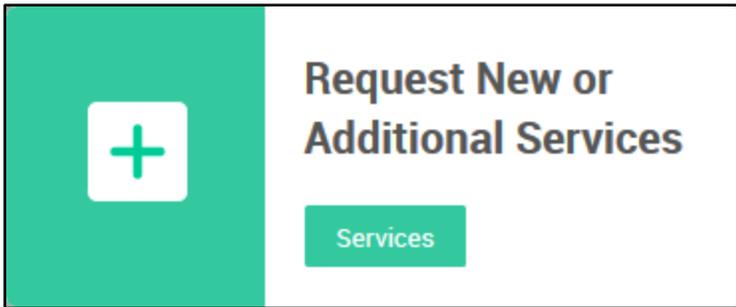
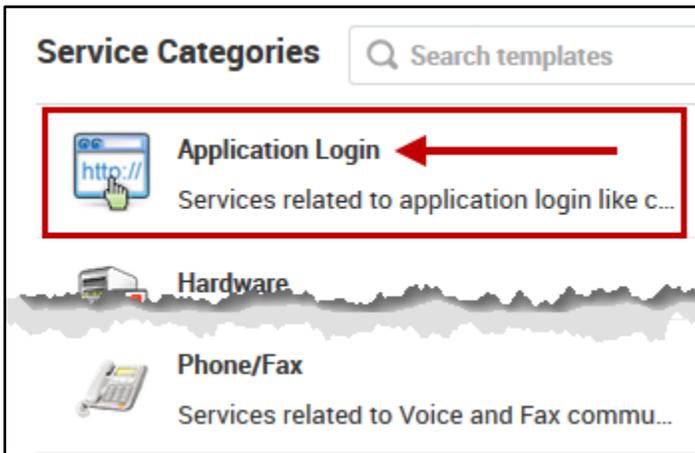


Parent Portal Issues Service in Service Desk

1. Click on **Services** on **Request new or Additional Services**.



2. Click on **Application Login** under **Service Categories**.



3. Click on **Parent Portal Issues**.



4. Fill in the required information: 1. **Parent Portal Account Name**, 2. **ID for Parent Portal Account**, 3. **Email Address used as the Username**, 4. **Student Name**, and 5. **Student ID** are for entering the name and ID number of an already associated student (if there is one).

Parent Portal Issues	
Name	<input type="text"/>
Site	<input type="text"/>
1 • Parent Portal Account Name	<input type="text"/>
2 • ID for Parent Portal Account	<input type="text"/>
3 • Email Address used as the Username	<input type="text"/>
4 Student Name	<input type="text"/>
5 Student ID	<input type="text"/>

This is where that information is found in the **User Info** screen in Focus (you'll need to click on the name in the big blue text to view the username).

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General Information

Odalys * First Name	Middle Name	Burnette * Last Name	be... Username
be... E-mail Address	***** Password	<input type="checkbox"/> Force Password Change	<input type="checkbox"/> Attach to Users

5. For **Issue**, click on **Select Issue** to select what the issue is. The options are **Reset Password**, **Unlock Parent Portal Account**, **Change Name on Account**, **Change Username**, **Link Parent Portal Account to District Focus User Account**, **Delete Duplicate Accounts**, and **Other**. When certain issues are selected, additional fields will be displayed for you to enter the necessary information. For example, if you select **Change Name on Account**, a text box will be displayed where you need to enter the new name for the parent portal account.

* Issue -- Select Issue --

* Subject

Description

- Reset Password
- Unlock Parent Portal Account
- Change Name on Account
- Change Username
- Link Parent Portal Account to District Focus User Account
- Delete Duplicate Accounts
- Other

Select one issue.

6. If there are multiple issues with the parent portal account, select the main issue under **Issues**. Then, use the **Description** box to enter any additional information we need to resolve the issue. If there isn't any additional information, leave the **Description** box blank.

Description

Please include any additional information which could help resolve the issue.

7. Click **Add request** when finished. The ticket will be automatically sent to us (no need to wait on your tech and you won't need to call us to pick up the ticket).

Add request