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.

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.