignments in all categories.

As you select filters, the assignments are displayed according to your selections.
- If an assignment grade has been dropped, the message "dropped" is displayed *next to* the grade.
- If an assignment grade has been excluded, the message "excluded" is displayed *in place of* the grade.
- If an assignment is missing, the message "missing" is displayed *in place of* the grade.
- If an assignment is incomplete, the message "incomplete" is displayed *in place of* the grade.
- If the student is withdrawn from the course, the message "(withdrawn)" is displayed *next to* the course title.

Discipline

The Discipline page displays your student's discipline records for the semester. You can also view records for a particular date.

By default, all of the student's discipline records for the semester are displayed.

Filter By:
☐ To view discipline records for a particular cycle, select the semester and cycle.

Date	The date and time of the discipline incident are displayed.
Infraction	The specific violation is displayed.
Disciplinary Action	A description of the action taken by campus officials in response to the discipline incident is displayed.
Reported by	The name of the staff member who reported the incident is displayed.
Administrator	The name of the campus administrator who is handling the incident and taking action is displayed.

Additional comments about the discipline incident may be displayed in italic font below the fields, if entered by campus administrators.

Immunizations

The Immunizations page displays your student's immunization (vaccination) data on file at the campus.

This is display only.

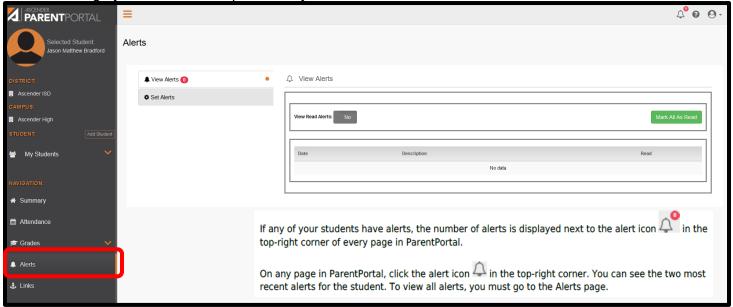| Date	Description	Series Description	Reaction	Exemption	Affidavit Date
02/18/2002	DTP	2nd in Series	N		
02/18/2002	Polio	2nd in Series	N		
02/18/2002	Hib (TITER Series of 3/Booster)	2nd in Series	N		
02/18/2002	Pneumococcal Conjugate (PCV7)	1st in Series	N		
03/28/2003	DTP	Booster	N		
03/28/2003	MMR	1st in Series	N		
03/28/2003	Hib (TITER Series of 3/Booster)	Booster	N		
03/28/2003	Varicella (chickenpox)	1st in Series	N		
08/18/2006	Hepatitis A	2nd in Series	N		
08/20/2014	Varicella (chickenpox)	2nd in Series	N		
08/20/2014	Tdap	Booster	N		
08/20/2014	Meningococcal (MCV4)	1st in Series	N		
08/21/2002	DTP	3rd in Series	N		
08/21/2002	Polio	3rd in Series	N		
08/21/2002	Hib (TITER Series of 3/Booster)	3rd in Series	N		
08/21/2002	Hepatitis B	3rd in Series	N		
08/21/2002	Pneumococcal Conjugate (PCV7)	2nd in Series	N		
09/07/2001	Hepatitis B	1st in Series	N		
10/07/2005	DTP	Booster	N		
10/07/2005	Polio	Booster	N		
10/07/2005	MMR	2nd in Series	N		
10/07/2005	Hepatitis A	1st in Series	N		
10/07/2005	Pneumococcal Conjugate (PCV7)	3rd in Series	N		
10/30/2001	DTP	1st in Series	N		
10/30/2001	Polio	1st in Series	N		
10/30/2001	Hib (TITER Series of 3/Booster)	1st in Series	N		
10/30/2001	Hepatitis B	2nd in Series	N		

Alerts Page

Alerts are messages notifying you if the student has any grades or attendance information you should be aware of, such as an absence, tardy, or low grade.

- **View Alerts** - View alert messages that have been generated according to your alert subscription.
- **Set Alerts** - Change your alerts subscription at any time so that you only receive the alert messages you want to see.

By default, you are automatically subscribed to two alerts:
- Unexcused absence alerts, first occurrence of the day
- Failing grade alerts

You can change your alerts subscription at any time.

View Alerts

View Alerts is the default view.
- The number of new, unread alerts is displayed in a red circle.
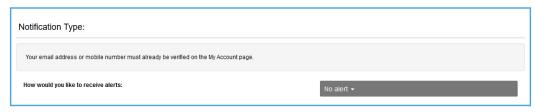
The complete alert message is displayed under **Description**.

If the student has more than one alert, the alerts are displayed in the order received, with the most recent alert at the top of the list.

Tips:
- New, unread alerts are bold.
- Once you have read an alert, you can select **Read**. The alert will be no longer be bold.
- Clear the **Read** check box to change the alert back to unread.
- You can adjust the page to show or hide any alerts you have already read:
  - To see only new, unread alerts, set **View Read Alerts** to **No**.
  - To see all alerts, set **View Read Alerts** to **Yes**.

Set Alerts

Indicate if you want to receive alert notices at your email address, sent as text messages to your cell phone, or not sent. This field is only displayed if the district has set up notification services.

- Email message - Receive alert notices by email. This option is only available if you have successfully registered your email address on the My Account page.
- Text message - Receive alert notices as text messages. This option is only available if you have successfully registered your cell phone number on the My Account page.
- No Alert - Do not receive alert notifications. You will still be able to view alerts once you have logged on to the ParentPortal.
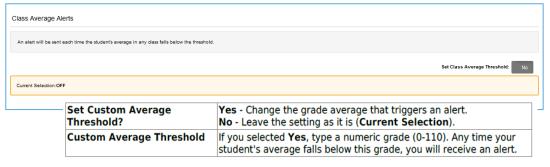
Attendance Alerts

Attendance alerts allow you to be notified if your student is marked late or absent.

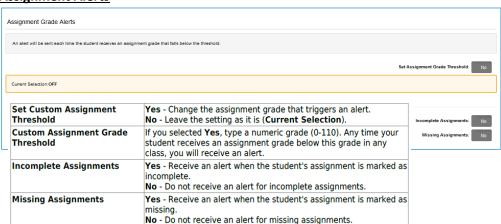For each type of absence (Excused, Unexcused, and Tardy), indicate when you want to be notified:

- **No alert** - Select if you do not want to be notified of your student's unexcused absences.
- **First occurrence only** - Select if you only want to be notified of an unexcused absence for the first period the student is absent.
- **All occurrences** - Select if you want to be notified of all unexcused absences for all periods of the day.

Grade Average Alerts

Set Custom Average Threshold?	**Yes** - Change the grade average that triggers an alert. **No** - Leave the setting as it is (**Current Selection**).
Custom Average Threshold	If you selected **Yes**, type a numeric grade (0-110). Any time your student's average falls below this grade, you will receive an alert.

Average alerts allow you to be notified if the student's grade average in a class falls below a specified grade. By default, you will receive an alert any time the student's grade average in a class falls below failing. You can change the alert by specifying another grade.

Assignment Alerts

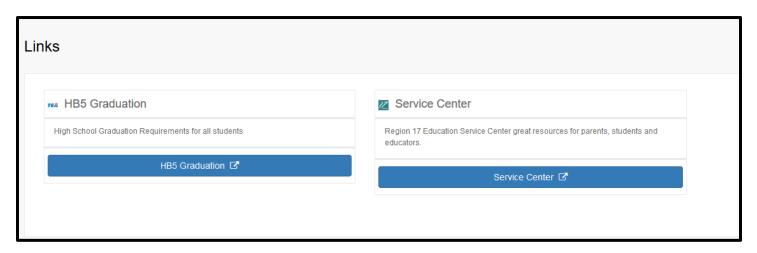| Set Custom Assignment Threshold	**Yes** - Change the assignment grade that triggers an alert. **No** - Leave the setting as it is (**Current Selection**).
Custom Assignment Grade Threshold	If you selected **Yes**, type a numeric grade (0-110). Any time your student receives an assignment grade below this grade in any class, you will receive an alert.
Incomplete Assignments	**Yes** - Receive an alert when the student's assignment is marked as incomplete. **No** - Do not receive an alert for incomplete assignments.
Missing Assignments	**Yes** - Receive an alert when the student's assignment is marked as missing. **No** - Do not receive an alert for missing assignments.

Assignment grade alerts allow you to be notified if the student receives an assignment grade below a specified grade in any class. By default, you will receive an alert any time the student receives a failing assignment grade in any class. You can change the alert by specifying another grade.

Links Page

The Links page displays any external website links provided by the district.

☐ Click the icon to go to the websites

Links

TEA HB5 Graduation

High School Graduation Requirements for all students

[HB5 Graduation 🔗]

Service Center

Region 17 Education Service Center great resources for parents, students and educators.

[Service Center 🔗]

My Account Page

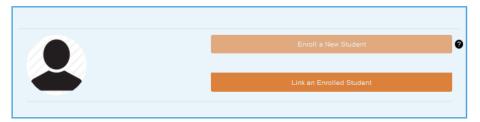On the right corner of the tool bar click the profile icon ⊖ ▾ select **MyAccount**
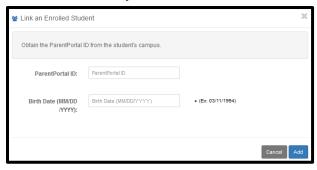

Students:

All the students that are associated with the user will be displayed

To Link an Enrolled to your account:

- o Click **Link an Enrolled Student** to your account:

- o The Parent Portal ID will need to be obtained by calling the campus your student is enrolled at.
    - o Enter the Parent Portal ID and the student's date of birth
    - o Click **Add**

The student will now be available to view and update on the Student screen.

Contact Information

Update and verify email address and mobile phone information.

☑ **Email**

You must provide and verify your email address before you can access features that require your email address. You can update your email address at any time.

Current Email Address
This field is displayed if your email address has previously been entered.
  o The message "Unverified" is displayed if the email address has not been verified.

If no email address has been entered, type your current email address. Your email address must be entered in a valid format (e.g.,name@domain.com).
  o You cannot enter an email address that is already in use.

New Email Address If you have not verified your email address, type the address and click **Update Email**.
  o A message is sent to your email inbox allowing you to verify your address.

  o Click **Remove Email** to clear the email address and prevent verification. If necessary, click **Re-send** to resend the message.
  o **Confirm Email Address** Retype the email address to confirm that you typed it as intended.

Follow the instruction on the email to continue to verify the email.

☑ **Mobile Number**:
Registering your mobile phone number enables you to receive alert notifications as text messages.
  o **IMPORTANT:** If you change cell phone carriers, you may stop receiving alert messages, and you may need to re-register the number.
  ☐ Type the cell phone number to be registered in the *AAANNNNNNN* format, where *AAA* is the area code, and *NNNNNNN* is the number. **Do not use hyphens.**
  ☐ Click **Verify Mobile**.
You will receive a text message at the number entered which will contain a verification code. The fields above will be replaced with the **Verification Code** field.

Follow the instruction on the email to continue to verify the mobile number.

Security Information

Password

You can update your ParentPortal account password at any time.

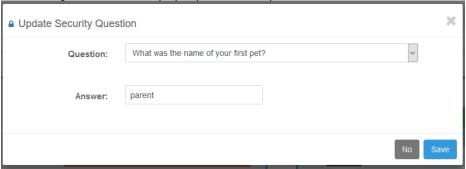◻ Click **Update Password**. A pop-up window opens:

Old Password	Type your current password in order to verify your access.
New Password	Type a password that you will use when you log on to txConnect. • The password must be 8 to 25 alphanumeric characters. • Use a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBcd1234). • Your password is case sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).
Confirm Password	Retype your password exactly as it was typed above. This step confirms that you typed your password as you intended.

◻ Click **Save**. the Password is changed.

Security Questions

Security questions and answers are used to verify your identity if you have forgotten your password.
You can change the question, the answer, or both at any time.

◻ Click **Update Security Question**. A pop-up window opens.

Question	◻ Select a question to which you will provide an answer. This question will be asked in the event that you lose your password.
Answer	◻ Type the answer to the question. You will be required to answer the question correctly in order to recover your password. Be sure to select a question for which you will easily remember your answer. o **IMPORTANT:** The answer is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).

◻ Click **Save**.