



### Parent Portal User Guidelines and System Requirements

Your Parent Portal account will become active after we receive your signed copy of the Acceptable Use Policy/User Guidelines. The login information and instructions will arrive via e-mail or U.S. mail, will be from Eastview High School and will be addressed to you, the parent. If you do not receive this letter within two weeks (excluding non-school attendance days) of the date you sent in your signed Acceptable Use Policy, please contact the EVHS Parent Portal help desk. Contact information is indicated below.

1. Parents will have access to the following data about their child:
  - a. Attendance - updated daily
  - b. Discipline - updated as events occur
  - c. Transcripts - available for all past terms - updated each term
  - d. Class assignments and progress report for current classes - updates will vary from class to class.
2. Parents will receive login information and instructions via e-mail or U.S. Mail, after we receive the signed Acceptable Use Policy/User Guidelines.
3. Parents must change their password the first time they login to the Parent Portal.
4. Parents **will not share this password** with anyone and **will not set their browsers to auto login** to the Portal.
5. System recommendations for home computers to access the Parent Portal:
  - a. Internet connection - 56k modem speed or greater.
  - b. Browser - Parent Portal is designed to work with Internet Explorer 5 (IE5) or higher, Mac or Windows (Netscape is not recommended at this time.)
  - c. A computer that can run the appropriate browser version (IE5 or greater).
  - d. A monitor with at least 800x600 resolution.
6. Security features of the Parent Portal:
  - a. Three unsuccessful login attempts will disable the Parent Portal account. In order to use the Portal again, parents will need to contact the Parent Portal help desk to have the account reactivated.
  - b. You will be automatically logged off if you leave the Parent Portal Web browser open and inactive for a period of time.
  - c. All attempts at logging into the system are recorded and monitored, and a full audit trail is tracked on sensitive data.
7. **Parent Portal Help Desk contact information:**

Should you require help, send an email to [Eastview@district196.org](mailto:Eastview@district196.org) and expect an answer within 24 hours on school days. Please include your name, your user name, your **telephone number** and a brief description of the problem in your email request for help.