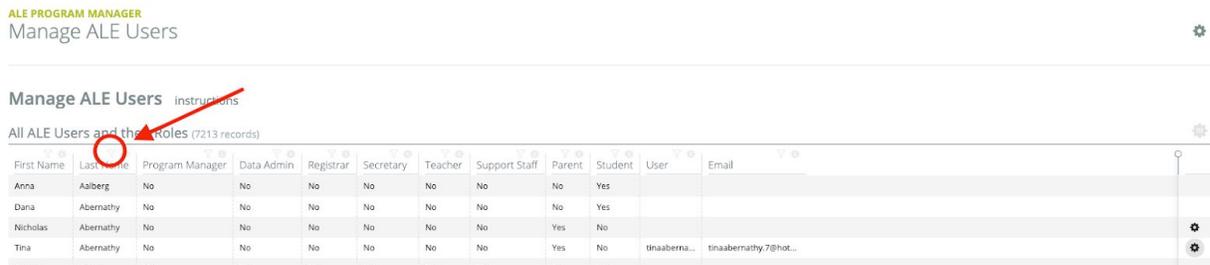# ALE Application: Managing Parent Accounts

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.
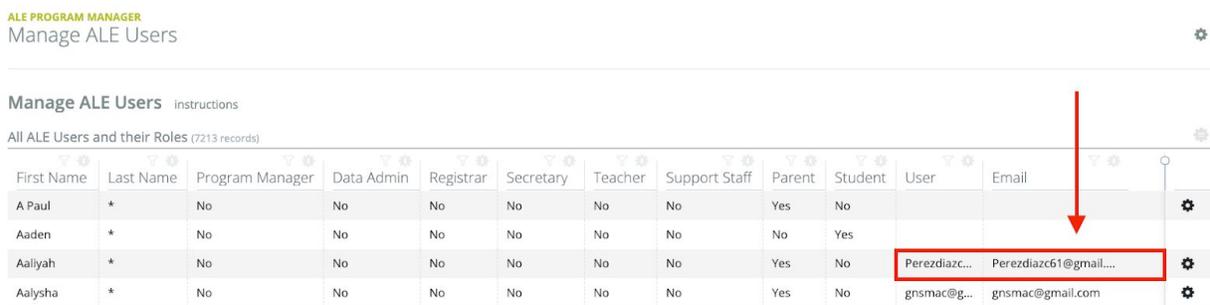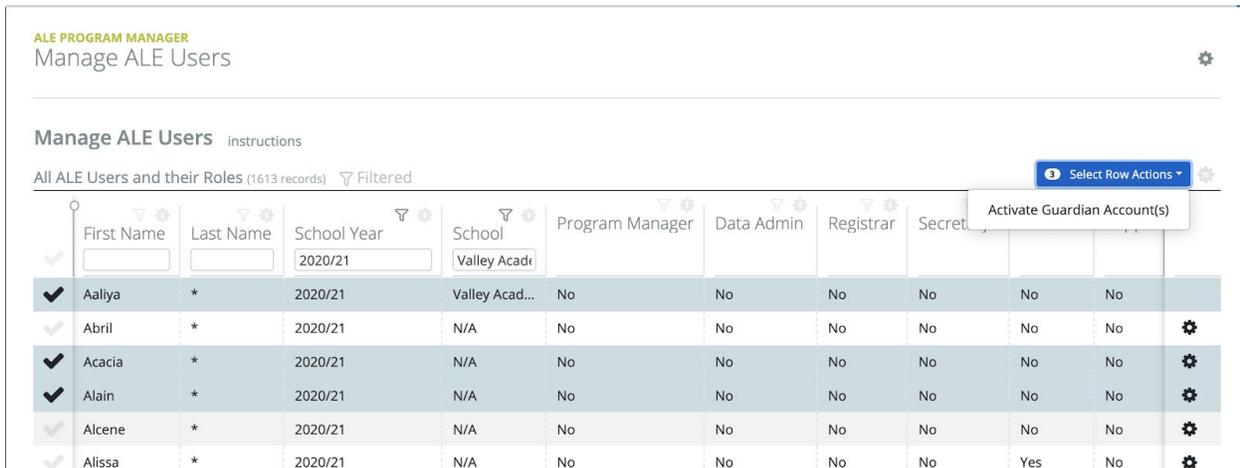

At the time the application is set up, parent accounts are automatically created using their email addresses (from the Student Information System) as the username, but some may need to be manually activated if there is no email address associated with their registration.

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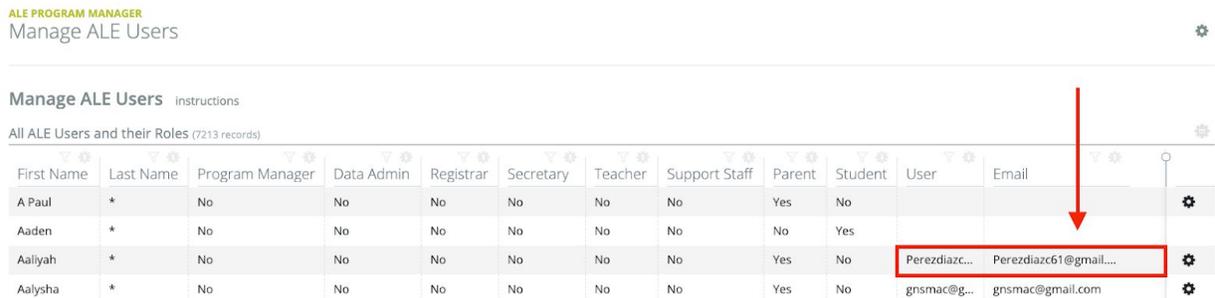
Activating Parent Accounts

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)."

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.

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
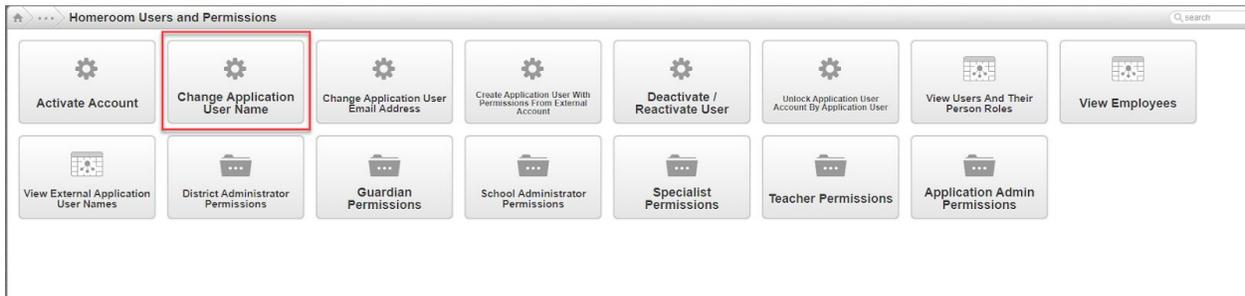
there, choose Homeroom Admin:
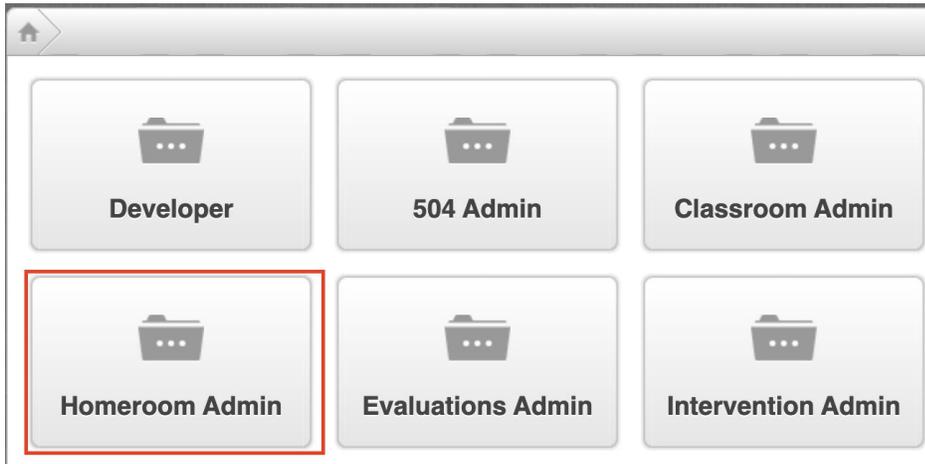
Then Homeroom Users and Permissions:

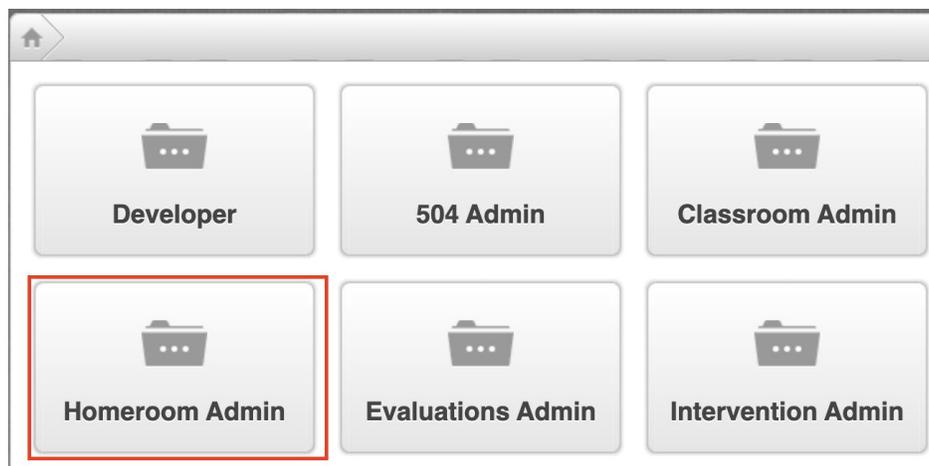And finally, Change Application User Name:

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.

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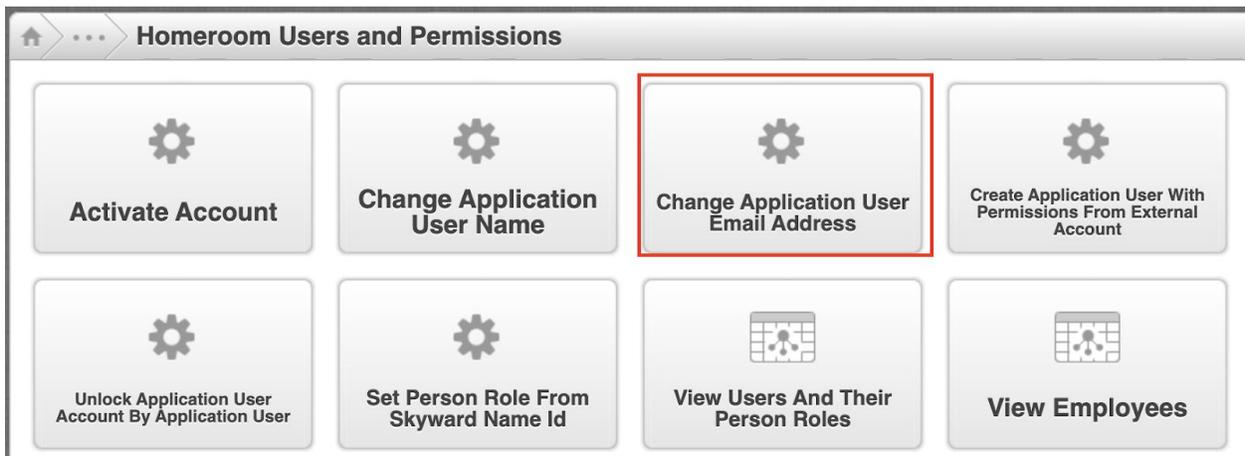
To change an email address in our system, you will navigate to ==yourschooldistrict.schooldata.net/admin== (e.g. edmonds.schooldata.net/admin). From there, choose Homeroom Admin:

Then Homeroom Users and Permissions:
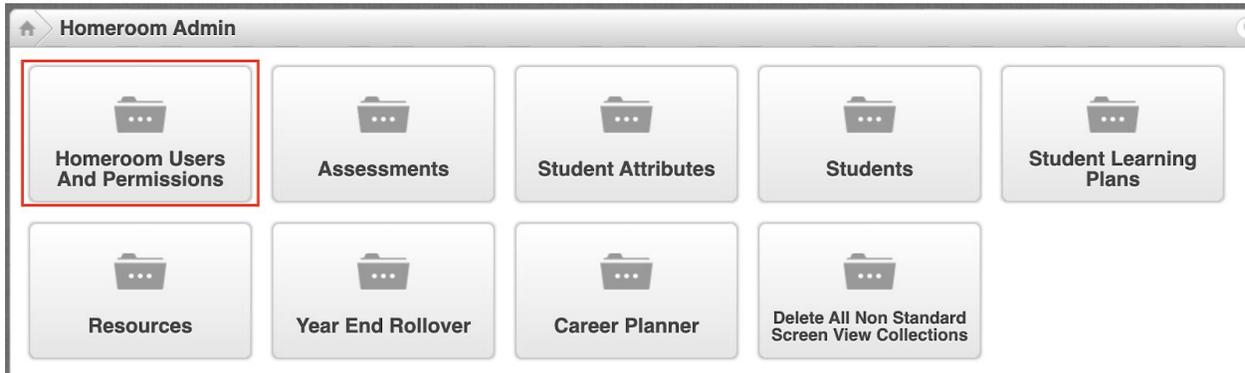
And finally, Change Application User Email Address:

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.

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."

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

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."

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.

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.