Trouble shooting Parent Portal Access

Please contact your school only after attempting the following, for trouble accessing your Parent Portal account.

Q1.   **I am not getting a confirmation email**
A1.   Most email providers/programs run some type of Spam guard program. If you do not see an email from your principal or from DoNotReply@orangeusd.k12.ca.us, check inside your SPAM folder, Junk mail folder, Bulk Items folder or Trash Folder to see if the email landed in any of those folders. It is recommended to add these addresses to your contacts list.

   If you did not receive the auto generated emails from either the principal or DoNotReply@orangeusd.k12.ca.us, you will need to check the SPAM settings within your email account to allow these emails to go to into your Inbox. You can also contact your email provider for support on how to allow these emails into your Inbox. **SEE Q2 & A2 BELOW.**

Q2.   **Forgot Password – Note: You can also do this step if you failed to receive the confirming email from your principal, to allow you to set a password.**
A2.   From the OUSD homepage http://www.orangeusd.org/, click on Parent Portal. At the PP log in page, click on Forgot Your Password? You will be asked to input the email address you gave for your parent portal account.

   A confirmation email from DoNotReply@orangeusd.k12.ca.us will be sent to you that will allow you to change your password. Please read the email carefully and follow the instructions it provides. If you do not find the email in your Inbox, be sure to check your SPAM folder, Junk mail folder, Bulk Items folder or Trash Folder.

Q3.   **How do I add another student?**
A3.   You must notify the school that the student attends and ask the school to create a parent portal account for them. Give them the same email address used for your other student(s) to enter into your child's Contact screen. One Parent Portal account (i.e., email address) can be used for multiple students (even if they attend different schools).

   When viewing your PP account, you can choose which student account you want to see by clicking on the small drop down box in the upper right corner of the page. You should see one student's name, but if you click on the drop down arrow, you will see a list of all students linked to your email address.

Q4.   **I don't have an email account**
A4.   You must have an email address to use Parent Portal.