



TITLE: LAUSD Parent Portal and LAUSD Mobile App Access

NUMBER: REF-6363.2

ISSUER: Shannon Haber, Chief
Office of Communications, Collaboration and Engagement

DATE: July 31, 2023

PURPOSE: The purpose of this Reference Guide is to inform all employees about the operational procedures related to the Parent Portal in the enhanced web-based platform and in the new LAUSD Mobile App, version 3.0. The Los Angeles Unified Parent Portal is available to provide all LAUSD parents and legal guardians, specifically guardians who have educational information privileges established by the court, with student information. It is a one-stop web and App portal that provides parents and legal guardians essential real-time information to help them support their child'

MAJOR CHANGES: This Reference Guide replaces REF-6363.1 issued on December 7, 2020, and updates users with guidance on new user experience in the web-based version of the Parent Portal, as well as within the LAUSD Mobile App, version 3.0. New features include a resources section, as well as an enhanced menu with student information. The upgraded webpage and App was released on April 26, 2023.

BACKGROUND In pursuit of the District's Strategic Plan, and specifically Pillar 3: Engagement and Collaboration, it is *critical* for school campuses to authentically engage parents and legal guardians as equal partners in their child's education.

The Parent Portal is a one-stop online system available 24/7 that securely connects parents to essential student data. Availability of student information provided to guardians is dependent on the court system and documentation that is provided to the school site. The Parent Portal is a component of the My Integrated Student Information System (MiSiS), and school sites are to ensure a parent or legal guardian is designated correctly in MiSiS to activate a parent PIN. Parent Portal resources for families to access the web and App platforms are available to download for iPhone and Android devices. The Parent Portal login for the web-based site is <https://lausdapp.lausd.net>.

ROUTING
All Employees
All Locations

Both site enhancements expand the functionality of the Parent Portal in the area of language accessibility. The languages users may select from the Settings menu include the following:

- English
- Spanish
- Italian
- Persian
- Korean
- Armenian
- Russian
- Tagalog
- Vietnamese
- Chinese

After parents or eligible legal guardians log into the Parent Portal web-based home page, they have access to the following menu:

- Student ID Cards
- Calendar
- Contacts
- News and Events
- Resources
- FAQ
- District Support
- Preferences
- Viewing in Classic Mode

The Parent Portal, in both the web and mobile App access, also provides the following student data information in an easy-to-read, parent-centered format:

- Timeline
- Attendance
- Assignment
- College and Career
- Discipline
- English Learner Progress
- GATE Programs
- Immunizations
- Request a Device
- Special Education
- Upload Documents

- Assignments
- Bus Routes
- Emergency Contact
- Meals and Nutrition
- Grades
- Report Card
- Schoology
- Testing
- Online Library

The Parent Portal is enabled for parents and legal guardians to directly update sections of their child's emergency contact information, as well as apply online for the following District programs, and to access District sites requiring log-in access:

- Free and Reduced-Price School Meal Program
- LAUSD School Volunteer Program
- Unified Enrollment
- Daily Pass
- E-Choices
- Others

INSTRUCTIONS: I. PARENT PORTAL SCHOOL TRAINING AND SUPPORT

School Personnel Training

Parent Portal training will be provided by each Region Office Family and Community Engagement (FACE) team with support from the Office of Student, Family and Community Engagement (SFACE) and Information Technology Services. Foundational training will be offered during the Family Engagement Professional Development Summits and through tier II clinics for school site designees. The training will cover the following topics:

- Parent Portal & LAUSD Mobile App 3.0 Orientation
- Using Parent Portal Menu
- Strategies and Tools for Outreach to Parents
- Effectively Troubleshooting Registration and PIN Processes
- Operational Procedures
- Downloading and using the LAUSD Mobile App
- Establishing milestones to reach strategic plan measures for Parent Portal

FACE team contact information:

Region Office	Contact Number	Website
East	(323) 224-3100	https://lausd.org/Page/8747
North	(818) 654-3600	https://lausd.org/Page/18775
South	(310) 354-3400	https://sites.google.com/lausd.net/lausdldsouth/home
West	(310) 914-2100	https://lausd.org/ldwest

Quick guides and Video Tutorials are also available on the Parent Portal website at <https://lausd.net/parentportal>.

For technical support regarding system issues, contact the ITS Helpdesk at (213) 241-5200 or visit <https://lausd.org/itd>. The Office of Student, Family and Community Engagement also provides assistance at (213) 481-3350.

II. PARENT OUTREACH TOOLS AND RESOURCES

Below is a list of resources and tools designed to assist schools in familiarizing themselves with the Parent Portal and promoting its use among parents and legal guardians.

The following Parent Portal web and LAUSD Mobile App Resources may be found at Tools for Schools: https://lausd.org/sface	
Resource Tool	Title/Description
Comprehensive Toolkit	General inventory to tools for personnel to learn the new web and App features, and to assist families with connectivity.
Parent Portal Presentation and Facilitator Guide	PowerPoint presentation and Step-by-Step Guide to navigate the Parent Portal.
Parent Guide to Setting Up a Free Email Account in Google or Yahoo	Provides a step-by-step overview on setting up a free Google or Yahoo email account.
Parent Portal Sample PIN Letter	Letter template that schools can use to provide parents with their student's Parent Portal PIN.

Job Aid to use Parent Portal (webpage access)	Offers step-by-step guidance for families.
<p>The following resources listed below in this section may be found on the Parent Portal home page at https://lausd.net/parentportal</p>	
Resource Tool	Title/Description
Quick Guide and Video	How to Register for a Parent Portal Account
Quick Guide	How to Use the Parent PIN to Link Your Student <ul style="list-style-type: none"> - Linking student using PIN - How to verify PIN for existing users
Quick Guide and Video	How to Reset Your Parent Portal Password <ul style="list-style-type: none"> - Resetting your Password for your LAUSD Parent Portal Account - Guidelines for Creating and Resetting Parent Portal Password
Job Aids and Video	Schoology Resources
Quick Guides and Video	To View What's Available in Parent Portal: <ul style="list-style-type: none"> - How to Access Contacts in the Parent Portal - How to Access Progress Reports via Parent Portal - Video Guide to Access Grades and Assignments
Quick Guide	How to Change/Update Email in the Parent Portal
Quick Guide	Parent Portal FAQs
LAUSD ITS Helpdesk (213) 241-5200	Technical Support for School Staff and FACE Teams

RELATED RESOURCES:

Bulleting 6746.4 *Establishing and Administering School/Office Volunteer Programs*, dated April 15, 2022.



ASSISTANCE: For assistance or further information, please contact the Office of Student, Family and Community Engagement at (213) 481-3350 or by email at families@lausd.net.