

Transcript: Creating a Parent Portal Account

[Transcript \(Video\)](#)

[Transcript \(Video with Audio Description\)](#)

[Transcript \(Audio Description\)](#)

Transcript (Video)

[00:00:00.080]

(lively music)

[00:00:04.509]

Welcome to the K12 parent portal.

[00:00:08.211]

Follow the directions to create

[00:00:09.954]

your legal guardian account.

[00:00:12.027]

You'll be asked to enter your name

[00:00:13.952]

and other contact information.

[00:00:16.306]

The email address you provide

[00:00:18.266]

will serve as your parent portal username.

[00:00:21.778]

The provided email address will be the

[00:00:24.082]

primary mode of communication

[00:00:26.352]

used for sending and receiving information

[00:00:29.016]

about your child's education

[00:00:31.082]

Including grades, assignments and other information

[00:00:34.263]

about his or her progress.

[00:00:36.980]

Please ensure that only adults who

[00:00:39.819]

have authorized access to the student's

[00:00:41.839]

educational record, have access to this email inbox.

[00:00:47.406]

During the account creation steps,

[00:00:49.402]

the parent portal will ask questions

[00:00:51.654]

to help identify any previous accounts or applications

[00:00:55.356]

you may have created in the past

[00:00:57.394]

by collecting information such as

[00:00:59.233]

previous address, additional legal guardian

[00:01:02.840]

or previously enrolled students.

[00:01:06.155]

Providing complete and accurate information here,

[00:01:09.104]

will help ensure a smooth and expedient enrollment process.

[00:01:13.264]

If you have any questions about account creation

[00:01:16.016]

or need assistance recovering a previously created account,

[00:01:19.995]

you can speak with an enrollment consultant

[00:01:22.405]

by dialing, 888.273.5567.

[00:01:29.896]

Please note that entering your student information

[00:01:32.867]

during the account creation steps

[00:01:34.955]

is not the same thing as submitting an application.

[00:01:39.112]

That will happen as a secondary step,

[00:01:41.899]

after you've created your parent portal account.

[00:01:46.038]

You'll also be asked to set up security questions

[00:01:49.297]

and answers that can be used in the future

[00:01:51.483]

if you need to recover your log in information.

[00:01:54.363]

Provided you have entered a matching email

[00:01:56.645]

in both the email and verify email fields

[00:01:59.662]

under the legal guardian adult section,

[00:02:02.166]

this same email will auto populate

[00:02:04.813]

into the username field at the bottom

[00:02:07.193]

of the Create a Legal Guardian Account screen.

[00:02:10.350]

If you don't see a username filled in here,

[00:02:12.757]

please confirm you have matching values

[00:02:15.536]

in the email and verify email fields at the top

[00:02:19.231]

of the create a legal guardian account screen.

[00:02:22.293]

You'll then be able to select a password for your account.

[00:02:27.394]

Once you've completed providing the responses

[00:02:29.474]

to all of the required fields,

[00:02:31.506]

click the create my account button.

[00:02:34.568]

The Parent Portal may take a few minutes

[00:02:36.671]

to process the account.

[00:02:38.719]

Once processing is complete, click on

[00:02:40.775]

the 'enroll now' button to begin submitting

[00:02:43.866]

your student's application.

[00:02:46.549]

Once your account has been created,

[00:02:48.700]

you can update phone numbers, reset your password

[00:02:51.532]

and update your account security questions

[00:02:54.087]

by assessing the 'My Account' section

[00:02:57.046]

from the menu that displays at the top of the Parent Portal.

[00:03:02.025]

When returning to the Parent Portal in the future,

[00:03:04.458]

log in using your newly created username and password.

[00:03:08.435]

To reach the Parent Portal log in screen,

[00:03:11.675]

you can navigate to parentportal.k12.com

[00:03:16.066]

or click the Parent Portal button on K12.com.

Ending Time: 00:03:22

Transcript (Video with Audio Description)

[00:00:00.202]

(gentle bright music)

[00:00:03.224]

AUDIO DESCRIPTION: K12 Quick Tours,

[00:00:05.087]

Creating a Parent Portal Account,

[00:00:06.972]

an instructional video with off-camera narration.

[00:00:10.159]

As the narrator guides the viewer through the webpages,

[00:00:12.692]

graphics including colorful arrows,

[00:00:14.666]

circles, squares, and brackets

[00:00:16.434]

highlight and outline areas of interest.

[00:00:19.241]

As the portal pages advance,

[00:00:20.945]

images of a young girl with glasses

[00:00:22.854]

and a learning coach sitting at a computer

[00:00:25.103]

with a young boy appear on-screen.

[00:00:27.491]

NARRATOR: Welcome to the K12 Parent Portal.

[00:00:30.406]

Follow the directions to create your legal guardian account.

[00:00:34.667]

You'll be asked to enter your name

[00:00:36.721]

and other contact information.

[00:00:38.556]

The email address you provide will serve

[00:00:41.443]

as your Parent Portal username.

[00:00:44.528]

The provided email address

[00:00:46.179]

will be the primary mode of communication

[00:00:48.664]

used for sending and receiving information

[00:00:51.445]

about your child's education,

[00:00:53.378]

including grades, assignments,

[00:00:55.468]

and other information about his or her progress.

[00:00:59.866]

Please ensure that only adults

[00:01:02.187]

who have authorized access

[00:01:03.901]

to the student's educational record

[00:01:05.837]

have access to this email inbox.

[00:01:09.741]

During the account creation steps,

[00:01:11.989]

the Parent Portal will ask questions

[00:01:14.211]

to help identify any previous accounts

[00:01:16.493]

or applications you may've created in the past,

[00:01:19.780]

by collecting information such as previous address,

[00:01:23.452]

additional legal guardian, or previously-enrolled students.

[00:01:28.728]

Providing complete and accurate information here

[00:01:31.485]

will help ensure a smooth and expedient enrollment process.

[00:01:36.092]

If you have any questions about account creation

[00:01:38.590]

or need assistance recovering a previously-created account,

[00:01:42.382]

you can speak with an Enrollment Consultant

[00:01:44.759]

by dialing 888-273-5567.

[00:01:52.326]

Please note that entering your student information

[00:01:55.342]

during the account creation steps

[00:01:57.166]

is not the same thing as submitting an application.

[00:02:01.656]

That will happen as a secondary step

[00:02:03.990]

after you've created your Parent Portal account.

[00:02:08.372]

You'll also be asked to set up security questions

[00:02:11.904]

and answers that can be used in the future

[00:02:14.050]

if you need to recover your login information.

[00:02:17.171]

Provided you have entered a matching email

[00:02:19.282]

in both the Email and Verify Email fields

[00:02:22.509]

under the Legal Guardian Adult section,

[00:02:24.817]

this same email will auto-populate into the Username field

[00:02:28.853]

at the bottom of the Create a Legal Guardian Account screen.

[00:02:33.020]

If you don't see a username filled in here,

[00:02:35.497]

please confirm you have matching values

[00:02:37.957]

in the Email and Verify Email fields

[00:02:40.817]

at the top of the Create a Legal Guardian Account screen.

[00:02:45.163]

You'll then be able to select a password for your account.

[00:02:49.380]

Once you've completed providing responses

[00:02:52.008]

to all of the required fields,

[00:02:54.046]

click the Create My Account button.

[00:02:57.400]

The Parent Portal may take a few minutes

[00:02:59.137]

to process the account.

[00:03:01.498]

Once processing is complete,

[00:03:03.303]

click on the Enroll Now button

[00:03:05.339]

to begin submitting your student's application.

[00:03:09.018]

Once your account has been created,

[00:03:11.357]

you can update phone numbers, reset your password,

[00:03:14.130]

and update your account's security questions

[00:03:16.842]

by accessing the My Account section

[00:03:19.441]

from the main menu that displays

[00:03:21.362]

at the top of the Parent Portal.

[00:03:24.096]

When returning to the Parent Portal in the future,

[00:03:27.039]

log in using your newly-created username and password.

[00:03:31.153]

To reach the Parent Portal login screen,

[00:03:33.639]

you can navigate to parentportal.k12.com,

[00:03:38.542]

or click the Parent Portal button on K12.com.

Ending Time: 00:03:45

Transcript (Audio Description)

[00:00:03.224]

AUDIO DESCRIPTION: K12 Quick Tours,

[00:00:05.087]

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[00:00:06.972]

an instructional video with off-camera narration.

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graphics including colorful arrows,

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