Santo ISD ASCENDER ParentPortal

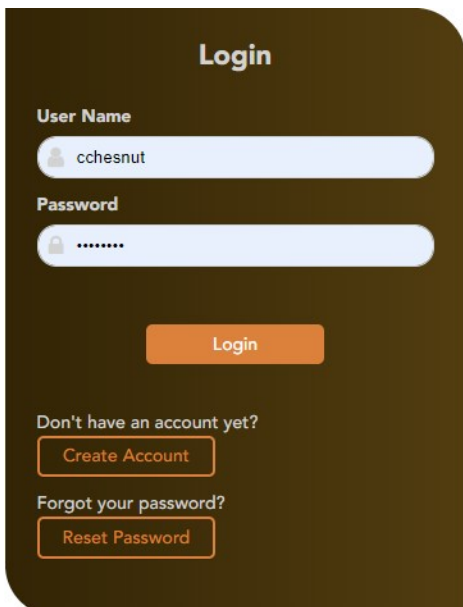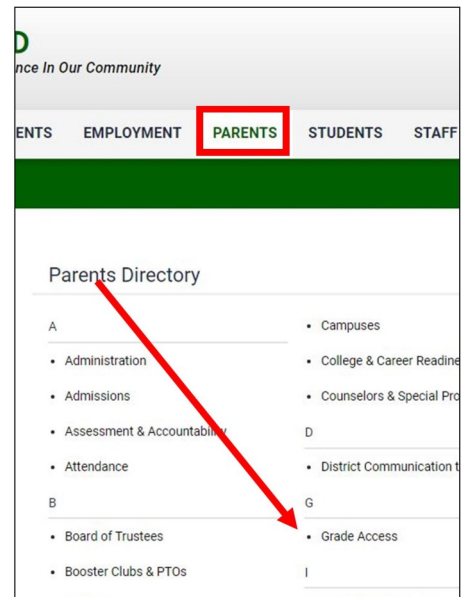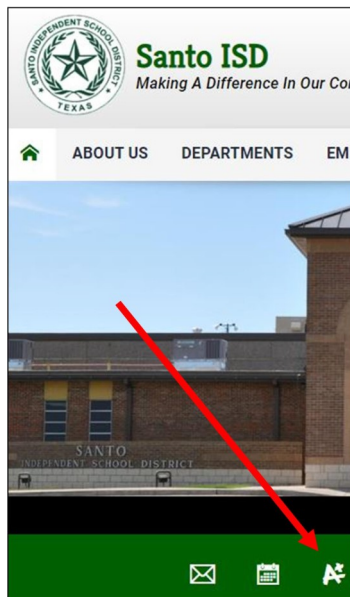## Parent Quick Start Guide

Returning Parents (those with txConnect ParentPortal accounts) should click [Login] **and use their current user name & password. Please verify your information, continuing to follow the handout.**

Please Read Before Beginning

Parents with students new to Santo ISD (newly-enrolled) or WITHOUT txConnect ParentPortal access should follow the instructions below to set up a new account on ASCENDER ParentPortal.

Go to www.santoisd.net to access ASCENDER ParentPortal.

Login

User Name

cchesnut

Password

••••••••

[Login]

Don't have an account yet?

[Create Account]

Forgot your password?

[Reset Password]
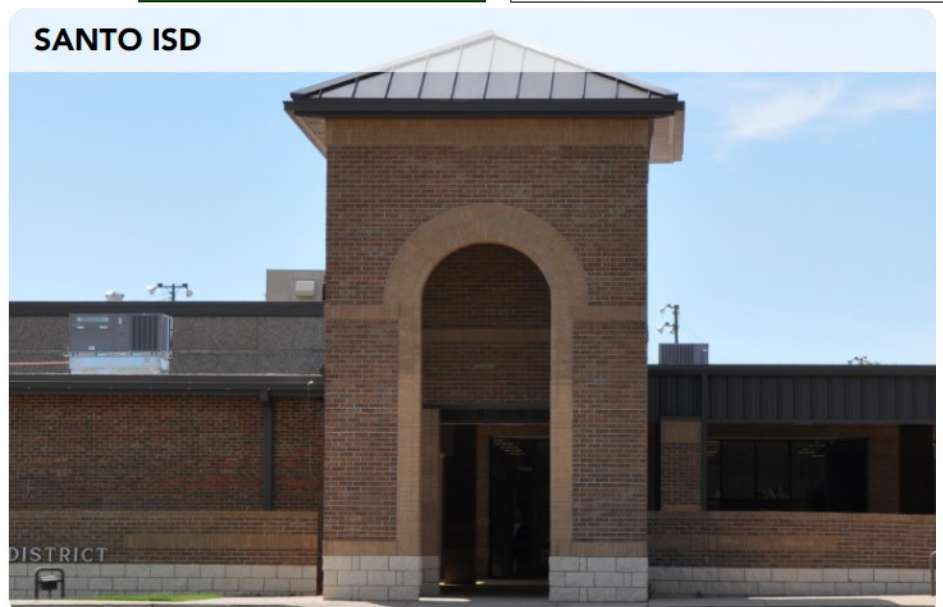
The ASCENDER ParentPortal (APP) screen should appear.

User Name Requirements
- 6-25 alphanumeric characters
- Unique (no one else in district is using it)
- Not case-sensitive

Password Requirements
- 8-64 alphanumeric characters
- 3 of the following: uppercase, lowercase, numeric, special characters
- Case-sensitive

Email Address/Mobile Number
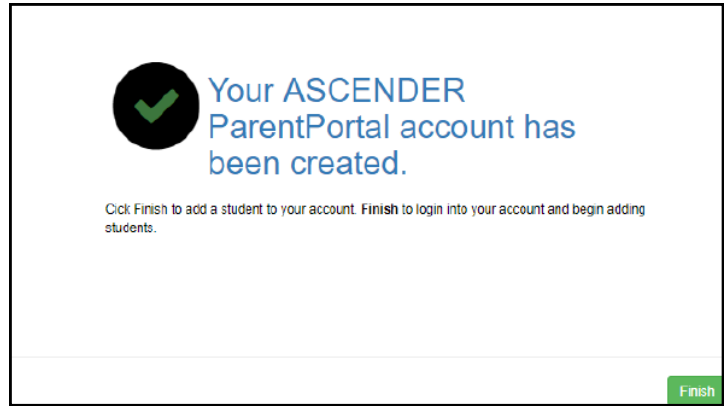- Cannot enter an email or mobile already in use

Security Question
- Select a preset question or create your own

Important
- Case-sensitive
- Be sure to select a question for which you will remember the answer easily
- This is the question you will use to recover your password

SISD staff cannot help you recover your password. See

Verification Notices
- You will receive an email notification message containing a verification link. If you do not receive a message, please see the FAQ Info on Page ??.
- If you entered a mobile number, you will receive a text message containing a verification code.

APP Student Portal ID & Student DOB

On the Summary page, you can to "Enroll a New Student" or "Link an Enrolled Student". Choose "Link an Enrolled Student". Type the ParentPortal ID provided by your student's campus. If you do not have or cannot find this ID, please contact the student's campus. The ID is case-sensitive.

Type the student's complete birth date. The date of birth must match the birth date in the student's record at the campus. Click add; repeat for as many students as you have NEWLY enrolled in your household.

Summary Screen

See the ASCENDER Parent Guide for more detailed information about the different options available in the Navigation menu

Parent Alerts 🔔

By default, APP automatically subscribes you to two alerts: unexcused absence, first occurrence of the day and failing grade alerts. You can change your alerts subscription at any time. Alerts must be set for each student on your account and can differ between students, if needed.

You can choose to receive alerts by **email** (full alert message), by **text** (notification of unread alert—must login to APP to view full alert text), or **no alert** (will still be able to view alerts once you've logged on to the ParentPortal).

Alert Type	Attendance Alerts	Class Average Alerts	Assignment Grade Alerts
Alert Choices	Unexcused Absences Excused Absences Tardies	Default setting for each course is 70 Can set custom threshold	Default setting for each grade is 70 Can set custom threshold Incomplete grade notification option Missing grade notification option
Delivery Options	No Alert First Occurrence Only All Occurrences	Yes or No	Yes or no