

## Frequently Asked Questions

Q. How do I sign up for a parent portal account?

A. You will need to either email [portal@ankenyschools.org](mailto:portal@ankenyschools.org) or call (515) 289-8955 to have an activation key sent to you. The district personnel will verify that you are the student's guardian, that you are set up to see the portal and that we have the correct email address on file.

Q. What causes an account to be disabled?

A. Accounts are disabled when there are three miss-keyed attempts at logging into the account. This is for security reasons. Please use the information above to have the account set as active again.

Q. How can I change my account User Name and/or Password?

A. Only passwords can be changed from the **Change Account Info** link once you are logged into the parent portal (left frame). Usernames need to be changed from a district personnel (student user names will not be changed).

Q. How can I change my email address record?

A. Email addresses can be changed from the **Change Contact Info** link once you are logged into the parent portal (left frame).

Q. Some of my family demographic information is not correct, how do I get it updated?

A. This information needs to be updated by district personnel. Please contact the school building office staff or the Registrar.

Q. If I have questions about grades, attendance or fees, whom do I contact?

A. These questions need to be directed to the buildings to the course teacher, office staff or principal.