Campus Portal

This document provides information on the Campus Portal for User Support personnel.

Creating Usernames and Passwords Manually for Parents/Guardians by School Personnel

1.   Go to the **Search** tab. Search **User**; enter the *last name* of the person for whom a username and password will be created. For greater specificity, *last name, first name* can also be searched. NOTE: If a light gray account does not appear under their name, they do not have an account.

2.   Selected the desired person from the Search Results by clicking the person's name. A **Create New User** screen will appear.

3.   Enter a **Username** and **Password** for the selected person. Username recommendation: *firstnamelastname*. Password recommendation: *meade411*

4.   Select the **Homepage** option from the dropdown list. Since this will be a portal user, select the **Campus Portal** option.

5.   To verify the username that was entered, click the **Check User** button. This will review the existing usernames in the database and ensure that no two users have the same username.

6.   Click the **Create User** button. The system will perform verification and when finished, will display the **User Account** tab.

7.   Verify that the **Username**, **Password** and **Homepage** fields are displayed correctly.

8.   Check the **Force Password Change** box to require the user change their password at first login.

9.   Click the **Save** icon when finished. The new user can now be given the appropriate account information and can begin accessing the Portal.

Creation of Usernames and Passwords by the Individual Parent/Guardian User

For the user to create their own portal user account, the user must be given an **Activation Key** by school personnel. This key is called the **GUID** (Global Unique Identifier). The GUID can be found in the user's demographics tab. The number is an alphanumeric identity number assigned to all persons within Campus.

1.   Go to the **Search** tab. Search **All People**; enter the *last name* of the person for whom you are searching. For greater specificity, *last name, first name* can also be searched.

2.   Selected the desired person from the Search Results by clicking the person's name. Go to Index > Census > People > Demographics Tab. The GUID is in the middle section of this tab.

3.   Give the GUID to the person. Instruct them how to get to the Campus Portal link on the school website.

Using the GUID/Activation Key to Create Username and Password

The Activation Key is only needed the first time the user accesses the portal. Upon logging in, the user will be required to establish a username and password that will be used for subsequent portal access.

Portal Login
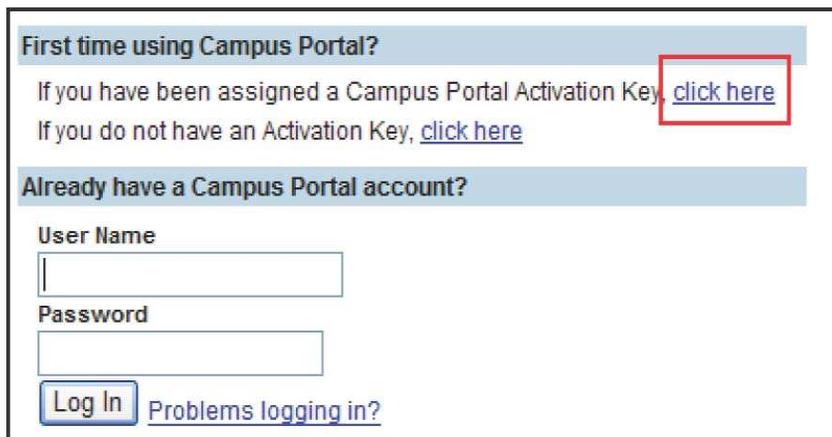
1.   From the **Portal Login** page, select the first **Click Here** option enter the *First Time using Campus Portal?* heading, which requires a **Portal Activation Key**.

Activating your Campus Portal account

Activating your Campus Portal parent portal account is easy. All you need is your Campus Portal Activation Key sent to you by your child's school.

Activation Key

{ [_____] - [_____] - [_____] - [_____] - [_____] }

[Submit]

Activation Screen

2.   Next the **Activation Screen** will display. This is where the user should enter their **Activation Key** (32-character GUID).

3.   Click **Submit**. The activation key will be verified, and when approved, a screen will display where the user can create a username and password.

Campus Portal account creation successful!

Welcome Susan Test, you are now ready to create your Campus Portal account. You must enter a user name and password that you will use to access Campus Portal in the future.

User Name

[_____]

Password

[_____]

Verify Password

[_____]

[Create Account]

4.   Enter a **Username**. It is best to use an alphanumeric (both letters and numbers) username.

5.   Enter a **Password**. Must be a strong password which is a combination of letters and numbers.

6.   Enter the password a second time in the **Verify Password** field.

7.   Click the **Create Account** button. This action will create the username and password. The username and password will be verified, and upon approval, the portal account will be created. Use the *Click Here* link on the account creation page to enter the user name and password to access the portal information. Once the Activation Key has been used to create an account, it cannot be used again.

Troubleshooting for Users:

A user has forgotten their Username or Password:

> Go to the Search tab and search User for their name, click on light gray user account beneath their name. This will display their User Account information.

A user has disabled their account by incorrectly entering an incorrect password five times:

> Go to the Search tab and search User for their name, click on light gray user account beneath their name. This will display their User Account information. Uncheck the disabled box. Click Save. Give correct password to user.

A user is able to get into Campus Portal but cannot see the students in their household:

> Go to the Search tab and search All People for their name. Click on the person. Go to the Index tab > Census > People > Relationships tab.

> If students show up on the Relationship tab, make sure the Portal box is checked on each student in household. If they are not, and you check them, have them log out and back in to see changes.

> If students do not show up on the Relationship tab, take this issue to the school secretary to have them check their household info.

A user is using the correct username and password but cannot get logged into Portal:

> Ask user to check that Caps Lock is off and walk user through typing in www.meade.kyschools.us website in their web browser, scrolling to bottom of webpage, and clicking on Parent Portal link to make sure they are using the correct log in screen.

A user who is also a district employee has a portal user name and password but cannot see their children:

> More than likely the employee is in IC as two different people as a result of our conversion. Give this info to the school secretary and have them correct the issue and delete out the duplicate person. Then relay the correct info to the user.