

# ***Transcript: Creating a Parent Portal Account***

[Transcript \(Video\)](#)

[Transcript \(Video with Audio Description\)](#)

[Transcript \(Audio Description\)](#)

## **Transcript (Video)**

**00:00:00.083**

(lively music)

**00:00:04.546**

Welcome to the K12-powered school Parent Portal.

**00:00:08.216**

Follow the directions to create

**00:00:09.968**

your legal guardian account.

**00:00:12.053**

You'll be asked to enter your name

**00:00:13.972**

and other contact information.

**00:00:16.766**

The email address you provide

**00:00:18.727**

will serve as your Parent Portal username.

**00:00:21.980**

The provided email address will be the

**00:00:24.566**

primary mode of communication

**00:00:26.359**

used for sending and receiving information

**00:00:29.195**

about your child's education.

**00:00:31.114**

Including grades, assignments, and other information

**00:00:34.826**

about his or her progress.

**00:00:37.537**

Please ensure that only adults who

**00:00:40.373**

have authorized access to the student's

**00:00:42.417**

educational record have access to this email inbox.

**00:00:47.589**

During the account creation steps,

**00:00:49.966**

the Parent Portal will ask questions

**00:00:52.218**

to help identify any previous accounts or applications

**00:00:55.930**

you may have created in the past

**00:00:57.974**

by collecting information such as

**00:00:59.809**

previous address, additional legal guardian

**00:01:03.396**

or previously enrolled students.

**00:01:06.066**

Providing complete and accurate information here

**00:01:09.069**

will help ensure a smooth and expedient enrollment process.

**00:01:13.156**

If you have any questions about account creation

**00:01:15.909**

or need assistance recovering a previously created account,

**00:01:19.871**

you may speak with an enrollment consultant

**00:01:22.290**

by dialing 866-968-7512.

**00:01:29.798**

Please note that entering your student's information

**00:01:32.759**

during the account creation steps

**00:01:34.844**

is not the same thing as submitting an application.

**00:01:39.015**

That will happen as a secondary step,

**00:01:41.476**

after you've created your Parent Portal account.

**00:01:45.105**

Please select if you would like to receive text message updates

**00:01:48.566**

during the enrollment process and after you are approved.

**00:01:52.403**

Selecting "I would like to receive text messages"

**00:01:56.866**

will allow you to enter a phone number for text communications.

**00:02:01.329**

A confirmation text will be sent to the number you've entered

**00:02:05.166**

after you create your Parent Portal account.

**00:02:08.753**

You will be able to update your text communication settings

**00:02:12.590**

via text response or in the My Account section

**00:02:16.970**

of your Parent Portal account.

**00:02:19.722**

You'll also be asked to set up security questions

**00:02:22.976**

and answers that can be used in the future

**00:02:25.145**

if you need to recover your login information.

**00:02:28.022**

Provided you have entered a matching email

**00:02:30.316**

in both the email and verify email fields

**00:02:33.361**

under the legal guardian / adult section,

**00:02:35.864**

this same email will auto-populate

**00:02:38.491**

into the username field at the bottom

**00:02:40.869**

of the Create a Legal Guardian Account screen.

**00:02:44.038**

If you don't see a username filled in here,

**00:02:46.416**

please confirm you have matching values

**00:02:49.210**

in the Email and Verify Email fields at the top

**00:02:52.922**

of the create a legal guardian account screen.

**00:02:55.967**

You'll then be able to select a password for your account.

**00:03:00.138**

Once you've completed providing the responses

**00:03:03.141**

to all of the required fields,

**00:03:05.185**

click the Create My Account button.

**00:03:08.229**

The Parent Portal may take a few minutes

**00:03:10.356**

to process the account.

**00:03:12.400**

Once processing is complete, click on

**00:03:14.444**

the "Enroll Now" button to begin submitting

**00:03:17.530**

your student's application.

**00:03:20.241**

Once your account has been created,

**00:03:22.368**

you can update phone numbers, reset your password

**00:03:25.205**

and update your account's security questions

**00:03:27.749**

by accessing the 'My Account' section

**00:03:30.710**

from the menu that displays at the top of the Parent Portal.

**00:03:35.715**

When returning to the Parent Portal in the future,

**00:03:38.134**

log in using your newly created username and password.

**00:03:42.096**

To reach the Parent Portal login screen,

**00:03:45.350**

you can navigate to [parentportal.k12.com](http://parentportal.k12.com)

**00:03:49.229**

or click the Parent Portal button on K12.com.

## **Transcript (Video with Audio Description)**

**00:00:00.000**

(gentle music)

**00:00:03.670**

Descriptor Narrator: K12 Quick Tours: Creating A Parent Portal Account

**00:00:06.965**

Descriptor Narrator: An instructional video with off-camera narration.

**00:00:09.843**

Descriptor Narrator: As the narrator guides the viewer through the webpages,

**00:00:12.554**

Descriptor Narrator: graphics including colorful arrows, circles, squares, and brackets

**00:00:16.683**

Descriptor Narrator: highlight and outline areas of interest.

**00:00:19.602**

Welcome to the K12-powered school Parent Portal.

**00:00:23.273**

Follow the directions to create

**00:00:25.024**

your legal guardian account.

**00:00:27.110**

You'll be asked to enter your name

**00:00:29.028**

and other contact information.

**00:00:31.823**

The email address you provide

**00:00:33.783**

will serve as your Parent Portal username.

**00:00:37.036**

The provided email address will be the

**00:00:39.622**

primary mode of communication

**00:00:41.416**

used for sending and receiving information

**00:00:44.252**

about your child's education.

**00:00:46.171**

Including grades, assignments, and other information

**00:00:49.883**

about his or her progress.

**00:00:52.594**

Please ensure that only adults who

**00:00:55.430**

have authorized access to the student's

**00:00:57.474**

educational record have access to this email inbox.

**00:01:02.645**

During the account creation steps,

**00:01:05.023**

the Parent Portal will ask questions

**00:01:06.983**

to help identify any previous accounts or applications

**00:01:10.862**

you may have created in the past

**00:01:12.906**

by collecting information such as

**00:01:14.741**

previous address, additional legal guardian

**00:01:18.328**

or previously enrolled students.

**00:01:20.997**

Providing complete and accurate information here

**00:01:24.000**

will help ensure a smooth and expedient enrollment process.

**00:01:28.087**

If you have any questions about account creation

**00:01:31.549**

or need assistance recovering a previously created account,

**00:01:35.512**

you may speak with an enrollment consultant

**00:01:37.931**

by dialing 866-968-7512.

**00:01:44.896**

Please note that entering your student's information

**00:01:47.857**

during the account creation steps

**00:01:49.943**

is not the same thing as submitting an application.

**00:01:54.114**

That will happen as a secondary step,

**00:01:56.574**

after you've created your Parent Portal account.

**00:02:00.203**

Please select if you would like to receive text message updates

**00:02:03.665**

during the enrollment process and after you are approved.

**00:02:07.502**

Selecting "I would like to receive text messages"

**00:02:11.965**

will allow you to enter a phone number for text communications.

**00:02:16.427**

A confirmation text will be sent to the number you've entered

**00:02:20.265**

after you create your Parent Portal account.

**00:02:23.852**

You will be able to update your text communication settings

**00:02:27.689**

via text response or in the My Account section

**00:02:32.068**

of your Parent Portal account.

**00:02:34.821**



You'll also be asked to set up security questions

**00:02:38.074**

and answers that can be used in the future

**00:02:40.243**

if you need to recover your login information.

**00:02:43.121**

Provided you have entered a matching email

**00:02:45.415**

in both the email and verify email fields

**00:02:48.459**

under the legal guardian / adult section,

**00:02:50.962**

this same email will auto-populate

**00:02:53.590**

into the username field at the bottom

**00:02:55.967**

of the Create a Legal Guardian Account screen.

**00:02:59.137**

If you don't see a username filled in here,

**00:03:01.514**

please confirm you have matching values

**00:03:04.309**

in the Email and Verify Email fields at the top

**00:03:08.021**

of the Create A Legal Guardian Account screen.

**00:03:11.065**

You'll then be able to select a password for your account.

**00:03:15.236**

Once you've completed providing the responses

**00:03:18.239**

to all of the required fields,

**00:03:20.283**

click the “Create My Account” button.

**00:03:23.328**

The Parent Portal may take a few minutes

**00:03:25.455**

to process the account.

**00:03:27.498**

Once processing is complete, click on

**00:03:29.542**

the “Enroll Now” button to begin submitting

**00:03:32.629**

your student’s application.

**00:03:35.340**

Once your account has been created,

**00:03:37.467**

you can update phone numbers, reset your password

**00:03:40.303**

and update your account’s security questions

**00:03:42.847**

by accessing the ‘My Account’ section

**00:03:45.808**

from the menu that displays at the top of the Parent Portal.

**00:03:50.813**

When returning to the Parent Portal in the future,

**00:03:53.233**

log in using your newly created username and password.

**00:03:57.195**

To reach the Parent Portal login screen,

**00:04:00.448**

you can navigate to [parentportal.k12.com](https://parentportal.k12.com)

**00:04:04.327**

or click the Parent Portal button on K12.com.

## **Transcript (Audio Description)**

**00:00:03.670**

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