

# TUSD PORTAL FAQ

Official site: <https://parentnet.tustin.k12.ca.us>

Official technical [support](#)

(<https://www.tustin.k12.ca.us/departments/admin-services/portal-support>)

## The following procedures are covered in this documentation:

- Important Notices
- How to receive a portal account
- How to link multiple students to your parent account
- How to change your email associated with portal account
- Requesting changes to information displayed in portal
- Adding/Modifying contact information
- Portal account deletion requests
- Certificate/Server errors

## Important Notices

- Please review this document before contacting our support center or school site as it addresses the majority of requests we receive.
- We recommend using the CHROME browser (regardless of device) to access the TUSD Portal, it has the fewest reported issues regarding certificates, cookies, server errors, and confirmations for online enrollment and parent data confirmations.
- We also recommend not using an AOL email account as Tustin is often black listed by AOL.COM and you will not receive emails from Tustin when that happens.
- We do not recommend using a small mobile device for filling out the Parent Data Confirmation screens or performing student re-registration.

## To Receive a Portal Account

Portal accounts are automatically generated when an email is associated with the student's record. This is done for both student and parent portal accounts. Please contact your school office staff and give them the email you wish to use as your portal account login. Please also make sure it is the same one you have used for any other children you have enrolled in our district as this will automatically link the student records under your one portal account

## To Add Additional Student(s) to Your Existing Parent Account

- Please contact the school site and request the Email address is the same for each of your students under the Parent's email. This will automatically link the students in our system under the one account.
- For both Parents to have access to each student, one of the parent's email address needs to be the same under the Contacts for each of their students.

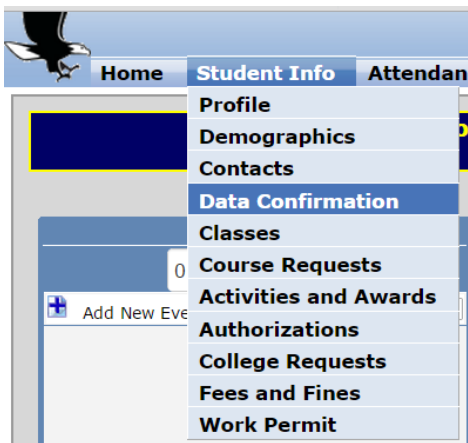
## To Change Information Not Allowed in Portal...

Such as email address, home address, passwords, etc., *Please contact your student's school site office staff.* For security purposes, Portal Help does not make changes to your student's data and will not be able to process those requests.

\*\* Please note: Only Parents can change portal email addresses, students must use their mytusd.org accounts. \*\*

## Adding/Modifying Contact Information

Changing or adding contact information for your student is available **through the Data Confirmation menu option** (*not the Contacts option*). For further instructions on updating information, please see the Online Re-Registration instructions.



## Deletion of Account Requests

You may request the removal of a Portal Account if:

You are the parent/guardian of student on record,  
AND

The account to be removed is not another parent/guardian.

## Certificate Errors

Please see this [document](#) if you are running Safari on a MAC and are experiencing certificate/server errors. However, the recommendation is to use a different browser like Chrome or FireFox.