Ascender ParentPortal Tips:

1. **As of 3/23/2021** the ASCENDER ParentPortal Administrative URL:

    https://txeis07.txeis.net/ParentPortal/adminLogin?distid=**cccddd**

    <mark>where the **cccddd** is replaced by your 6-digit county-district number</mark>

    IMPORTANT: The URL will change when your LEA is transitioned from TxEIS to ASCENDER. There will be someone at your district will be responsible for making the new URLs available to district staff.

2. Admin ASCENDER ParentPortal Training Guides: **ASCENDER Admin ParentPortal > Help > Admin- Training Guides for Administrators > Click on Administrator Guide to ASCENDER ParentPortal: Enrollment & Registration**. From here you will have access to all of the tabs for the different Online Registration documents.

3. ASCENDER ParentPortal Parent Training Guides: **ASCENDER ParentPortal > Help > Training Guides for Parents >**
    a. **Parent Guide to ASCENDER ParentPortal**
    b. **Parent Guide to ASCENDER ParentPortal: Enrollment & Registration**

4. Make sure users are using a supported browser (Chrome, Firefox, Safari)

5. If using Chrome > Settings > Appearance > Page Zoom needs to be set to no more than 75%.

6. Verify that the email address the parent is using matches the contact tab for each student.

7. If a user changes their email in **My Account** in Ascender ParentPortal, it will reset the alert values.

8. Parents not getting email verification: Unfortunately, there are many variables when dealing with different email settings, firewalls, etc. In addition, there is a known issue with SBCGlobal email. SBCGlobal are not receiving all the email and alerts that ParentPortal is sending. Also, please make sure the parent is on wi-fi when doing this, some certain model phones/phone carriers with limited reception do not get the emails immediately.

    You can use the **Guardian Verified** checkbox in **TxEIS/ASCENDER Registration > Maintenance > Student Enrollment > Contact** tab as long as the email address the parent used to set up the ParentPortal account is also on the contact tab for all the students associated with the parent's portal account. ******You cannot select the Guardian Verified box before the parent has a ParentPortal account set up to get around the emails not matching in ParentPortal and on the Registration Contact tab in TxEIS.