

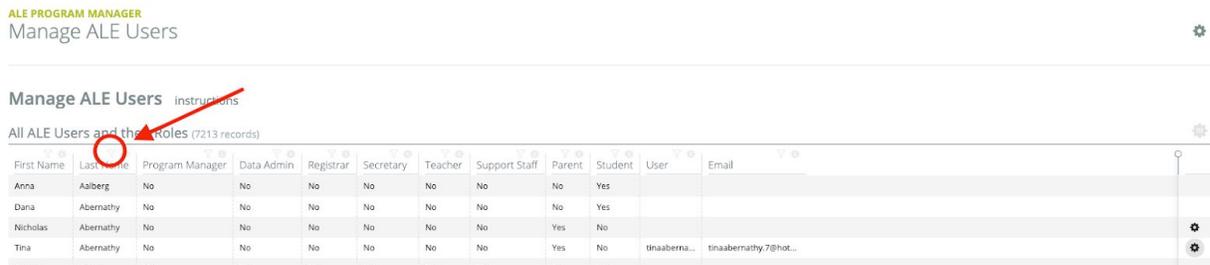


ALE Application: Managing Parent Accounts

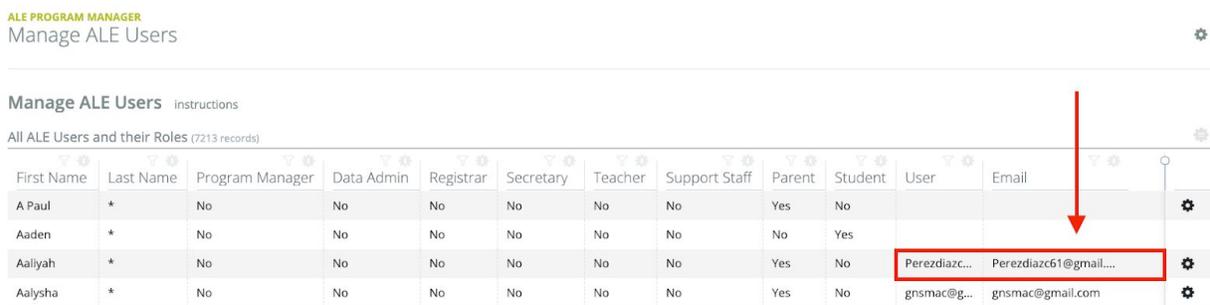
In the ALE Application, using the Program Manager or Secretary role, parent accounts can be managed through the left hand navigation menu item -- “ALE Users Management.”



To see if a parent has an active account, use the column filters to find the user you are looking for.



If they are active, they will appear in this list with a username and email address. If they are inactive, their name will not appear in the list at all OR there will not be an email address listed.

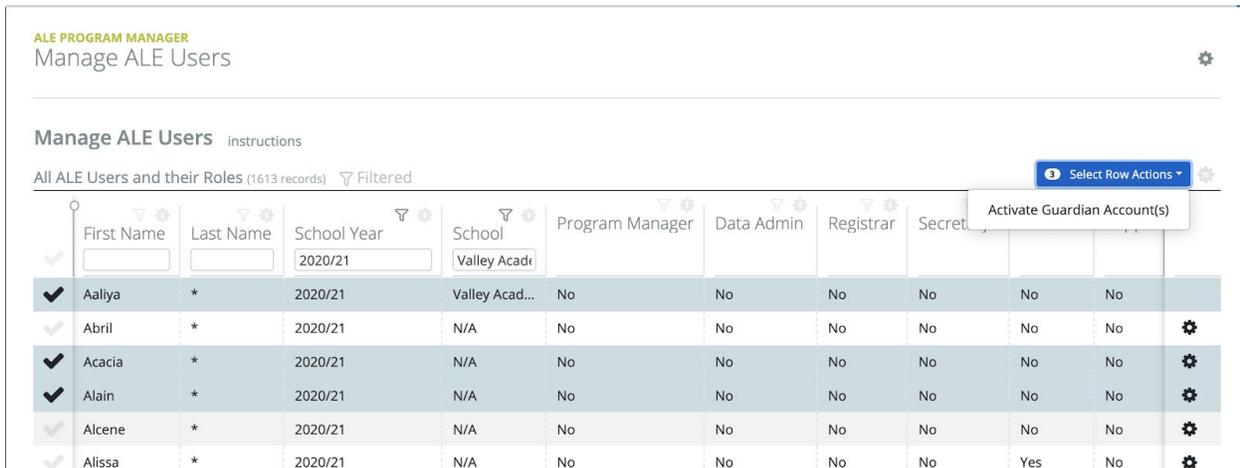


At the time the application is set up, parent accounts are automatically created using their email addresses (from the Student Information System) as the username, but some may need to be manually activated if there is no email address associated with their registration.

When new families register after that initial set up, accounts will need to be manually activated for them at the time of registration.

Activating Parent Accounts

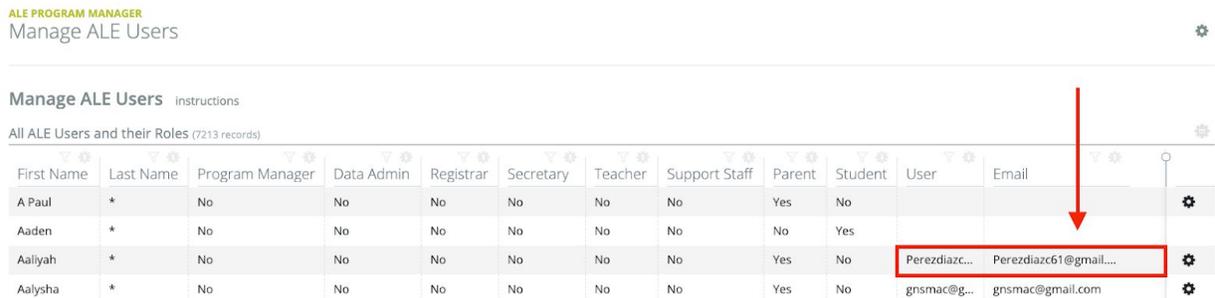
Select the parent account(s) that need activating by clicking on the check mark in the far left column. Then use the “Select Row Action” button on the right to “Activate Guardian Account(s).”



The screenshot shows the 'Manage ALE Users' interface. At the top, it says 'ALE PROGRAM MANAGER Manage ALE Users'. Below that, 'Manage ALE Users instructions' and 'All ALE Users and their Roles (1613 records) Filtered'. A table lists users with columns for First Name, Last Name, School Year, School, Program Manager, Data Admin, Registrar, Secretary, and others. A dropdown menu 'Select Row Actions' is open, showing 'Activate Guardian Account(s)'. Several rows have checkmarks in the leftmost column.

| | First Name | Last Name | School Year | School | Program Manager | Data Admin | Registrar | Secretary | | | | | |
|-------------------------------------|------------|-----------|-------------|----------------|-----------------|------------|-----------|-----------|----|-----|----|----|----|
| <input checked="" type="checkbox"/> | Aaliya | * | 2020/21 | Valley Acad... | No | No | No | No | No | No | No | No | |
| <input type="checkbox"/> | Abril | * | 2020/21 | N/A | No | No | No | No | No | No | No | No | ⚙️ |
| <input checked="" type="checkbox"/> | Acacia | * | 2020/21 | N/A | No | No | No | No | No | No | No | No | ⚙️ |
| <input checked="" type="checkbox"/> | Alain | * | 2020/21 | N/A | No | No | No | No | No | No | No | No | ⚙️ |
| <input type="checkbox"/> | Alcene | * | 2020/21 | N/A | No | No | No | No | No | No | No | No | ⚙️ |
| <input type="checkbox"/> | Alissa | * | 2020/21 | N/A | No | No | No | No | No | Yes | No | No | ⚙️ |

To verify that the activation and access to ALE application was successful, search for them in the “ALE Users Management” list. You should see their name, along with a listed user name and email address.



The screenshot shows the 'Manage ALE Users' interface. At the top, it says 'ALE PROGRAM MANAGER Manage ALE Users'. Below that, 'Manage ALE Users instructions' and 'All ALE Users and their Roles (7213 records)'. A table lists users with columns for First Name, Last Name, Program Manager, Data Admin, Registrar, Secretary, Teacher, Support Staff, Parent, Student, User, and Email. A red box highlights the 'User' and 'Email' columns for the user 'Aallyah'. A red arrow points to the 'User' column for 'A Paul'.

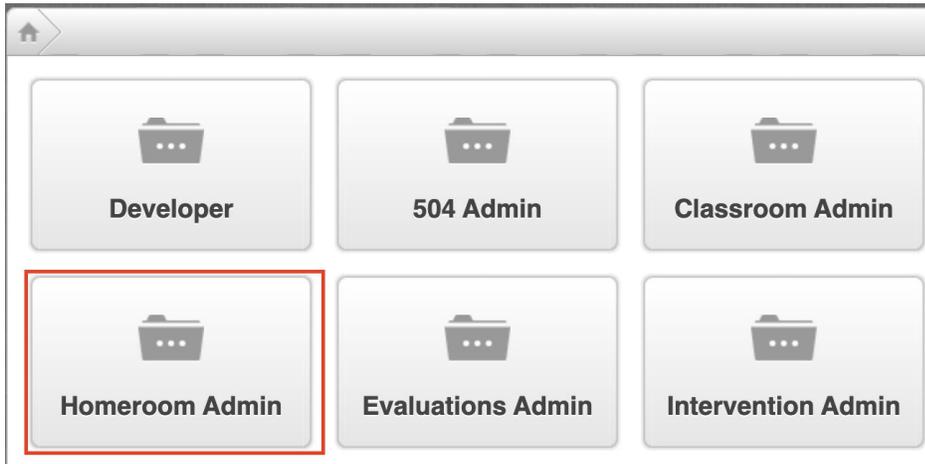
| First Name | Last Name | Program Manager | Data Admin | Registrar | Secretary | Teacher | Support Staff | Parent | Student | User | Email | |
|------------|-----------|-----------------|------------|-----------|-----------|---------|---------------|--------|---------|---------------|-----------------------|----|
| A Paul | * | No | No | No | No | No | No | Yes | No | | | ⚙️ |
| Aaden | * | No | No | No | No | No | No | No | Yes | | | |
| Aallyah | * | No | No | No | No | No | No | Yes | No | Perezdiazc... | Perezdiazc61@gmail... | ⚙️ |
| Aalysha | * | No | No | No | No | No | No | Yes | No | gnsmac@g... | gnsmac@gmail.com | ⚙️ |

By default, the system assigns the email address associated with the guardian in Skyward as their username. If your district uses a different convention for the username (firstname.lastname, or Skyward username) you will need to update the usernames for guardians activated through this process in our Admin application following the directions below.

Changing a Parent Username

To change a parent username in our system, you will navigate to yourschooldistrict.schooldata.net/admin (e.g. edmonds.schooldata.net/admin). From

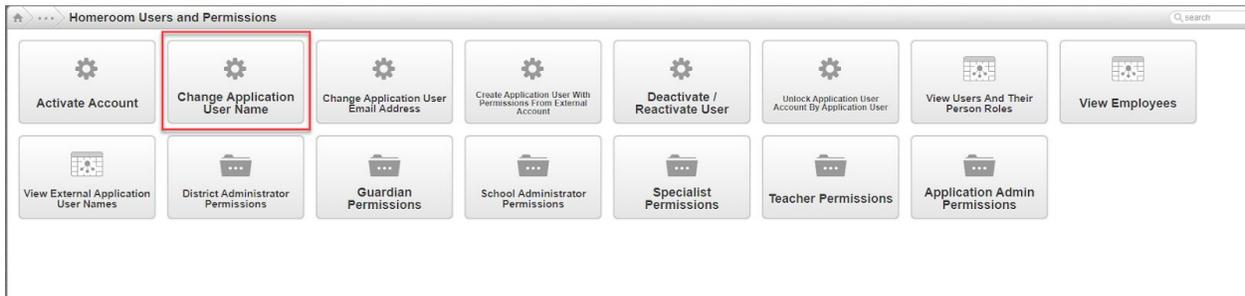
there, choose Homeroom Admin:



Then Homeroom Users and Permissions:



And finally, Change Application User Name:



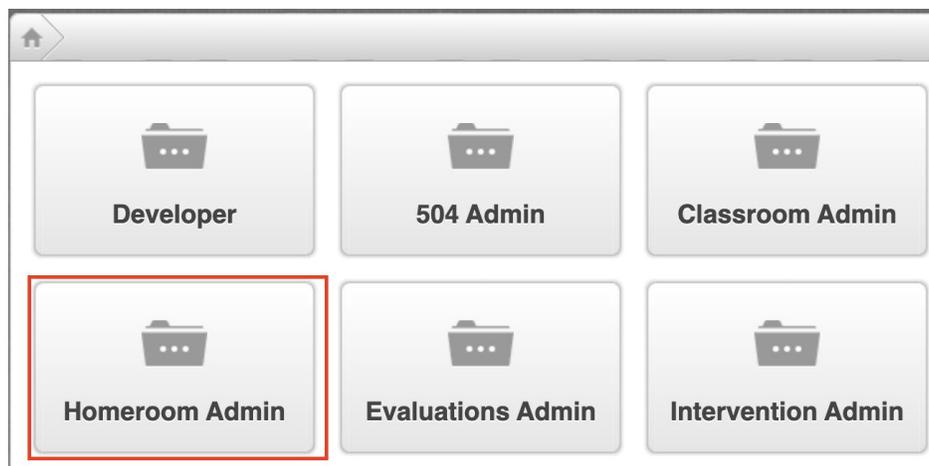
This simple form will let you update the email address for a user in the system. Enter their current application username (which is the old email address in the case of a parent) and the new username you are updating to. Then, click submit.

The screenshot shows a web form titled "entry form" with a "close" button in the top right corner. Below the title are two buttons: "upload csv" and "download csv template". The main form area contains two text input fields. The first field is labeled "application user" and contains the text "Aa"; below it is the word "required" in red. The second field is labeled "new application user" and also contains "Aa" with "required" in red below it. A "submit" button is located in the top right of the form area.

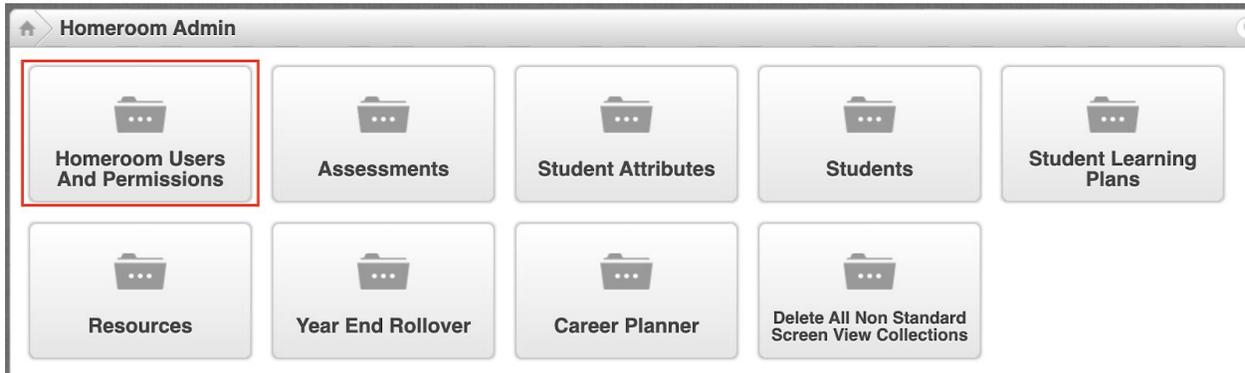
Other Email Considerations

Occasionally, you may find that a parent email address has been changed in your SIS and not in this system. Or, a parent requests that you change the email address listed for them. You will want to ensure that the emails listed in your Student Information System and in our admin table match. Change the email address as you normally would in your SIS.

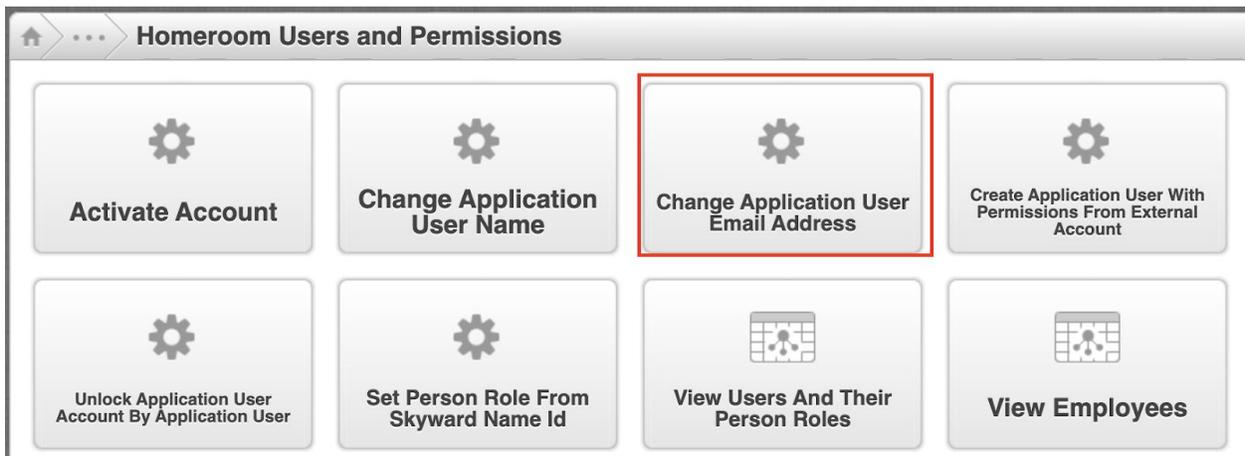
To change an email address in our system, you will navigate to yourschooldistrict.schooldata.net/admin (e.g. edmonds.schooldata.net/admin). From there, choose Homeroom Admin:



Then Homeroom Users and Permissions:



And finally, Change Application User Email Address:



This simple form will let you update the email address for a user in the system. Enter their current application username (which is the old email address in the case of a parent) and the new email address you are updating to. Then, click submit.

The screenshot shows a web form titled 'entry form' with a 'close' button. It contains two input fields: 'application user' with the text 'Aa' and a 'required' label below it, and 'email address' with an '@' symbol and a 'required' label below it. A 'submit' button is located at the top right of the form area.

One other thing worth noting is that an email address can only be associated with one user. Sometimes, two parents will have the same email address associated with them and it will migrate to our system associated with the incorrect parent. In that case, contact our Help Desk to request that the email be re-associated to the correct one.

Resetting Passwords

Once an account has been activated, you can reset the password for a parent if desired. Navigate to “ALE Users Management” then filter to find the individual you are looking for. Using the row action gear at the far right, select “Set Password.”

ALE PROGRAM MANAGER
Manage ALE Users

Manage ALE Users instructions

All ALE Users and their Roles (1119 records)

| First Name | Last Name | Program Manager | Data Admin | Registrar | Secretary | Teacher | Support Staff | Parent | Student | User | Email |
|------------|-----------|-----------------|------------|-----------|-----------|---------|---------------|--------|---------|--------------------|--------------------|
| Ada | * | No | No | No | No | No | No | No | Yes | | |
| Adam | * | No | No | No | No | No | No | No | Yes | | |
| Adeline | * | No | No | No | No | No | No | No | Yes | | |
| Adrienne | * | No | No | No | No | No | No | Yes | No | treehuggerjma@y... | treehuggerjma@y... |
| Adrienne | * | No | No | No | No | No | No | Yes | No | heatherteachoo | |
| Aiden | * | No | No | No | No | No | No | No | Yes | | |
| Aimee | * | No | No | No | No | No | No | No | Yes | | |

A small window will appear with the parent’s username where you can set a new password.

Set Password

Username (optional)
[red box]@yahoo.com

Password (required)
[input field]

Confirm Password (required)
[input field]

Upon logging in, users can reset their own password by clicking on their name at the top right of the screen to open the “Application Actions and Options” menu, then selecting “Edit account info.”

Account

Upload Avatar

Username (optional)
amy.adams

Update Password (optional)
[input field]

Confirm Password (optional)
[input field]

Original Password (optional)
[input field]

Save

If you need help

If you are unable to activate an account for some reason, or cannot locate the parent on the guardian list, then please contact the SDS Help Desk. Submit a ticket via the form at <https://sdshelpdesk.zendesk.com/hc/en-us> or email support@schooldata.net with

their name, email address, and child's school so that we can assist with the activation process.

The screenshot displays the 'ALE Management' page on the School Data Solutions website. The page includes a navigation breadcrumb 'School Data Solutions > ALE Management' and a header with the School Data Solutions logo. The main content area is titled 'ALE Management' and features a descriptive paragraph: 'The ALE Management Application is a powerful, flexible tool that focuses on compliance flexibility of unique program needs.' Below this, there are two columns of links. The left column, 'ALE Training Manuals', lists: 'ALE Training Manual - Parent', 'ALE Training Manual - School Support Staff', 'ALE Training Manual - Certificated Teacher', 'ALE Training Manual - Registrar', and 'ALE Training Manual - Office Staff'. The right column, 'ALE Videos', lists: 'ALE: Provi' and 'ALE: Logi'. A red arrow points from the 'ALE: Provi' video link to a 'Contact us' form overlay on the right side of the page. The form is titled 'Contact us' and contains the following fields: 'Your name (optional)' with the value 'Sarah Yee', 'Email address' with the value 'sarah@schooldata.net', and a large text area for 'How can we help you?'. Below the text area is an 'Attachments' section with a file upload icon and the text 'Add up to 5 files'. At the bottom of the form is a yellow 'Send' button and the 'zendesk' logo.

Please note that if a parent contacts us directly to request account activation, that we will need someone from your program to verify the parent should be given access before we will activate the account.