

How to Initiate the Contact Verification/Consent Workflow

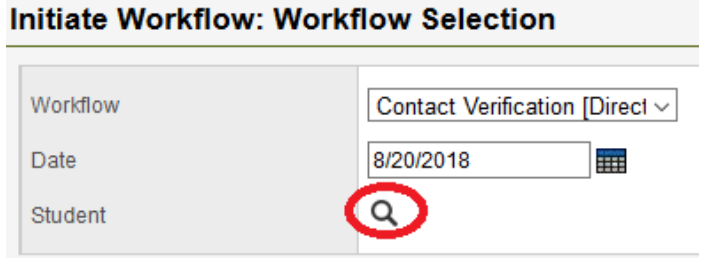
Log into the Aspen Parent Portal.
On the right-hand-side of the main landing page, in the window labeled **Tasks**, click on the button labeled **Initiate**.



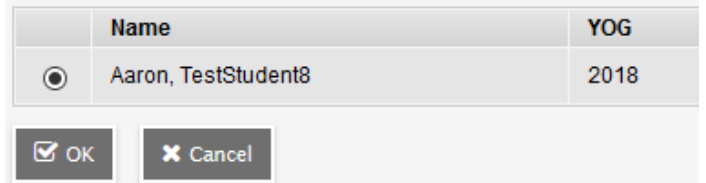
A pop up box will appear. The first two boxes should say:

- **Workflow** = Contact Verification [Direct]
- **Date** = today's date

Click on the magnifying glass.



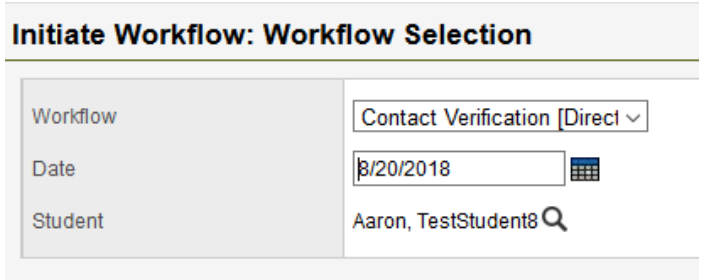
A second pop-up box will appear listing out all of your students. Select the button next to the student for whom you would like to verify data. Click **OK**.



*** If you have multiple children in the PSB and not all of them appear in this list, please let us know right away at datateam@psbma.org We will amend your account accordingly.*

You will be brought back to the first pop up box and you will see your selected student's name in the box next to **Student**. Click on **Next**.

***If you do not want to verify the information for the student whose name is showing, click on the magnifying glass again and select a different student in the list that appears.*



A colorful window will pop up with your child's contact and consent information. Please review each section carefully and verify and/or update the information for the student you've selected.

Sections for review:

Student Demographic and Contact Information

Emergency Contacts

Parent Permissions and Consents

Student and Parent Agreements

All existing information will pre-populate. You only need to update new items or pieces that need to be changed. Even if you do not make any changes, you must sign, initial and click "finish" for PSB to confirm you have completed the process. More details on each section can be found on the workflow itself.

Frequently Asked Questions

Question or Issue	Resolution
<ul style="list-style-type: none"> I need to complete my residency verification. Can I do that here? 	<p>No. Residency verification is a separate process managed by the Office of Student Affairs. You cannot change your child’s address through the Parent Portal. All address verification and changes must be made through the Office of Student Affairs at 617-264-6492 or studentaffairs@psbma.org. Please do not email residency verification documents to the Data Team.</p>
<ul style="list-style-type: none"> What information can I change with this? 	<p>You can update your child’s contact information, contact information for all existing parents/guardians and emergency contacts, and consent information. You may also add new emergency contacts.</p> <p>If you identify an error in your child’s address, if you need to reprioritize emergency contacts or delete an emergency contact please contact the Office of Strategy and Performance at datateam@psbma.org. To change demographic information for your child, please contact the main office at your school.</p>
<ul style="list-style-type: none"> I don’t know my user id or password. I am receiving an error message that my account has been disabled or that I do not have permission to access. 	<p>If you have already logged in once in the past, please try the “I Forgot My Password” link on the login page. Please check with the child’s other parent/guardian, if applicable; sometimes one parent/guardian will change the password.</p> <p>If that doesn’t work, please email us at datateam@psbma.org and we will reset your account for you. Though we will work to fix this as quickly as possible, please allow up to three business days for resolution.</p> <p>Please note that you will likely receive a red pop up box requiring you to change your password the first time you log in. This is not an error.</p>
<ul style="list-style-type: none"> My neighbor/friend who is also a PSB parent/guardian did not receive the message about contact verification/consent. My spouse/partner/the child’s other parent did not receive the message about contact verification/consent. 	<p>Please ask them to email us at datateam@psbma.org to ensure that we have an up to date email address for them.</p> <p>If a parent with legal, non-physical custody would like a separate login, please have them request this directly from your child’s school, as there is a notification process that must be followed.</p>
<ul style="list-style-type: none"> I can’t see all of my children when I log in. 	<p>Please email us at datateam@psbma.org and let us know which student(s) you can’t access. We will update the student contact record. At that point you can log out and log back in and you should be able to see all of your students. Please allow up to three business days for resolution.</p>
<ul style="list-style-type: none"> Is this secure? 	<p>Yes. We use a well-respected student information system that is approved by the State of Massachusetts for mandatory data reporting. All information is stored on highly secure encrypted servers. All data maintenance and use activities adhere to federal FERPA guidelines. The Public Schools of Brookline takes great care to maintain the privacy and security of our students and families. If you would prefer to complete this verification using a paper form, however, please let us know via email and we will be happy to accommodate the request.</p>
<ul style="list-style-type: none"> What else can I do with the Parent Portal? 	<p>The Parent Portal currently allows you access to your student’s current and past schedule/homeroom, attendance, and grades. You can also access important documents and forms. Report cards and progress reports will be published to the Parent Portal. You can access all final report cards from the 2015-16 school year forward.</p>