

## **CSIU Parent Portal F.A.Q.**

### **Q What is the CSIU Parent Portal?**

**A** The CSIU Parent Portal is a highly secure, internet-based application through which parents and guardians are able to view district permitted details of their student's academic record.

Through the Parent Portal, parents and guardians have instant access to important information such as district and building announcements, assignment grades, student schedules, attendance information, progress reports, report cards, transcripts, assessment scores, course requests, immunization details, discipline incident information, bus assignments, or fees.

### **Q How do I register for a Parent Portal Account?**

**A** Once the Parent Portal has been set up, registration instructions will be provided on the district's web site.

### **Q What if I forget my password?**

**A** If you forget or misplace your password, go to your Parent Portal Log In Page. Click on the link "Forget your password? Click here to retrieve it." You will see a new page, enter either your UserID or email address. Hit the "Request Password" link. You will receive an email with a link to the 'Change Password' page.

### **Q What if I do not receive a response email about my password inquiry?**

**A** First, check your spam folder. Your email rules and/or SPAM filter may be set to block delivery of emails sent from the Parent Portal. Then, be sure to add the Parent Portal email address to your address book, add the address to your "white" list or list of approved senders. This will ensure that future emails from the Parent Portal will be properly received.

### **Q What computer hardware and software do I need to use the Parent Portal?**

**A** To effectively access your Parent Portal account, you need a Macintosh (OS X 10.5) or Windows PC (Windows XP Professional or above) with an internet connection.

For the best browsing experience, we recommend Safari 5.0, Google Chrome 27, or Internet Explorer 8.0, or later.

We also recommend having Adobe Acrobat Reader™. This PDF reader is available for free download at [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html).

### **Q How can I change the email address associated to my Parent Portal account?**

**A** The email address associated with your account can be changed by clicking on the "My Account" icon on your personal home page. Then, click "Update Account Info" from the tabs on the left and enter your new email address. Click "Save."

**Q Who is eligible to register for a Parent Portal account?**

**A** Only parents and guardians of currently enrolled students who are also flagged to receive correspondence are eligible to register for an CSIU Parent Portal account.

**Q Where can I access the CSIU Parent Portal from?**

**A** You can access the CSIU Parent Portal from anywhere you have access to a computer and internet access.

**Q What if I think there is incorrect information displayed on the Parent Portal?**

**A** Contact your school and/or your student's teacher to discuss any discrepancies.