LAUSD Parent Portal FAQ Guide
TROUBLESHOOTING FOR PARENTS/LEGALGUARDIANS

Registration for LAUSD Account

Issue	Resolution
You have entered all of the information required to register for an LAUSD Account but cannot register…	1. Make sure you have entered a working email address. 2. Make sure what you entered for the security image/audio is correct. 3. If both are accurate, try using a different browser (Firefox, Internet Explorer, Escape…)
After entering all information, you received notification that you were sent an email to activate your LAUSD account but did not receive it…	1. Check your "junk email" box and make sure it is not in there.
You have received the activation email but the "Create password or Reset my password" link is not working…	1. Try using a different browser.
You have entered and re-entered your password but cannot continue with the registration process…	1. Make sure you have read all the instructions for creating a password and following accordingly. 2. Password should contain a number, a capital letter and lower-case letters. 3. If you have followed the instructions accordingly but you still cannot continue, try using another browser (Firefox, Internet Explorer, Escape…).

Account Registration

Please update your password

Email: *

Password: *

Re-enter Password: *

Cancel   Submit

Password Criteria:

✗ Must have at least 12 characters.
✗ Cannot exceed 24 characters
✗ Cannot be commonly used passwords (E.g. "abcd1234" or "password1")
✗ Cannot have repetitive or sequential characters
✗ Cannot contain Email
✗ Cannot contain whitespaces
✗ Cannot contain these special characters: "+|%<>'`;=?@
✗ Password and Re-enter password must match

Parent Portal

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Linking Students to LAUSD Parent Portal Account	
Issue	Resolution
You have inputted all your student's information and student does not show when you click "Add A Student" …	1. Make sure you have inputted all the information correctly. ***The letter in the I.D. number should be capitalized. Make sure there are no spaces and that your student's name is listed as it appears on school records.*** 2. If you have inputted all information correctly, according to your documents but the student(s) does not show call your child's school and verify his/her I.D. number.
You have inputted all your student's information and the student's name is showing after you click "Add A Student" but your name is not showing up as parent…	1. Call your child's school and verify that you are listed as a guardian in District's database.
You have successfully retrieved all of your students, but they are not showing up on your Main Page under 'My Students'…	1. Make sure you have selected "Finished" as demonstrated in Step 5 of the Quick Guide. 2. If you have selected "Finished" and are now on Manage Associated Students – Step 6, make sure you have selected students and moved them (using arrow) to Selected Students box and click "Save" (Follow Step 6 and 7 of Quick Guide)

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Locating Student's District Identification Number(s)

You can find your student's Identification Number in the following locations:

Letters sent to parents from Student Integration Services, also known as reference numbers, for the following eChoices programs: - Permits With Transportation (PWT) - Magnet - PSMCP (Priority School Matriculate Choice Program, which replaces NCLB)
Truancy/Attendance Notification Letters
Inter-district permits & intra-district permits
Some Student ID Cards – varies from school to school
Individual Graduation Plan (received from the counselor)
California High School Exit Exam (CAHSEE) & Parent Report
California English Language Development Test (CELDT) – Student Performance Level
Standardized Report Testing & Reporting (STAR) Student Report
Letters sent to parents from the Transportation Services Division (TSD) (for students who ride on the school bus for home-to-school transportation)
Student's Individualized Education Plan (IEP)
If unable to find the identification number on documents you have received, you may submit a request for it at your child's school.

For Assistance with Parent Portal,

contact your Local District Parent and Community Engagement office:

Local District Central - (213) 241-1931

Local District East - (323) 224-3320

Local District Northeast - (818) 252-5400

Local District Northwest - (818) 654-3600

Local District South - (310)-354-3230

Local District West - (310) 914-2124