



## Parent Portal Trouble Shooting

### NEED HELP?

Please do the following in the order shown to trouble shoot login issues.

1. Go to the Parent Portal login page (or click [HERE](#))
  - a. Click on the link for **Forgot your User Name/Password** (below the login section)
  - b. Type the correct information in the appropriate boxes
  - c. Follow the prompts/wizard
  - d. Wait the indicated time
  - e. Before you go to Part II, check to see if you are able to login
  
2. Using the same unique ID for your child,
  - a. Go to the login page: click [HERE](#)
  - b. On the left, below: **New txConnect user**
  - c. Click on the link provided
  - d. Complete the registration to create a
    - i. new username
    - ii. new password
    - iii. new password "confirmation
    - iv. a valid, **different email address**
  - e. Click NEXT and complete the wizard for Steps 2 & 3
  
3. If after you have waited the designated time period shown in Part I and still no results,
  - a. return to the Parent Portal login page (or click [HERE](#))
  - b. click on the **Forgot your User Name/Password** link
  - c. in the upper right corner, click on the **HELP** button
  - d. to see if it will resolve your problem read and follow the directions as shown in the right column
  - e. if still no resolution, click on either of the two links at the top of the right column
  - f. when the **txConnect Help manual** opens, search for, find and follow the directions provided.

## **FINAL NOTES**

Aristoi Classical Academy **does not** have access to your user name or password.

**If a password is forgotten**, it can be reset using the link under Forgot your Password on the Login page.

**If a user name is forgotten**, you must re-register. If you have three unsuccessful attempts logging on (invalid user ID/password combinations), the system will lock the account. Please give the system time to reset and try again in 24 hours, or reset/re-register your account.

If you do not find a resolution **after you have followed the steps shown above**, send an email to: Mrs. Robledo at [drobledo@aristoclassical.org](mailto:drobledo@aristoclassical.org)

**Include the following in your email:**

- your name
- your child's name, teacher and grade
- your child's unique ID number
- the date when the directions for Section I were followed
- the result of what happened after your retry attempt
- detailed information explaining the result of what occurred after following the directions shown in Section II