

PARENT PORTAL FAQ

HOW DO PARENTS CREATE AN ACCOUNT?

Creating a Parent Portal account is easy!

- 1) Go to www.careercruising.com/Parent
- 2) Click on the **Register Now** link
- 3) Enter a few details to create their account: name, email, address, password, and activation code

Please note: Parents must have an activation code in order to create an account.

HOW ARE PARENT ACTIVATION CODES CREATED?

Activation codes can be created either by advisors in CAMS or by the student sending an email invitation to his or her parent.

Through CAMS

- ✓ You can create access codes for individual students by selecting the Parent Access option from the Student List. Choose the number of codes you want to create in the Generate Activation Codes section and click Go.
- ✓ You can also create activation codes for groups of students. Click on the "Manage Parent Accounts" button in the menu on the left side of the page. Select the "Create Parent Activation Codes" option. Click on "Create for a single student or a group of students" and then search for the relevant students. (To search for all students, simply click Submit without selecting any criteria.)

You will then see a list of students who matched your criteria. Click on the "Select All" link to choose all students or pick the ones you want by clicking on the checkboxes beside the students' names. Click Submit".

After you create the accounts, you will have the option to generate a letter for each of the new activation codes you just created. Click "Yes" to generate the letters or click "No" to skip that step.

By the Student

- ✓ A student can send an email invitation to his or her parent to create a parent portal account. The student simply clicks on the "Share Your Portfolio with Your Parent/Guardian" link in the Quick Links section on the Portfolio Homepage and then enters their parent's email address. An email message will then be sent to that address with an activation code and instructions for creating an account.

Please note: This option can be deactivated by an administrator in the Portfolio Options section in CAMS.

WHAT IF A PARENT HAS MORE THAN ONE CHILD WITH A CAREER CRUISING ACCOUNT?

Parents can link their account to as many students as needed, even if those students are at different schools. All the parent needs is an activation code for *each child*.

To link additional children to their account, parents do the following:

- 1) Go to <https://www.careercruising.com/Parent>
- 2) Login with their email address and password
- 3) Click on the Add a Child link in the menu on the left side of the page
- 4) Enter the activation code

The child's portfolio will immediately be linked to that parent's account.

WHAT IF A CHILD NEEDS MORE THAN ONE PARENT ACCOUNT?

You can create multiple activation codes for a student. Each activation code can only be used once so each parent will need their own activation code.

HOW CAN I SEE WHICH PARENTS HAVE CREATED ACCOUNTS?

To view the complete list of parent accounts, click on the "Manage Parent Account" button in the menu on the left side of the page. Select "Parent/Guardian Portfolio Access Information". This page lists all of the parent accounts for students at your school.

Please note: If a parent has more than one child at the school, the parent will appear multiple times on this list.

HOW DO I DELETE AN ACTIVATION CODE?

To delete an activation code, use the "Search for Students" feature to find the relevant student. From the Student List select "Parent Access" in the dropdown menu. In the "Unused Activation Codes" section, click on the trash can icon beside the code you want to delete.

CAN I RETRIEVE A PARENT'S PASSWORD IF THEY FORGOT?

No. Parents can use the Forgot My Password option on the Parent Login page to retrieve their password.

HOW DO I SEND A MESSAGE TO PARENTS?

To send a message to parents, click on the "Send Message" link on the Advisor Homepage. Enter your message subject and text. In the Message Recipients section, select Send to "Parents" if you would like the message to go only to parents or "Both" if you would like students and parents to receive a copy of the message.

You can send the message to the parents of all students, of students in a pre-created student group, or you can build a student filter.

Parents will see the message in their Inbox in the Parent Portal and receive an email copy of the message.

Please Note: Only parents who have already created their accounts will receive the message.

HOW DO I TURN OFF THE OPTION FOR STUDENTS TO INVITE THEIR PARENTS TO CREATE AN ACCOUNT?

Click on the "Portfolio Options" button in the menu on the left side of the page. Under Portfolio Settings, change the status of "Allow students to invite their parents" to Inactive and click "Save".

Please Note: You must have an Administrator level CAMS account to access this feature.