

# Parent/Guardian Accounts FAQ

---

## HOW DO PARENTS/GUARDIANS CREATE AN ACCOUNT?

Creating a Parent/Guardian account is easy!

- 1) Go to [www.sdmylife.com/parents](http://www.sdmylife.com/parents) and click on the Parent Login GO button.
- 2) Click on the Register Now link.
- 3) Enter a few details to create an account: name, email, address, password, and activation code.

**Please note:** Parents and guardians must have an activation code in order to create an account.

## HOW ARE ACTIVATION CODES CREATED?

Activation codes can be created either by advisors in the School Administration System (SAS) or by students sending an email invitation to their parents or guardians.

### Through the School Administration System:

- You can create access codes for individual students by selecting the Parent Access option from the dropdown menu on the Student List. Choose the number of codes you want to create in the Generate Activation Codes section and click Go.
- You can also create activation codes for groups of students. Click on the Manage Parent Accounts button in the menu on the left side of the page. Select the Create Parent /Guardian Activation Codes option. Click on Create for a single student or a group of students and then search for the students who need activation codes. (To search for all students, simply click Submit without selecting any criteria.)
- You will then see a list of students who matched your criteria. Click on the Select All link to choose all students or pick the ones you want by clicking on the checkboxes beside the students' names. Click Submit.
- After you create the accounts, you will have the option to generate a letter for each of the new activation codes you just created. Click No to skip this step.

### By the Student

Using the Share My PLP feature, students can send an email invitation to their parents or guardians to create a parent account. They simply click on the Share My PLP with Parents/Guardians link in the Share My PLP section of their PLP. They need to enter an email their parents' email address, then an email message will then be sent to that address with an activation code and instructions for creating an account.

**Please note:** This option can be deactivated by an administrator in the PLP Options section in the SAS.

## WHAT IF A PARENT HAS MORE THAN ONE CHILD WITH A CAREER CRUISING ACCOUNT?

Parents and guardians can link their account to as many students as needed, even if those students are at different schools. All the parent or guardian needs is an activation code for each child.

To link additional children to their account, parents do the following:

- 1) Go to [www.sdmylife.com/parents](http://www.sdmylife.com/parents) and click on the Parent Login GO button.
- 2) Log in with their email address and password.
- 3) Click on the Add a Child link in the menu on the left side of the page.
- 4) Enter the activation code.

The child's PLP will immediately be linked to that parent's account.

## WHAT IF A CHILD NEEDS MORE THAN ONE PARENT/GUARDIAN ACCOUNT?

You can create multiple activation codes for a student. Each activation code can only be used once so each parent will need their own activation code.

## HOW CAN I SEE WHICH PARENTS AND GUARDIANS HAVE CREATED ACCOUNTS?

To view the complete list of parent accounts, click on the Manage Parent Account button in the menu on the left side of Advisor Homepage in the SAS. Select Parent/Guardian PLP Access Information. This page lists all of the parent accounts for students at your school.

**Please note:** If a parent has more than one child at the school, the parent will appear multiple times on this list.

## HOW DO I DELETE AN ACTIVATION CODE?

To delete an activation code, use the Search for Students feature to find the relevant student. From the Student List, select Parent Access in the dropdown menu. In the Unused Activation Codes section, click on the trash can icon beside the code you want to delete.

## CAN I RETRIEVE A PASSWORD IF A PARENT OR GUARDIAN FORGETS THEIRS?

No. Parents and guardians can use the Forgot My Password option on the login page to retrieve their password.

## HOW DO I SEND A MESSAGE TO PARENTS AND GUARDIANS?

To send a message to parents and guardians, click on the Send Message link on the Advisor Homepage.

Enter your message subject and text. In the Message Recipients section, select Parents if you would like the message to go only to parents, or Both if you would like students and parents to receive a copy of the message.

You can send the message to the parents of all students, of students in a pre-created student group, or you can build a student filter.

Parents and guardians will see the message in their Inbox in the Parent/Guardian Portal and receive an email copy of the message.

**Please Note:** Only parents and guardians who have already created their accounts will receive the message.

### **HOW TO I TURN OFF THE OPTION FOR STUDENTS TO INVITE THEIR PARENTS/GUARDIANS TO CREATE AN ACCOUNT?**

Click on the My PLP Options button in the menu on the left side of the Advisor Homepage in the SAS. Under PLP Settings, change the status of Allow students to invite their parents to Inactive and click Save.

**Please Note:** You must have PLP Administrator level access to turn change the status of this feature.