

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 image shows a screenshot of a web application interface for registering a new user. It is divided into two main sections: 'Mother Information' and 'Register New User'.

Mother Information Section:

- Mother Name:** Includes fields for Title/Prefix (dropdown), Last Name (SMITH), First Name (JILL), Middle Name, Maiden Name, PSN (12345), and Birth Date (calendar icon).
- Mother's Address:** Includes fields for Address (121 FAKE STREET), City (THIBODAUX), State (L.A. Louisiana), and Postal Code (70301). A 'Copy Address' button is present.
- Other options:** A checkbox for 'Step Parent' and another for 'Mother cannot access SPC Data'.
- A 'Close' button is at the bottom left.

Register New User Section:

- Step 1: Verification:** A heading for the first step of registration.
- 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.
- Fields:** Relationship (Mother), Last Name (SMITH), First Name (JILL), PSN Number (12345), and Zip (70301). Each field is marked as 'Required'.
- A 'Continue' button is at the bottom right.
- A 'Cancel' button is located between the two sections.

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.

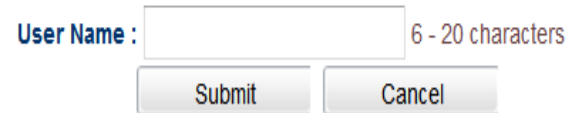
Lafourche School District Student Progress Center



A screenshot of the Student Progress Center login page. The page has a light blue background. At the top, it says "User Name:" followed by a white input field. Below that is "Password:" followed by another white input field. A "Login" button is centered below the password field. At the bottom of the page, there are two buttons: "Forgot Password?" on the left and "Register New User" on the right.

Forgot Password

Step 1: Please enter your user name.



A screenshot of the "Forgot Password" step 1 form. It features a "User Name:" label followed by a white input field. To the right of the input field, it says "6 - 20 characters". Below the input field are two buttons: "Submit" on the left and "Cancel" on the right.