

# Parent Portal: Locked Parent Accounts

To unlock parents, schools can follow these steps:

1. Run the Locked Parent Portal Accounts sqlReport.

## sqlReports

System | ReportWorks | Province | Engine | Setup | **sqlReports** | sqlReports Teachers

Expand All Collapse All

Report	Title	
Admissions and Enrollment Support		
Attendance Reporting		
Exports		
OnSIS Verification		
Public Portal Reporting		
<b>Locked Parent Portal Accounts</b>	Locked Parent Portal Accounts	<input checked="" type="checkbox"/>
Locked Student Portal Accounts	Locked Student Portal Accounts	<input checked="" type="checkbox"/>
Parent email address Validation	Parent email address Validation	<input checked="" type="checkbox"/>
Parent Portal Logins last 30 days	Parent Logins last 30 Days	<input checked="" type="checkbox"/>
Student Portal Logins last 30 days	Student portal Access last 30 days	<input checked="" type="checkbox"/>
Students Approaching and Over 18 Years of Age	Students Approaching and Over 18	<input checked="" type="checkbox"/>
Scheduling Verification		

This will identify the students whose parents have locked accounts.

2. Make these students the current selection:

## Locked Parent Portal Accounts

Parameters -

Show / hide columns | **Make Current Selection** | Copy | CSV | Tab | Print | PDF

Search:

User Last Name	User First Name	User Name	User Email	Related Student	Locked Out Reason
Smith	John	smithj	smithj@simcoe.ca	Smith, John	2014-07-08 @ 12:38 - Locked out after 5 invalid attempts; last login 2014-02-16 @ 12:22
Smith	William	smithw	smithw@simcoe.ca	William, Smith	2014-11-12 @ 11:02 - Locked out after 5 invalid attempts; last login 2014-10-17 @ 15:18
Smith	Mark	smithm	smithm@simcoe.ca	Mark, Smith	2014-03-07 @ 18:51 - Locked out after 5 invalid attempts; account created.
Smith	Thomas	smitht	smitht@simcoe.ca	Thomas, Smith	2014-10-19 @ 12:18 - Locked out after 5 invalid attempts; last login 2014-10-10 @ 20:34

3. Go to the Parents screen for these students (one at a time). At the top right, there is a summary of Parent Portal access. Click on the name of the locked parent:

The screenshot shows the PowerSchool interface for 'Parents and Emergency Contacts'. At the top right, it says 'Welcome, Steve Thorne' and 'School: Collingwood Collegiate Inst. Term: 14-15 Year'. The main heading is 'Parents and Emergency Contacts'. Below this, there are sections for 'Parent Alert', 'Other Parent Note', and 'Adult Student (over 18) has given parent permission to the OSR'. The 'Parent Portal Access' table is highlighted with a red box and contains the following data:

Guardian Name	Guardian Relationship	Guardian Email
Amanda Fournier (Locked)	Mother	amanda_fournier@rogers.com

Below the table, there are sections for 'Parent #1' and 'Emergency Contact #1', each with fields for name, phone numbers, and address.

4. Click on the link to unlock.

### Edit Parent

The screenshot shows the 'Edit Parent' form. At the top right, there is a 'Disable Account' checkbox which is checked. Below it, a message box states: 'Account is locked due to multiple failed sign in attempts. Unlock'. The form contains the following fields:

- First Name: Amanda
- Last Name: Fournier
- Email: amanda\_fournier@rogers.com
- Username: amandafournier
- New Password: [Empty]
- Confirm New Password: [Empty]
- State Guardian Number: [Empty]

At the bottom, there is a table for 'Students' with the following data:

Students	Relationship to Student
Amanda Fournier	Mother
Amanda Fournier	Mother