



Transforming the way schools and parents

CONNECT

Phone

Text

E-mail

Web

Intouch Notification Service™



Intouch Parent Portal® User Guide

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1.0 Introduction

Intouch Parent Portal is an Internet browser-based parent access system designed exclusively for schools. It is an easy-to-use graphical application allowing parents the ability to create custom contact lists, listen to school and district notifications and more.

1.1 Minimum Requirements

Web Browser:

- Microsoft Internet Explorer version 8.0 or greater
- Google Chrome version 25.0 or greater
- Mozilla Firefox version 21.0 or greater
- Apple Safari version 6.0 or greater

2.0 Log In to the Intouch Parent Portal

The Intouch Parent Portal is accessed easily from your favorite web browser. Accessing the Intouch Parent Portal requires a User ID and Password.

If the school has provided you with **User ID and Password information**, then you may login to the Intouch Parent Portal now.

If the school **has not provided your User ID and Password**, it will be necessary to register the account. In this case, the school will give you a Registration Number and Activation Code, which are used during the registration process. Please see **6.0 Registering the Intouch Parent Portal Account**.

To login to Intouch Parent Portal, type in the URL from the User Profile Report

Parent Portal

https://www.intouchk12.com/ParentPortal/Login.aspx?Customer=208

EduLink
SYSTEMS

Login

Email / User ID:

Password:

Remember me next time.

Login

[Forgot your password?](#)

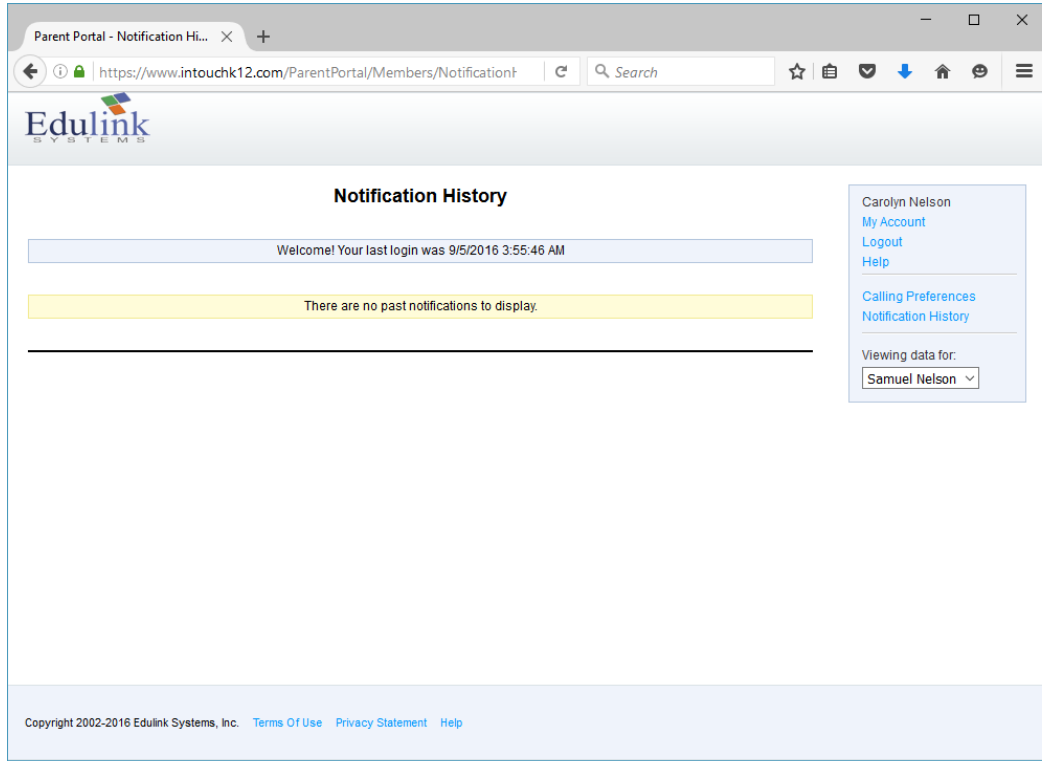
First time user?
[Register here](#)

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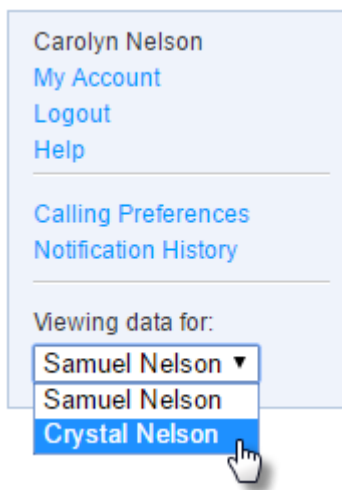
- Enter your User ID in the box marked **Email / User ID:**
- Enter your password in the box marked **Password:**
- Click **Login**

2.1 Intouch Parent Portal Main Menu

The Intouch Parent Portal main menu contains information including Notification History and account settings.

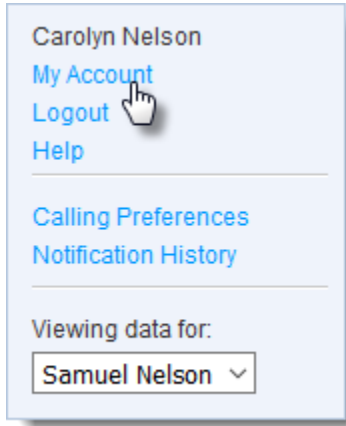


If your user account has access to more than one student, you will see a menu pull down which allows you to change from one student to another. Changing students will change the notifications which appear in the Notification History page.



3.0 My Account

Clicking **My Account** will display personalized information about your user account.



Account Information

Change your Name, E-mail, or Password

If you want to change the name, e-mail address, or password associated with your Parent Portal account, you may do so below. Please click the corresponding Edit button to make changes.

Customer ID Number:	157	
Name:	Carolyn Nelson	<input type="button" value="Edit"/>
E-mail Address:	cnelson123@mymail.com	<input type="button" value="Edit"/>
Password:	[not shown for security purposes]	<input type="button" value="Edit"/>
Security Question and Answer:	[not shown for security purposes]	<input type="button" value="Edit"/>
Add accessible students:	Currently you have access to: Samuel Nelson, Crystal Nelson	<input type="button" value="Edit"/>

Name

The Name represents what appears on the screen while logged in to the Intouch Parent Portal.

- To view or edit the name, click **Edit** in the row marked Password
- Click **Submit** to save changes

Change Name

First Name:	<input type="text" value="Carolyn"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text" value="Nelson"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

E-mail Address

The E-mail address represents the account login name. Changing this will change the user name used to login to the Parent Portal.

Note -This field is not used to notify or send the user school and district messages. Please see Calling Preferences for information about receiving school and district messages to preferred email addresses.

- To view or edit the E-mail address, click **Edit** in the row marked **E-mail Address**
- Click **Submit** to save changes

Change Email

E-mail address:	<input type="text" value="cnelson123@mymail.com"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Password

Password protection is an important security measure and is important for ensuring the privacy of your notifications. A good password should be easy to remember for you but hard for others to guess.

Guidelines for creating passwords:

- Choose a password with at least six characters, preferably eight
 - Include both letters and numbers in your password
 - Use both uppercase and lowercase letters
- To view or edit the Password Click **Edit** in the row marked **Password**
 - Type your current password in the **Enter your old password:** field
 - Type your desired password in the **Enter your new password:** field
 - Retype your desired password in the **Confirm new password:** field
 - Click **Submit**

Change Password

Enter your old password:
(if you are changing your password after having it reset, use the password sent to you via email)

Enter your new password:
Confirm your new password:

Security Question and Answer

The security question and answer is normally established during user registration and is used if you forget your password. The Security Question and Answer can be changed at any time.

- To view or edit the Security Question and Answer, click **Edit** in the row marked **Security Question and Answer**
- You may change the Security Question and Security Answer, by selecting a question from the list of options, then entering an answer in the **Security Answer:** field
- Click **Submit** to save changes

Change Security Question and Answer

Security Question:

Security Answer:

Add Accessible Students

Your user accounts will normally have access to one student at the time of the initial login to the Parent Portal. You can request access to additional students.

To add another student, the parent must obtain a report from the school which contains a Registration Number and Activation Code.

- To add a student click **Edit** in the row marked **Add accessible students**

Change students you have access to

Currently you have access to the following student(s):

Samuel Nelson
Crystal Nelson

- Click **Add Student**

Change students you have access to

Currently you have access to the following student(s):

Samuel Nelson
Crystal Nelson

Please enter the registration number and activation code for the student you wish to add:










Registration Number:




Activation Code:

- Enter the Registration Number and Activation Code, then click **Add Student to account**.

4.0 Notification History

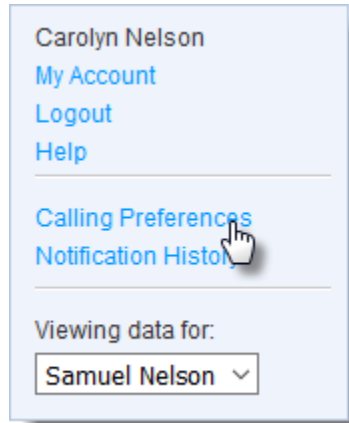
The Notification History page contains all the school notifications sent to your devices.

Notification Name	Date	Time	Contact Result	Listen / View
Attendance Notification	8/18/2016	5:00 PM	Delivered	 
Attendance Notification	8/8/2016	5:00 PM	Delivered	  
Superintendent Message	8/3/2016	9:15 AM	Delivered	
Fall Registration	7/11/2016	6:30 PM	Delivered	
Summer Break	5/30/2016	6:00 PM	Delivered	 

The notifications will display sorted by date. The column Listen/View will display  for a voice message,  for an E-mail message and  for a text message. You may click on these icons to play / view the messages.

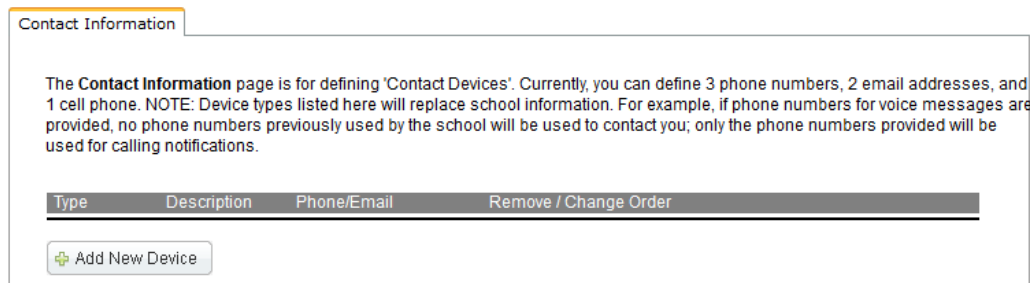
5.0 Calling Preferences

Clicking **Calling Preferences** will display your contact information and provides the ability to add and remove devices which are used to reach you by the school’s Intouch Notification Service. Changes to calling preferences will apply all the students you can access from your Intouch Parent Portal account.



Normally there will be no devices listed when you log in for the first time, which is an indication that the phone, email and text devices used to reach you are being accessed by the school’s student information database.

Calling Preferences



By adding devices, you are indicating a preference of being notified by the new device(s) rather than those coming from the school district’s database. Once a device type, such as a phone number is added, you are choosing to use this device instead of the phone devices in the school’s student information database.

If you add a phone number but do not add an email or text device, then only the phone number will override the school’s database and the email and text information will continue to be delivered from the school’s database.

The same rules apply for email addresses and text messages in that once an email address or a text message number has been added, you will use these devices instead of the devices provided by the school.

To add a new device, click the **Add New Device** button.

Select the device from the Type menu option. Available options include Phone, Email and Text Msg, depending on which options are enabled by the school or district.

Type	Description	Phone/Email	Remove / Change Order			
Phone		() - -	Remove	Up	Down	<input checked="" type="checkbox"/> Active
Phone						
Email						
Text Msg						

Enter a description for the device, such as Home or Work.

Enter the device address in the Phone/Email text box.

The box titled **Active** indicates whether the device is being used to reach you. The default is for the box to be checked indicating the device will be used. If you uncheck the box, the device will no longer be used.

Type	Description	Phone/Email	Remove / Change Order			
Phone	Mobile Phone	(714) 555-2345	Remove	Up	Down	<input checked="" type="checkbox"/> Active

Click **Save Changes** when done.

Type	Description	Phone/Email	Remove / Change Order			
Text Msg	Mobile phone	(714) 555-2345	Remove	Up	Down	<input checked="" type="checkbox"/> Active
Phone	Mobile phone	(714) 555-2345	Remove	Up	Down	<input checked="" type="checkbox"/> Active
Email	Personal email	cnelson123@mymail.c	Remove	Up	Down	<input checked="" type="checkbox"/> Active
Phone	Home	(714) 555-1212	Remove	Up	Down	<input checked="" type="checkbox"/> Active
Email	Work email	carolyns@alltranscorp.	Remove	Up	Down	<input checked="" type="checkbox"/> Active

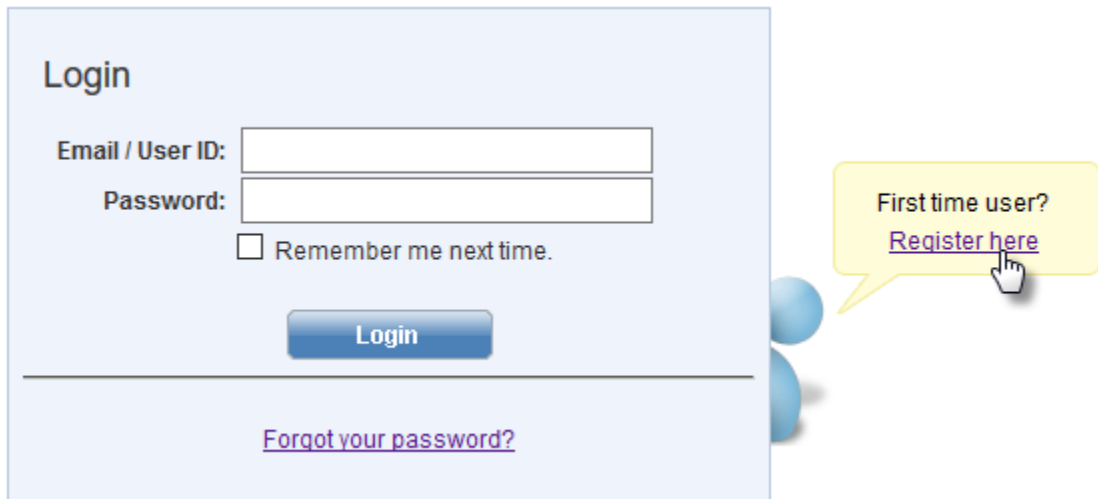
You can reorder the list of phone devices by clicking the **Up** and **Down** buttons. Some of the school notifications will contact you in order of the device’s position in the list. The order is only relevant to phone devices and Email and text devices do not use the device order.

6.0 Registering the Intouch Parent Portal Account

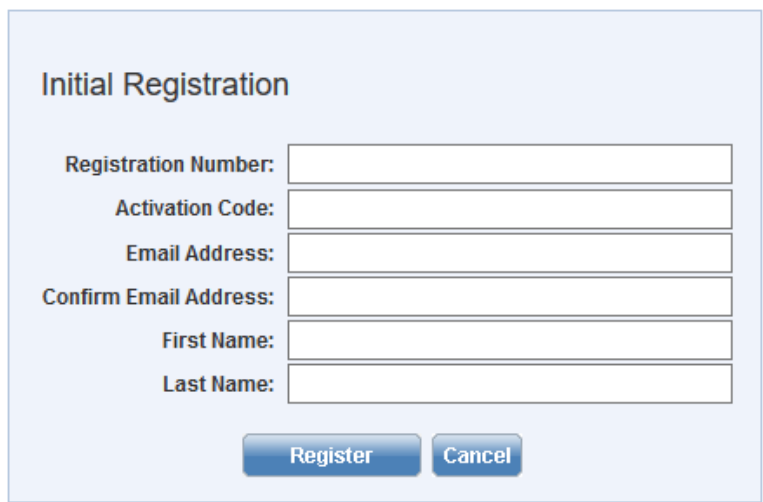
If the school has provided you with a report which does not contain the registered User ID and Password, it will be necessary to register the user account. In this case, the report will contain a Registration Number and Activation Code, which are used during the registration process.

Follow the instructions in the report to navigate to the web page for the school's Intouch Parent Portal.

Click **Register here**



Complete the Initial Registration form by filling out all the fields.



Click **Register**

An email will be sent to the email address provided in the form which will provide a link for finalizing the registration.

7.0 Forgot your password?

If you cannot remember your password, you can click the **Forgot Your password?** link from the login page.

The screenshot shows a light blue login form titled "Login". It contains two input fields: "Email / User ID:" and "Password:". Below the password field is a checkbox labeled "Remember me next time." and a blue "Login" button. A horizontal line separates the login section from a section containing a purple link labeled "Forgot your password?". A mouse cursor is clicking on this link. To the right of the form is a yellow callout bubble with the text "First time user? Register here" and a blue underline for the text "Register here".

Enter your User Name and click **Submit**.

The screenshot shows a light blue page titled "Forgot Your Password?". Below the title is the instruction "Please enter your UserName to reset your password." followed by a "User Name:" label and an empty text input field. At the bottom of the form is a grey "Submit" button.

The screenshot shows the same "Forgot Your Password?" page. The "User Name:" input field is now filled with the email address "edwardlink@mymail.com". The "Submit" button is still present. At the bottom of the page, a message reads "Password email sent to bigofft1@gmail.com."

Check your email for instructions for resetting your password.