

New User Registration for Student Progress Center

If the Mother tab has this information, then the mother would register like this. These are the only 4 pieces of information that you need to verify when a parent is having trouble with new user registration.

The most common problems that I have seen are the parent's name reversed (first in last and last in first), the zip code missing, accent marks or dashes in the name, or the PSN being different if the child's SSN was corrected (should be last 5 digits of student's SSN if the parent has never registered before).

Note: If the parent has registered for a Student Progress Center account and linked multiple students, the PSN may be different than the last 5 digits of the student's SSN. Do not change the PSN in this case as it will cause the student link to be removed.

The screenshot displays two overlapping web forms. The background form is titled "Mother Information" and contains the following fields: "Title/Prefix" (dropdown), "Step Parent" (checkbox), "Last Name" (SMITH), "First Name" (JILL), "Middle Name", "Maiden Name", "PSN" (12345), and "Birth Date" (calendar). Below these is the "Mother's Address" section with fields for "Address" (121 FAKE STREET), "City" (THIBODAUX), "State" (L.A. Louisiana), and "Postal Code" (70301), along with a "Copy Address" button and a checkbox for "Mother cannot access SPC Data". A "Close" button is at the bottom left.

The foreground form is titled "Register New User" and shows "Step 1: Verification". It includes a note: "NOTE: All information below is asking for PARENT/GUARDIAN information, please enter all information about the PARENT/GUARDIAN registering the account. The PSN number will be provided by the student's School." Below the note is a "Cancel" button and a "Continue" button. The verification fields are: "Relationship" (Mother), "Last Name" (SMITH), "First Name" (JILL), "PSN Number" (12345), and "Zip" (70301). Each of these fields has a "Required" label to its right.

If a parent is linking multiple students, the parent's first name, last name, and zip code must be identical on all of their children. If this involves multiple schools, you should gather the information and contact the computer department on the parent's behalf for assistance.

Assisting a parent with a lost/forgotten user code

You can assist a parent with retrieving their Student Progress Center user code (login name) in Student Master. Once you have found the correct student, click the gear wheel, then Communication and **SPC Login Information**. You will see a box showing login information for all registered parents/guardians. (At this time, ignore the 'Student' line. That feature is not ready to be activated.)

The parent can use the **Forgot Password?** button with the user code that you give them to have their password emailed.

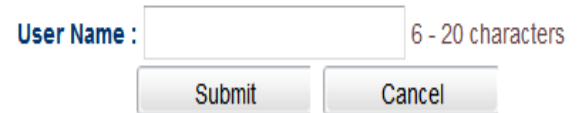
Lafourche School District Student Progress Center



The screenshot shows a login interface with a light blue background. It features two input fields: "User Name :" and "Password :". Below these fields is a "Login" button. At the bottom of the interface, there are two buttons: "Forgot Password?" and "Register New User".

Forgot Password

Step 1: Please enter your user name.



The screenshot shows a form for the "Forgot Password" process. It includes a label "User Name :" followed by an input field. To the right of the input field, the text "6 - 20 characters" is displayed. Below the input field are two buttons: "Submit" and "Cancel".