

Procedures for requesting Parent and Student Portal Assistance

Student Portal

Students should create a Password Management account via our password management tool P-Synch. This will enable them to change or updated their password and when necessary the access to change their password using challenge questions when their password has been forgotten.

1. When a student is unable to reset their Student Portal password using the password management tool (P-Synch), the following process must be followed to have the password reset by ITS:
 - a. A **HEAT Self Service** incident must be opened by a school employee. The employee must provide the following:
 - i. Student(s) ID number
 - ii. Student(s) Name
 - iii. Student Birth Month and Year (MMYYYY)
2. Upon receipt, the incident will be routed to the appropriate ITS department which will reset the student password.
3. Once the password has been reset, an email with the password information will be sent to the employee who originated the HEAT Self Service incident.
4. The school employee will provide the password information to the student.

Parent Portal

Complete instructions for registering for the Parent Portal are available via a series of video clips and a Parent Registration Guide, which are both available on the Parent Portal. Parents are urged to set up a Password Management account via P-Synch. This will enable them to change or updated their password and when necessary access to change their password using challenge questions when their password has been forgotten.

1. Due to the current budget crisis and reduction of Help Desk staff, the after hours Parent and Student Portal support from 4:30 p.m. to 9:30 p.m. has been discontinued.
2. School employees may submit a request via HEAT Self Service to request a parent password reset. Please be sure to include the following information.
 - a. Parent Contact Information (Name and Phone Number)
 - b. Parent Pin number
 - c. Parent Account number
 - d. Parent Name
 - e. Parent Contact Phone number
 - f. Ensure that the Parent email address is on the Parent Information screen before submitting the request
3. Support Staff will contact the parent and try to assist with resolving their problem. When the password requires resetting, the incident will be escalated to the appropriate ITS department.
4. Upon reset, the password information will be mailed **only** to the email address on the Parent Information screen.