

## ALE Managing Parent Accounts (Connect)

When the application is initially set up, parent accounts are automatically created using the parent's email address from the Student Information System (SIS) as the username. However, some may need to be manually activated if no email address is associated with their registration.

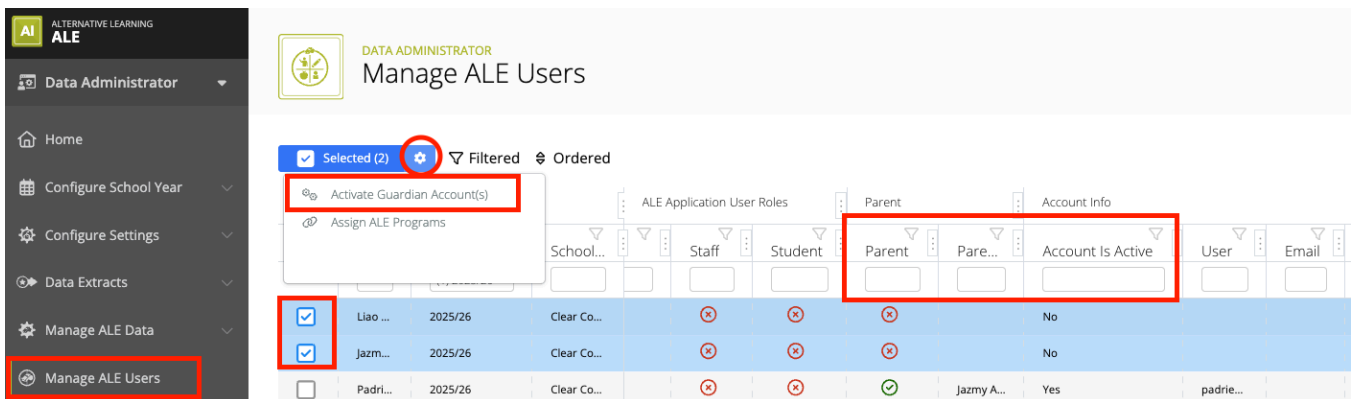
You will want to **ensure that the names and email addresses in your Student Information System (SIS) are up to date**. Change the name or email address as you normally would in your SIS.

Another thing worth noting is that **an email address can only be associated with one user**. Sometimes, two parents will have the same email address, which will be migrated to our system under the incorrect parent. In that case, contact our Help Desk to request that the email be reassigned to the correct account.

When new families register after the initial setup, their accounts must be manually activated at the time of registration.

### Activating Users

1. Click **Manage ALE Users** in the left navigation menu.
2. Use the **Parent** and **Account is Active** column filters to see if a parent has an active account.
3. Select the parent account(s) that need activating by clicking the **checkmark** in the far left column.
4. Then, use the **Select Row Action** button on the right to **Activate Guardian Account(s)**.



The screenshot shows the 'Manage ALE Users' interface. On the left is a navigation menu with 'Manage ALE Users' highlighted. The main area shows a table of users with columns for 'Parent', 'Account Is Active', 'User', and 'Email'. Two rows are selected, and the 'Activate Guardian Account(s)' button is visible above the table.

	School...	Staff	Student	Parent	Pare...	Account Is Active	User	Email
<input checked="" type="checkbox"/>	Liao ...	2025/26	Clear Co...	⊗	⊗	No		
<input checked="" type="checkbox"/>	Jazm...	2025/26	Clear Co...	⊗	⊗	No		
<input type="checkbox"/>	Padri...	2025/26	Clear Co...	⊗	⊗	Yes	Jazmy A...	padrie...

To verify that the activation and access to the ALE application were successful, search for them in the **ALE Users Management** list. You should see their name, username, and email address.

## Resetting Passwords

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

**Helpful Resource:** [Login](#), [Activate](#), [Reset Password](#), [Logout](#)

If you cannot activate an account or locate the parent on the guardian list, please contact the SDS Help Desk at [support@schooldata.net](mailto:support@schooldata.net)

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