

## MyIUSD (Parent Portal) Frequently Asked Questions

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## MyIUSD (Parent Portal) Frequently Asked Questions

### 1. I forgot my password. How do I get a new one ?

On the main login page, there is a link called "Forgot Your Password?" Click on this link and input your email address you use to login. Follow the instructions and you will receive an email with temporary login information. The email will be coming from [myiusdfeedback@iusd.org](mailto:myiusdfeedback@iusd.org) so you should add this email address to your contact list or trusted senders list. If you do not receive an email within 10-20 minutes, please check your spam folder. If the email is not there, please send an email to [myiusdfeedback@iusd.org](mailto:myiusdfeedback@iusd.org) with your login information and we will go through the process of resetting your password. Although we hope to resolve all problems quickly, this may take up to 24 hours so please bear with us.

### 2. I want to change my password. How do I go about that?

Once you have logged into your MyIUSD parent portal account, go to the "Options" link on the far right side. One of the options is to change your password. Please click on this link and follow the directions. If you are unable to complete this task, please send an email to [myiusdfeedback@iusd.org](mailto:myiusdfeedback@iusd.org) and outline your problem.

### 3. My Email address has changed or will be changing. How do I go about changing my account to my new email address?

You may change your email address (which serves as your user id and login) by logging into the portal and going to the "Options" link on the far right side. Simply click on the "Change Email" link and follow directions. If your email address has already changed and you no longer have access to your old email address, that will not alter the process. You can still login using the old

email address and your password. Once logged in, you follow the instructions above.

#### 4. How do I edit my child's information ? What can be edited ?

A parent account can edit information in two places. In the student information tab, the demographics and the emergency contacts sub-tabs have information which may be edited.

In the Demographics area, there is a button on the bottom which says "Edit this student record". You will receive a popup box and be able to edit phone numbers only.

In the Emergency Contacts area you will see a link under each emergency contact which says "Edit This Contact Record". Clicking on this link will open a pop-up box which will enable you to edit phone numbers, names and relationships.

All other changes must be made by the school. You will need to contact the school directly for assistance in changing any other information.

#### 5. I know you send out information regarding grades being posted but I never receive an email. How can I fix that ?

Assuming that you already have a parent account, there still may be some procedures blocking that email. The email for posting grades always comes from [notify@iusd.org](mailto:notify@iusd.org) . Please add that address to your contacts and/or trusted senders. If you know that an email has been sent to you, you should also check your spam folder. We can also send you a test message from the [notify@iusd.org](mailto:notify@iusd.org) address to see if your actions have solved the problem. Just send us an email to [myiusdfeedback@iusd.org](mailto:myiusdfeedback@iusd.org) (another email address to add to contacts and/or trusted senders. In addition, we can add additional email addresses as accounts for you if you desire.

6. I am trying to create an account and I need a verification code. I am using the confirmation code from the email when I created my account but it is not working. How do I get a verification code ?

The verification code is a secure piece of information that attaches a particular student to a MyIUSD account. This is completely separate from the confirmation code. The verification code must be obtained from the school or may be mailed home to the address listed in the student information system. We do not give it out over the phone or by email as a security measure.

7. What is the difference between a student account and a parent account ?

A parent account and a student account may view the same information. The basic difference is that a parent account may edit some information and a student account does not have that ability. In addition, teachers may send emails targeted to parents or students or both.