my.IUSD.ORG
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 the email address you use to login and click "Go". You will receive an email from myiusdfeedback@iusd.org with temporary login information. Please 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/junk folder. If the email is not there, please send an email to 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 do that?**

   You may change your password by logging into Parent Portal and going to the "Options" link on the far right side and select "Change Password". Please follow the instructions listed on this page. If you are unable to complete this task, please send an email to myiusdfeedback@iusd.org and outline your problem.

3. **My email address has changed or will be changing. How do I change my account to my new email address?**

   You may change your email address by logging into Parent Portal and going to the "Options" link on the right side of the page. Click on the "Change Email" link and follow the instructions. If your email address has already changed and you no longer have access to your old email account, that will not alter the process. You can still login with your old email address and password, and follow the steps outlined 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 Info tab, you can edit information in the Demographics and the Emergency Contacts sub-tabs.

   In the Demographics screen, there is a button that says "Edit This Student Record". Once you click on the button, you will receive a pop-up box that gives you the ability to edit parent phone numbers only.

   In the Emergency Contacts screen, you will see a link underneath each Emergency Contact that says "Edit This Contact Record". Click on this link to edit phone numbers, names, and relationships.

   To make any further changes, such as email address or employer, you will need to contact your child's school office for assistance.

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5. **I am trying to create an account and I need a verification code. I am using the confirmation code from the email I received when I created my account, but it's 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 Parent Portal account. This is completely separate from the email confirmation code. The verification code must be obtained from your child's school office, or may be mailed home to the address listed in the student information system. We do not give that information out over the phone as a security measure.

6. **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 simple difference is that a parent account has the ability to edit some information, and a student account does not. In addition, teachers may send emails targeted specifically to parents, students, or both.