# LOS ANGELES UNIFIED SCHOOL DISTRICT
## REFERENCE GUIDE

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| **TITLE:** | Parent Access Website | **ROUTING**<br>All Employees<br>All Locations |
| **NUMBER:** | REF-5585.0 | |
| **ISSUER:** | Michelle King, Senior Deputy Superintendent<br>School Operations | |
| **DATE:** | September 9, 2011 | |

**PURPOSE:**  The purpose of this Reference Guide is to inform school site personnel about the new online Parent Access system and to explain the procedures needed to allow parents to sign on to the "Parent Access" website.  This new online system will allow parents to submit and receive data about their children using an LAUSD-administered login account for which parents self-register using emergency contact information inputted by the school.

**MAJOR CHANGES:**  This is a new Reference Guide.

**GUIDELINES:**  The following guidelines apply.

The Parent Access website is a new system that offers an integrated online "gateway" for families to submit and receive information, creating new pathways for information exchange and interactions between parents and their children's schools.  The Parent Access website utilizes a single sign-on system that grants parents and legal guardians access to multiple online accounts and resources.

The beginning phases of the project involve the launch of a tool that will allow parents to self-register for accounts they can use to apply for magnet schools and other programs via the electronic eChoices system. In the near future, parents will be able to use the same account to access systems such as the ISIS Family Module and Cafeteria Management System from a single verified account.

**BACKGROUND:**  With the core belief that families are our partners in education, the Los Angeles Unified School District (LAUSD) has developed tools to assist schools in engaging their students' parents and guardians in the education process. The new Parent Access project is an effort to create a single account for parents to use to access a variety of online tools that link them to student

data (e.g., attendance and grades) and submit information online (e.g., apply for services, programs, or update emergency contact cards). Whereas initially the access system is linked to the eChoices tool as well as some informational documents for parents, the District is assessing the feasibility of linking the access system to tools such as the Cafeteria Management System (enabling parents to access records pertaining their student's lunch purchases) and the Integrated Student Information Systems (ISIS) Family Module relatively soon. In the coming years, we anticipate the addition of such tools as enrollment and transfer Forms, education free tutor programs, meal and medical programs, volunteer registration, and online emergency card updates.

When fully developed and used effectively, the new access system will represent a dramatic increase in the feasibility of sending and receiving information from parents and effectively change how we engage families in our District. Moreover, the automation of tools used to communicate with families should result in removing a great deal of operational burden currently placed on school office personnel.

**PROCEDURES:** Consistent with current policy, schools are responsible for verifying that any parent submitting or requesting information on behalf of a student has the legal right to do so. The parent portal system uses two data elements provided by parents (or legal guardian) via the LAUSD emergency contact form:

- An emergency contact phone number and
- Email address

It is crucial that schools use the most updated LAUSD Emergency Information Form which includes a space for parents and guardians to insert their email addresses. In order for parents and guardians to activate their account, their email addresses must be inputted correctly into the school's student information system. Parents with missing email address should be encouraged to submit new LAUSD Emergency Information Form with email addresses. Once the school has verified the information and entered the information in its student information system, a parent or guardian can go online and self-register for an account. The parent or guardian will receive an email for verification purposes. Once the parent confirms, the email address and selected password can be used to access any online tools linked to the parent access.

> Elementary schools: Ensure that parent emergency contact phone number and email address are entered correctly in Elementary SIS (see the Office Staff Quick Guide for Elementary Schools: Screen 31 – Parent Notification)

Secondary Schools: Ensure that parent emergency contact phone number and

email address are entered correctly in Secondary SIS (not LAUSDMAX/ISIS; see the Office Staff Quick Guide for Elementary Schools: Editing Contacts in LAUSDMAX)

Once the school has ensured that this information is up to date in their systems, by the next day, the parent can self-register for an account by going to http://parentaccess.lausd.net. The system will ask the parent to enter an email address and emergency contact phone number and will then send an email message with a link to activate the account. Check your email, click on the link provided, and your account should be activated and ready to use.

Designate a staff member to be the Parent Access Administrator:
At least one staff member at each school site should be responsible for understanding the information in the Administrator User Guide to the Parent Access System. The document outlines all the procedures for parents and schools to create an account for a parent, enabling the school site to provide guidance to parents where needed. This staff member should be a resource to front office staff and parent center liaisons to provide assistance to parents in creating and using their accounts. The guide also provides instructions on how to reset a forgotten password for parents unable to do so using the automated systems in place.

Facilitate Parent Access to Online Systems:
A major concern with implementing new online systems is the varied access to online tools for different demographic groups. For families that do not have access to the Internet in their homes, the school can be a valuable resource in providing access and guidance to families on how to connect. Libraries and parent centers can be useful points of access for parents that are free of charge. To make these access points useful to parents, ensure that staff members housed here are fully versed in how the parent access system works and how to provide help to parents not already familiar with using online tools.

Within a few years, we anticipate that the parent access system will replace many of the existing processes (e.g. enrollment) currently done with paper, so it is important that schools and parent-centered organizations take steps to facilitate parent access to email accounts and online services where needed.

Communicate the availability of the new Parent Access system to parents.
The Office of the Chief Operating Officer has taken steps to assist schools in offering the new access system as a way to communicate with parents. Before the system is fully developed and widely used, schools should use existing channels for communicating with parents (letters home, CONNECT-ED messages, Coffee with the Principal, Back-to-school nights, and other parent-focused events) to make parents aware of the new tool and how to get started

with using it.

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| **RELATED RESOURCES:** | Frequently Asked Questions about the Parent Access Website<br>http://notebook.lausd.net/pls/ptl/url/ITEM/A6F25148976DF0A4E0430A000210F0A4 |
| | LAUSD Online Parent Access Flowchart<br>http://notebook.lausd.net/pls/ptl/url/ITEM/A94301A4926720B8E0430A00021020B8 |
| | LAUSD Emergency Information Form<br>http://notebook.lausd.net/portal/page?_pageid=33,1166308&_dad=ptl&_schema=PTL_EP |
| | Administrator User Guide for the Parent Access System (available online at http://itd.lausd.net) |
| | Office staff quick guides on entering parent contact information (available from Inside LAUSD under Handbooks) |
| **ASSISTANCE:** | For assistance or further information please contact:<br><br>Samuel Gilstrap, Office of the Chief Information Officer<br>samuel.gilstrap@lausd.net<br><br>For technical assistance, contact the IT Help Desk at (213) 241-5200. You can also write to ask-itd@lausd.net. |