

PowerSchool Handbook

Accepting Parent Portal Updates

Version 3.0
February 7, 2024



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Table of Contents

About This Handbook	2
Parent Portal Updates.....	3
About Parent Portal Updates	4
Benefits of this feature in PowerSchool	4
School Site determines which changes to approve	4
Parent Portal Update Security Role.....	5
Identifying Students with Updates.....	6
Review and Accept Updates to Student Information.....	8
Acknowledge and Confirm No Changes to Student Information	14

About This Handbook

This handbook was created by the San Diego Unified IT Training Department as reference material for the Site Tech/Power User, or other staff members, responsible for monitoring and verifying student information changes submitted on the PowerSchool Parent Portal. It is updated periodically by the San Diego Unified IT Training Department. If you have any questions about how to execute these tasks in PowerSchool, please contact the IT Help Desk: (619)209-HELP (4357).

Dates and terms depicted throughout this handbook are used as examples and may not reflect the current school year or Term.

Additional information can be found in [Parent/Student Portal Administration Handbook](#) or under Self Help for PowerSchool [Handbooks, Job Aids and Videos](#).



Parent Portal Updates

About Parent Portal Updates

A new feature in the PowerSchool Parent Portal will allow parent/guardians to submit changes to select information for their student(s) online, or confirm that all information is correct and no changes are needed. Submissions made by parent/guardians are placed in a queue for review and approval by school site staff. Once approved, any changes are applied to PowerSchool.

Benefits of this feature in PowerSchool

- **Convenience for parent/guardian:** Changes or confirmations are made online instead of visiting the school office and filling out paperwork.
- **Accuracy of information:** Because changes are updated electronically, errors from manually entering information are eliminated.
- **Timeliness of changes:** Online accessibility makes it easier to spot and update out-of-date and incorrect information.
- **Less paperwork for all involved:** Schools use PowerSchool to review and approve changes made through the Parent Portal instead of processing paper forms.

School Site determines which changes to approve

After the parent/guardian updates and submits changes to their student's information, the school site determines which changes will be accepted.

Parent/guardians are required to provide documentation for changes to student name and household address. This documentation must be provided **PRIOR** to accepting these changes.

IMPORTANT! *Do not accept changes if the required documentation has not been provided.*

When you choose to accept some changes and not others, the values of the changes you do not accept will be discarded when you submit the page. This is important to keep in mind especially when you have changes to student names or home addresses.

For example, you may choose to accept an update made to emergency contacts, but because the required documentation was not provided, an address change is not accepted. Once you submit the page, the contact information will be updated in PowerSchool, but the change to the address will be ignored and discarded. If the parent/guardian provides documentation at a later date, changes are made to the student's Demographics page in PowerSchool, or the parent/guardian can resubmit the update through the Parent Portal.

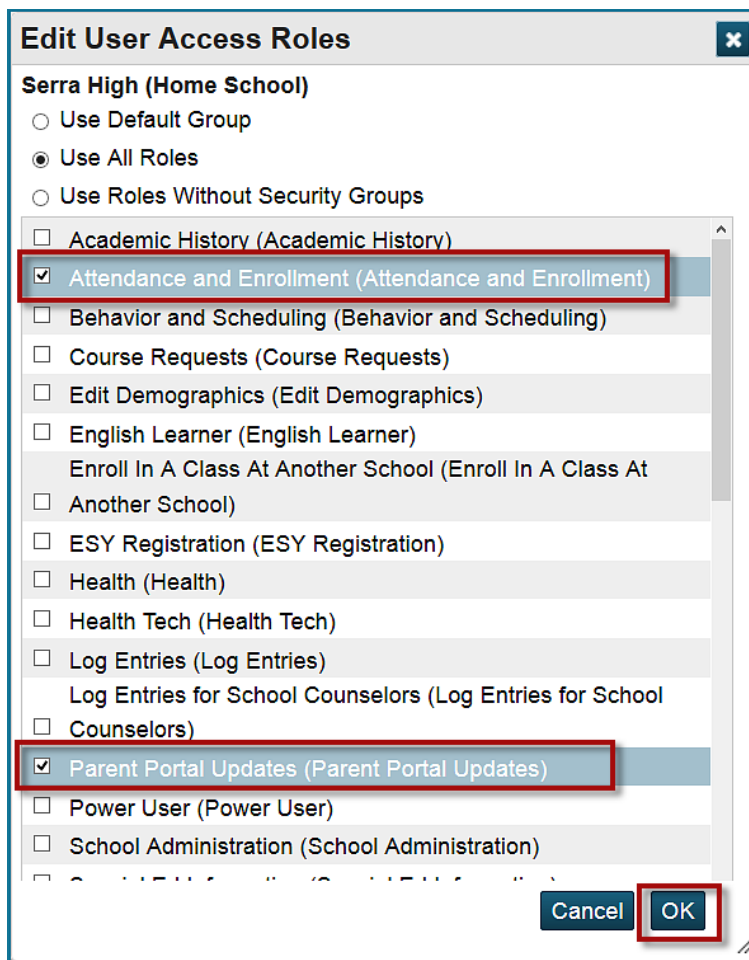
BEST PRACTICE! Contact the parent/guardian when you see they have made changes to the student address **prior** to accepting their changes.

Parent Portal Update Security Role

Before Parent Portal Update submissions can be reviewed and approved, you must have the appropriate security role. If you do not have access to view parent portal updates, ask the Site Tech/Power User at your school for access.

IMPORTANT! Parent Portal Updates is a separate security role. If the staff member is currently assigned to another security role, Parent Portal Updates must be selected *in addition* to the existing role.

Power Users must also assign themselves the Parent Portal Updates role.



Edit User Access Roles

Serra High (Home School)

☐ Use Default Group

☒ Use All Roles

☐ Use Roles Without Security Groups

☐ Academic History (Academic History)

☒ Attendance and Enrollment (Attendance and Enrollment)

☐ Behavior and Scheduling (Behavior and Scheduling)

☐ Course Requests (Course Requests)

☐ Edit Demographics (Edit Demographics)

☐ English Learner (English Learner)

☐ Enroll In A Class At Another School (Enroll In A Class At Another School)

☐ ESY Registration (ESY Registration)

☐ Health (Health)

☐ Health Tech (Health Tech)

☐ Log Entries (Log Entries)

☐ Log Entries for School Counselors (Log Entries for School Counselors)

☒ Parent Portal Updates (Parent Portal Updates)

☐ Power User (Power User)

☐ School Administration (School Administration)

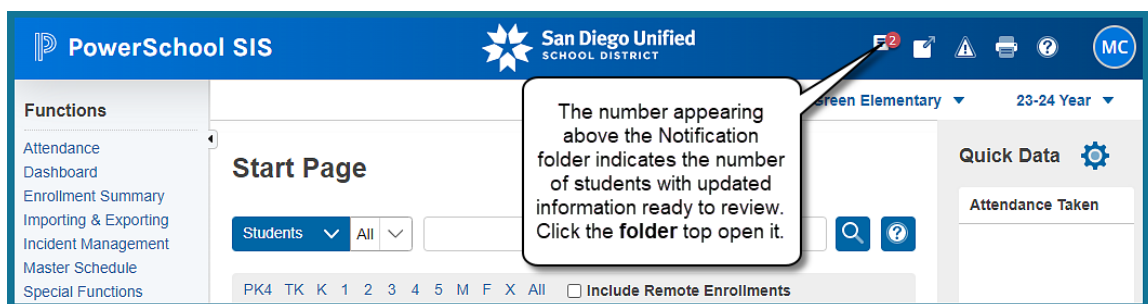
Identifying Students with Updates

The first step to approving changes submitted by the parent/guardian is identifying those students who have updates.

1. From the **Start Page**, locate the **Notification folder** in the Navigation toolbar.

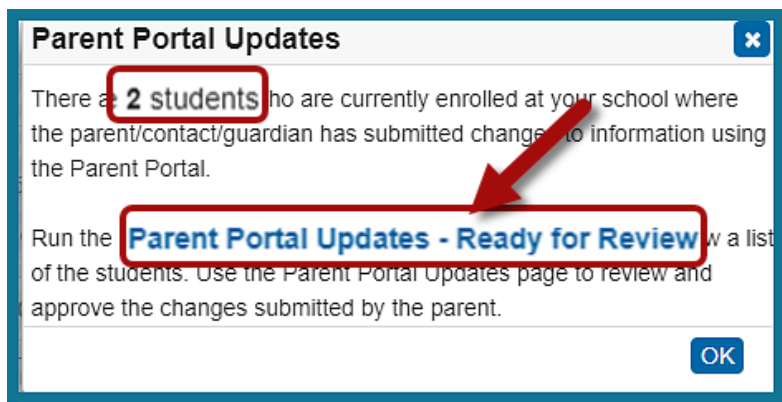
A number appearing above the folder indicates the number of students with updated information ready for review.

2. Click the folder to open the Parent Portal Updates notification.



This Notification includes the number of students who are ready for review, and a link to the report that lists the students.

3. Click Parent Portal Updates – Ready for Review to open the run report page.



- On the **Run sqlReport** page, click **Submit** to launch the report.

Run sqlReport -

Label	Value
Name	Parent Portal Updates - Ready for Review
Description	This report will list students who are currently enrolled at your school where the parent/contact/guardian has reviewed and/or submitted changes to information using the Parent Portal. Please use the Parent Portal Updates page to review and approve any changes submitted by the parent or to acknowledge that you received their confirmation that there are no changes.
Directions	

Click **Submit** to launch the

Submit

Once the report opens, you'll notice that just like other PowerSchool reports, you have several options to select:

- Click the individual **Student Number** link. This will open the student page in a new tab.
- If this report lists multiple students, click **Make Current Selection** which will take you to **Group Functions**. This will allow you to work with this group of students without having to search for them individually.
- In Group Functions, after Current student selection, click the *blue* number link. This will open the **Student Selection** page and allow you to begin your selection of students to view their Parent Portal Update screen.

Group Functions

Current student selection: 2

BEST PRACTICE! Before you select either option, check to see if **Yes** appears in the **Address Changed** column, this is a *visual cue for you to notify the parent to bring in proof of residence prior* to accepting their updates.

Parent Portal Updates - Ready for Review

Click **Make Current Selection** if this report lists multiple students.

Make Current Selection Show / Hide Columns Copy CSV TAB Print PDF

Search:

Student Number	Last Name	First Name	Grade Level	Address Changed	Confirmed no changes	Parent/Contact/ Guardian	Date Parent Submitted
595742	Dantzler	Alek	5	Yes		Tun, Charlee	08/21/2023 07:43:20 AM
599274	Cronin	Melina	4	Yes		Kowalski, Elana	08/20/2023 11:10:49 AM

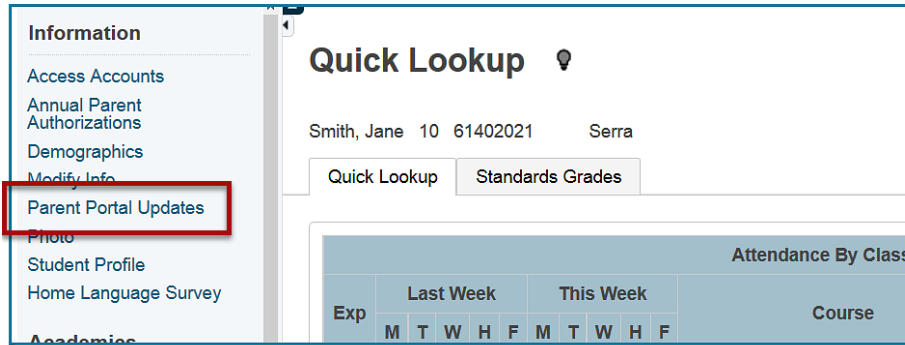
Click the **Student Number** to open the Student page in a new tab.

If **Yes** appears in the Address Changed column, remind the parent to provide proof of resident *prior* to accepting their update.

Showing 1 to 2 of 2

Review and Accept Updates to Student Information

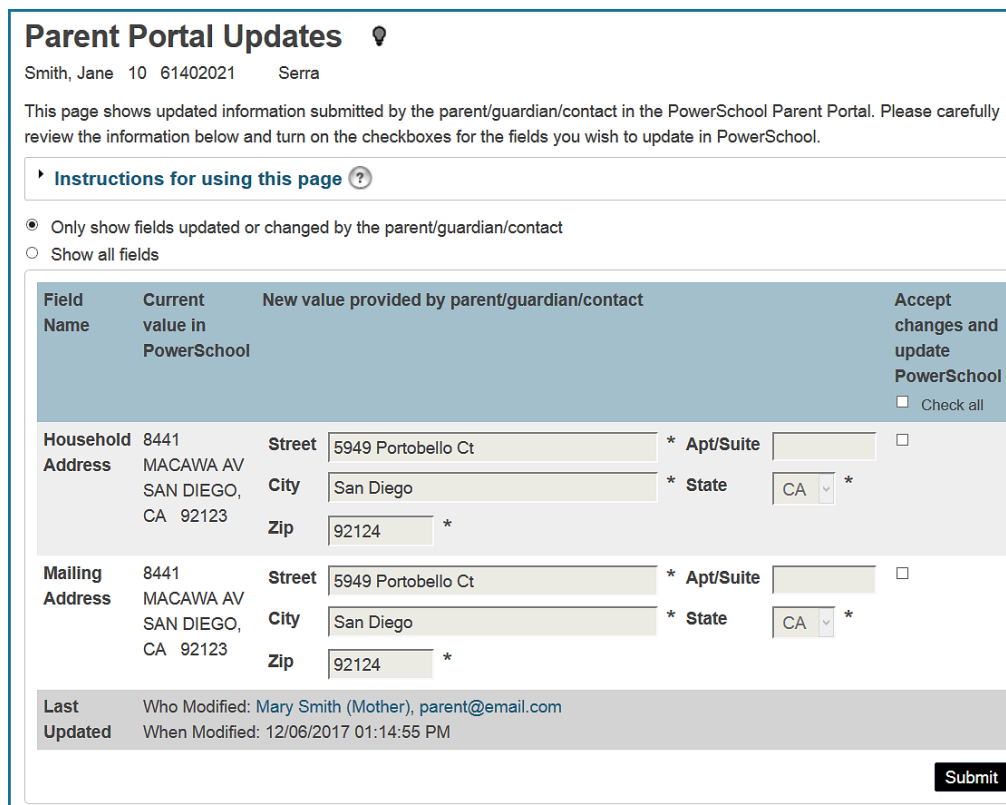
1. From the main menu on the **Student Page**, select **Parent Portal Updates**.



The screenshot shows the 'Quick Lookup' page for a student named Smith, Jane. The left sidebar contains a menu with options: Information, Access Accounts, Annual Parent Authorizations, Demographics, Modify Info, **Parent Portal Updates** (highlighted with a red box), Photo, Student Profile, Home Language Survey, and Academics. The main content area shows the 'Quick Lookup' tab selected, displaying student information and an 'Attendance By Class' table.

The **Parent Portal Updates** page displays information that has been updated and submitted by the parent/guardian in the Parent Portal.

Please review this information carefully before accepting the updates and applying them to PowerSchool.



The screenshot shows the 'Parent Portal Updates' page for a student named Smith, Jane. The page includes a header with the student's name and a message: 'This page shows updated information submitted by the parent/guardian/contact in the PowerSchool Parent Portal. Please carefully review the information below and turn on the checkboxes for the fields you wish to update in PowerSchool.' Below this is a section for 'Instructions for using this page' with two radio buttons: 'Only show fields updated or changed by the parent/guardian/contact' (selected) and 'Show all fields'. The main content is a table with columns: Field Name, Current value in PowerSchool, New value provided by parent/guardian/contact, and Accept changes and update PowerSchool. The table lists updates for 'Household Address' and 'Mailing Address'. At the bottom, there is a 'Submit' button and a footer with 'Last Updated' information.

Field Name	Current value in PowerSchool	New value provided by parent/guardian/contact	Accept changes and update PowerSchool
Household Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street: 5949 Portobello Ct City: San Diego Zip: 92124	<input type="checkbox"/> Check all
Mailing Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street: 5949 Portobello Ct City: San Diego Zip: 92124	<input type="checkbox"/>

Last Updated: Who Modified: Mary Smith (Mother), parent@email.com
When Modified: 12/06/2017 01:14:55 PM

Submit

REMINDER! Parent/guardians are required to provide documentation for certain changes to the student information. *Do not accept any changes if the parent/guardian has not provided the required documentation.*

The parent/guardian will be notified via email after you have accepted and applied the changes to PowerSchool.

2. Click **Instructions for using this page** for more information.

Parent Portal Updates

Smith, Jane 10 61402021 Serra

This page shows updated information submitted by the parent/guardian/contact in the PowerSchool Parent Portal. Please carefully review the information below and turn on the checkboxes for the fields you wish to update in PowerSchool.

Instructions for using this page ?

☒ Only show fields updated or changed by the parent/guardian/contact
☐ Show all fields

Field Name	Current value in PowerSchool	New value provided by parent/guardian/contact	Accept changes and update PowerSchool
Household Address	8441 MACAWA AV	Street 5949 Portobello Ct * Apt/Suite	<input type="checkbox"/> Check all

On this page, you will find instructions on how to approve and accept changes, a link to view a copy of the email notification, and the types of documents the parent/guardian is required to provide.

Parent Portal Updates

Smith, Jane 10 61402021 Serra

This page shows updated information submitted by the parent/guardian/contact in the PowerSchool Parent Portal. Please carefully review the information below and turn on the checkboxes for the fields you wish to update in PowerSchool.

Instructions for using this page ?

If you approve of the changes made by the parent/guardian/contact, turn on the checkbox next to each field to accept the changes and update PowerSchool. If you do not approve of the changes, do not turn on the checkbox. Please note that if you do not accept some of the changes made by the parent, those values will be discarded. The parent/guardian/contact will be notified via email after submitting the changes. [View a copy](#) of the email notification which will be sent to the parent/guardian /contact.

Please note that it is required for the parent to provide documentation for certain changes to student information, see details below. Please notify the parent that they must provide the appropriate documentation prior to updating PowerSchool.

- If student name is changed, parent must provide a copy of the birth certificate or other document which verifies the student's legal name.
- If the home address has changed, parent must provide proof of residence with a utility bill or other document which verifies the home address.

3. Next, select your page viewing option:

- **Only show fields that have been updated or changed.** This view makes it easier to review only those fields that have been updated.
- **Show all fields** displays all fields, whether they have been updated or not.

Instructions for using this page ?

☐ Only show fields updated or changed by the parent/guardian/contact
☒ Show all fields

Field Name	Current value in PowerSchool	New value provided by parent/guardian/contact	Accept changes and update PowerSchool
Student Name	First: Jane Middle: Last: Smith		<input type="checkbox"/> Check all
Suffix (Jr, II, III)			
Former Legal Name(s)	First: Middle: Last:		
Birth Date	06/01/2002		
Gender	Female		
Student Email Address	student@sandi.net		
Household Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street 5949 Portobello Ct City San Diego Zip 92124 *	* Apt/Suite * State CA * <input type="checkbox"/>
Mailing Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street 5949 Portobello Ct City San Diego Zip 92124 *	* Apt/Suite * State CA * <input type="checkbox"/>
Home Phone	(619) 991-8412		
Current Caregiver	Parent/legal guardian		
Foster Living			

The default setting is **Only show fields that have been updated or changed by the parent/guardian.**

 Select **Show all fields** if you want to display all fields whether they have been updated or not.

These fields have not been updated

Fields that have **NOT** been updated will not have check boxes.

These fields have been updated and submitted by the parent/guardian.

Updated fields have check boxes.

- To approve and accept a change, check the **box next to each field**.

You can also accept all changes at once by selecting **Check all**.

☒ Only show fields updated or changed by the parent/guardian/contact
☐ Show all fields

Field Name	Current value in PowerSchool	New value provided by parent/guardian/contact	Accept changes and update PowerSchool
Household Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street 5949 Portobello Ct	<input checked="" type="checkbox"/> Check all <input type="checkbox"/>
		City San Diego	
		State CA *	
		Zip 92124 *	
Mailing Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street 5949 Portobello Ct	<input type="checkbox"/>
		City San Diego	
		State CA *	
		Zip 92124 *	

To accept all changes, select **Check all**. This will apply a check mark to all boxes.

To accept specific changes, select **each check box individually**.

IMPORTANT! If you are accepting changes to the **Household Address**, you must validate the new address.

- Click **Validate**.

☒ Only show fields updated or changed by the parent/guardian/contact
☐ Show all fields

Field Name	Current value in PowerSchool	New value provided by parent/guardian/contact	Accept changes and update PowerSchool
Household Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street 5949 Portobello Ct	<input checked="" type="checkbox"/> Check all <input checked="" type="checkbox"/>
		City San Diego	
		State CA *	
		Zip 92124 *	
<div> <div> <div></div> <div>Please note that the following information may also be updated with validating the address.</div> </div> <div> <div>Neighborhood School: San Diego High Complex</div> <div>Boundary Exception: Open Enrollment (Choice)</div> <div>Begin Date: 08/29/2016</div> </div> </div>			<input checked="" type="checkbox"/>

Validate

If you accept a change to the **Household Address**, you must **Validate** the new address.

From the Address Validation window, verify the student's new address falls within your school's attendance boundary.

NOTE: A Boundary Exception must be applied if the address falls outside the school's attendance boundary.

- If the new address is out of the school's attendance boundary (and the prior address was within the boundary), the student may finish the school year if space is available and at the principal's discretion but **MUST** apply for Choice and be admitted in order to return the following year.
- If the address is outside of San Diego Unified, an inter-district Attendance Permit is now required. The family must contact Neighborhood Schools and Enrollment Options or you can reach them by phone at (619) 260-2410 or email eoptions@sandi.net.

6. Click **Accept**.

View Boundary:

In: Current School: Serra High

Student Info

Student name: Smith, Jane

Address type: Primary

Selected address: 5949 PORTOBELLO CT, SAN DIEGO, CA 92124

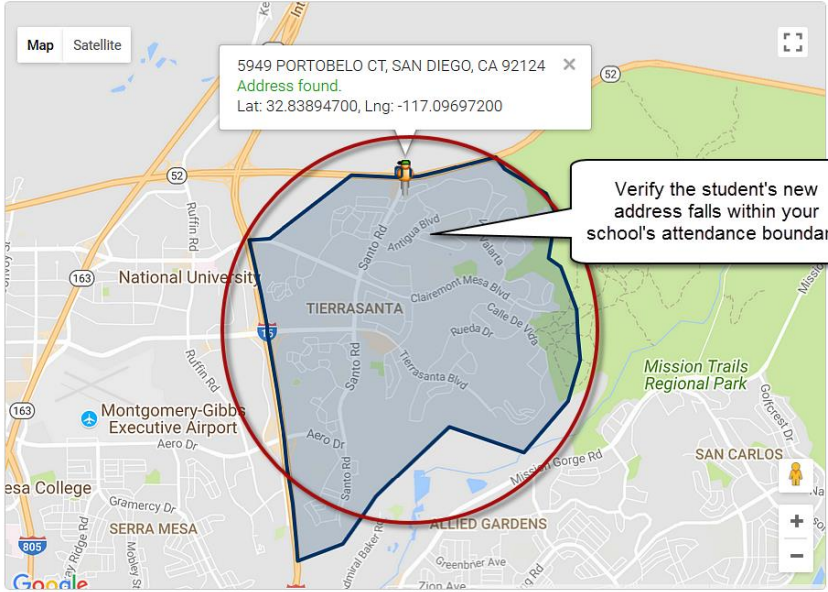
Geocode: Lat: 32.83894700, Lng: -117.09697200

Accept **Cancel**

Original Address

5949 Portobello Ct,
San Diego, CA
92124

Alternative Addresses	Full Update	Partial Update
5949 PORTOBELLO CT, SAN DIEGO, CA 92124	<input checked="" type="radio"/>	<input type="radio"/>



Back on the **Parent Portal Updates** page, notice the Household Address has been updated to the US Postal standard.

If the **Mailing Address** is the *same as* the **Household address**:

1. Click **Copy from the Household address**. This will update the mailing address to match the validated Household Address.
2. Once you have reviewed and accepted the changes, click **Submit**.

☒ Only show fields updated or changed by the parent/guardian/contact
☐ Show all fields

Field Name	Current value in PowerSchool	New value provided by parent/guardian/contact	Accept changes and update PowerSchool
Household Address	8441 MACAWA AV SAN DIEGO, CA 92123	Street: 5949 PORTOBELO CT City: SAN DIEGO Zip: 92124 * Apt/Suite: <input type="text"/> * State: CA * <input type="button" value="Validate"/>	<input checked="" type="checkbox"/> Check all
<p>NOTICE! The new Household Address has been updated to the US Postal Standard.</p> <p>Please note that the following information may also be updated when validating the address:</p> <p>Neighborhood School: Serra High Boundary Exception: Begin Date: MM/DD/YYYY End Date: MM/DD/YYYY Address Verified: 12/8/2017 Geocode: Lat: 32.83894700, Lng: -117.09697200</p>			
Mailing Address	8441 MACAWA AV SAN DIEGO, CA 92123	<input checked="" type="checkbox"/> Copy from Household address Street: 5949 PORTOBELO CT City: SAN DIEGO Zip: 92124 * Apt/Suite: <input type="text"/> * State: CA * Geocode: Lat: 32.83894700, Lng: -117.09697200	<input checked="" type="checkbox"/>
<p>Last Updated: Who Modified: Mary Smith (Mother), parent@email.com When Modified: 12/06/2017 01:14:55 PM</p> <p>Once you have reviewed and accepted the changes, click Submit.</p> <p><input type="button" value="Submit"/></p>			

You will receive a confirmation that an email was sent to notify the parent/guardian that the changes were reviewed. Click **View a copy** to see a copy of the notification email.

To make further changes to the student's information in PowerSchool, click the **Demographics** link.

Parent Portal Updates ⓘ

Smith, Jane 10 61402021 Serra

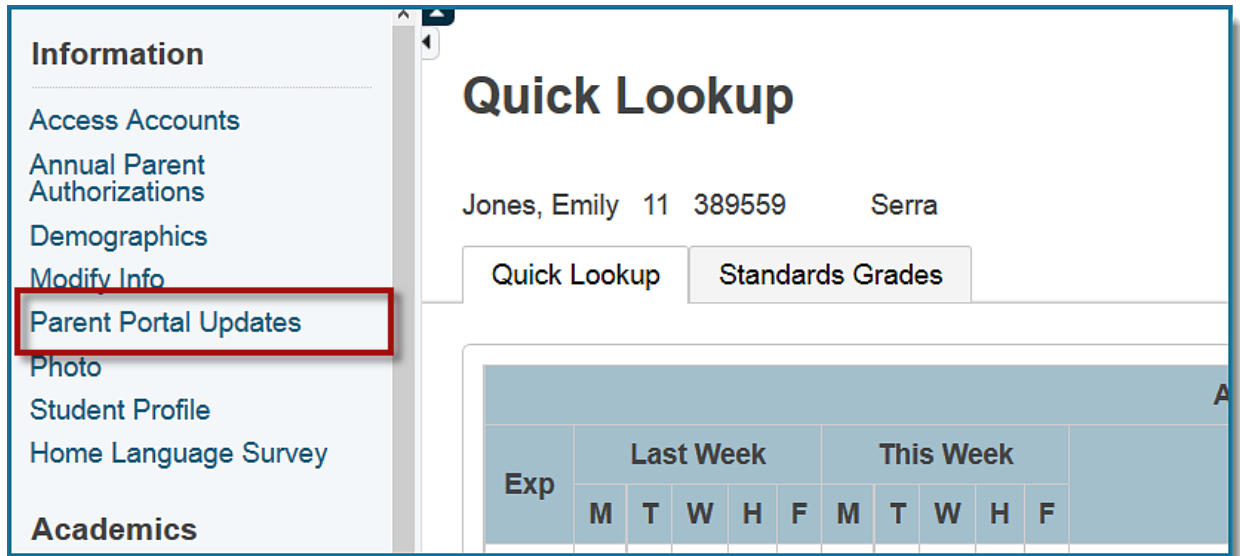
✓ **PowerSchool has been updated with the changes provided by the parent/guardian/contact, for the fields where changes were approved.**

An email was sent to **Mary Smith (Mother)**, at **parent@email.com**, to notify them that the changes have been reviewed as of **12/08/2017 02:25:11 PM**. [View a copy](#) of the email notification sent to the parent/guardian/contact.

If you need to make further changes to this student's information, please use the [Demographics](#) page.

Acknowledge and Confirm No Changes to Student Information

1. From the main menu on the **Student Page**, select **Parent Portal Updates**.



Information

- Access Accounts
- Annual Parent Authorizations
- Demographics
- Modify Info
- Parent Portal Updates**
- Photo
- Student Profile
- Home Language Survey

Academics

Quick Lookup

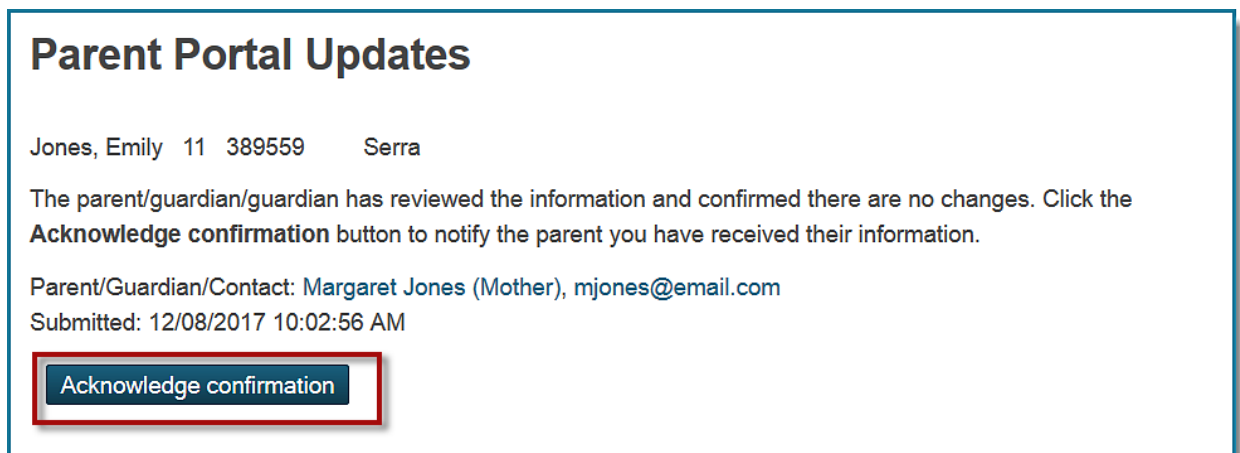
Jones, Emily 11 389559 Serra

Quick Lookup Standards Grades

Exp	Last Week					This Week				
	M	T	W	H	F	M	T	W	H	F

The Parent Portal Updates page confirms the parent/guardian reviewed the information and there are no changes.

2. Click **Acknowledge confirmation**.



Parent Portal Updates

Jones, Emily 11 389559 Serra

The parent/guardian/guardian has reviewed the information and confirmed there are no changes. Click the **Acknowledge confirmation** button to notify the parent you have received their information.

Parent/Guardian/Contact: Margaret Jones (Mother), mjones@email.com

Submitted: 12/08/2017 10:02:56 AM

Acknowledge confirmation

You will receive a confirmation that an email was sent to notify the parent/guardian that there are no changes for their student. Click **View a copy** to see a copy of the notification email.

To make further changes to the student's information in PowerSchool, click the **Demographics** link.

Parent Portal Updates

Jones, Emily 11 389559 Serra

✓ **Parent has confirmed there are no changes for this student.**

An email was sent to [Margaret Jones \(Mother\)](#), at mjones@email.com, to notify them that the you acknowledged there are no changes on 12/08/2017 01:10:02 PM [View a copy](#) of the email notification sent to the parent/guardian/contact.

If you need to make any changes to this student's information, please use the [Demographics](#) page.