



ASCENDER PARENTPORTAL

ELEVATING PARENT CONNECTIONS

Helpful Information October 16, 2020

Information to share with parents:

- Parents will use the same account information (User Name & Password) they used for txConnect.
- **Supported Browsers: Firefox, Safari, Google Chrome**
- **Browsers Issues: Sensitive to browser settings**
- **Update browser to latest version**
- Parent cannot see the menu (browser page zoom set to 75% or less)
- Alerts may be reset to OFF after the migration. Parents will need to go to Alerts > Set Alerts and verify the alerts are setup per their requirements.
- The email address associated with the Parent Portal account must also be entered on the student's Contact tab for alerts to function (?); parent must verify their email address on the My Accounts page.
- Parent cannot verify email address.....they need to check both their Junk and Spam folders for the verification message.
- If parent receives message "Something went wrong with your request", they district must delete the account and have the parent register for a new account.
- New Account – email address is REQUIRED
- **Mobile App does not work with ASCENDER PP.**