



HOW TO CREATE PARENT PORTAL ACCOUNTS

Step 1: Create a Primary Parent Portal account

*You can skip to **Step 2** if you already have a parent portal account

- A. Visit <https://parent.smart-tag.net> . Click Register.
- B. Enter your student's Campus Name, Student ID, and Date of Birth.
- C. You should now see your student(s) name(s) listed. Type in your email address and click Email Confirmation Code.
- D. Enter the confirmation code that was sent to your email (check your spam folder if you can't locate the email in your inbox).
- E. After entering in the confirmation code, you are taken to the registration screen. Enter in your email address, choose a password, and confirm the password. Click submit.

You are now registered. To activate *Smart Alerts*, please continue to Step 2.

Step 2: Authenticate your Cell Phone for Smart Alerts

- A. While logged into your Parent Portal account, click Profile, and then click Add Phone.
- B. Type in your cell phone number.
- C. Enter the "authentication key" that was sent to your phone via text message. (typically takes 1-2 minutes to receive confirmation text. If some time has lapsed and you have not received the text message, please confirm that your cell phone # and carrier are correct. If you entered an incorrect number you have the option to edit the number. You can also click "Request New Key" if you did not receive the first authentication key). Click Confirm Key.

You're now set to receive *Smart Alerts* on your cell phone. Continue to step 3 to activate *Smart Alerts* for each of your students.

Step 3: Turn on Smart Alerts for each of your students

After authenticating your cell phone number in Step 2, follow these steps for each child you wish to use *Smart Alerts* for while logged in to your Parent Portal.

- A. Click Students, then click on the student's name.
- B. Click on Notification Settings, and then check if you would like Bus Drop-Off and/or Bus Pick-up *Smart Alerts*.

Smart Alerts are now turned **on** for this child.

Step 4: Contact your child's campus to setup a Secondary Parent Portal account

- A. Either parent may contact the child's campus administrator, providing the campus a full name and email address for the Secondary Parent Portal account. This will create the Secondary Parent Portal account. However to login in and use the account, you must first be authorized by the **Primary** Parent Portal account holder.
- B. To get authorized, **both** Parents need to check their provided emails. An automatic email will be sent to each account: the Primary Parent will get an email with a confirmation code. The Secondary Parent account will get an email with a link to click on.
- C. After clicking on the link in their email, the Secondary Parent must enter the confirmation code that is included in the Primary Parent Portal users email.
- D. After entering in the confirmation code, you are taken to the registration screen. Enter in your email address, choose a password, and confirm the password. Click submit.

You're now setup for (2) Parent Portal accounts. Visit <https://parent.smart-tag.net> to login. To activate *Smart Alerts* for this Secondary Parent Portal account, follow **Steps 2** and **3** of this walkthrough.

Step 5: Authorizing additional students to a Secondary Parent

By default, the Secondary Parent is only authorized to manage the student profile that was used when creating the Secondary Parent account. If you wish to add a sibling to the Secondary Parent, the Primary Parent must view the sibling's profile in Parent Portal and authorize the Secondary Parent.

Summary

- Both Parent Portal accounts have the similar functionality. Each Parent Portal user can setup AM/PM *Smart Alerts* for their own phones as they choose.
- The only restriction for the 2nd Parent Portal account is the ability to edit the 'Authorized Guardians' list. Only the Primary Parent Portal account may edit this. (Note: this only applies to Districts that allow parents to edit the 'Authorized Guardian' list).
- Both Parent Portal accounts can create absence and dismissal exceptions for their students. When one parent creates an exception, a notification email will be sent to **BOTH** Parent Portal accounts. This keeps everyone involved up to date on where the student will go after school.



For additional support, please contact your student's Campus Administrators, or contact SmartTag @ 512-686-2360, Email: support@smart-tag.net