Parents Portal System

Frequently Asked Question “FAQ”
## Document History

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USER: Parents

1. **Which website do I start with?**
   To access Parents Portal System, you have to open a web browser with this URL: http://www.benilde.edu.ph/parents.

2. **Is there a required browser to access this website?**
   None. You may use Mozilla Firefox or Internet Explorer.

3. **What do users need to be able to access the website online?**
   To access website online, users need to have an account. To create an account, click New User? (create account) link in Parents Portal System Login Page.

   Please make sure to remember the information you provided in creating an account because they will be asked by the system when resetting password.

4. **I just created my account, how will I access the website?**
   Get the Initial Password sent to the Email you provided. Go back to Parents Portal System Login Page and enter your Email and Initial Password. Then, click Login button.

5. **What will happen if I fail to change the Initial Password upon logging in?**
   It is alright. But please make sure to change your Initial Password as soon as possible because it will expire in 24 hours.

6. **My Initial Password has expired. What do I do?**
   You will need to do password reset. You can have your password reset by clicking Reset Password link in Parents Portal System Login Page.

7. **I forgot my password. What do I do?**
   You can have your password reset by clicking Reset Password link in Parents Portal System Login Page.

8. **Can I access this online system at home using other internet service provide (ISP)?**
   Yes.

9. **I already have an account, how will I view the grades?**
   To view the grades, you have to subscribe to the student first. In case you are already subscribed to the student, you may click View Grades button from Menu. You may refer to the User’s Manual posted in Parents Portal System Login Page.

10. **How do I subscribe to the student?**
    From the menu, click Subscribe button. Enter the necessary information, then click Subscribe button. Note that the Official Receipt (O.R.) data should coincide with the student information. This 4-way validation will authenticate your association with the student. You may refer to the User’s Manual posted in Parents Portal System Login Page.
11. **What specific Official Receipt do I have to use when subscribing?**
   You can use any of the student's DLS-CSB Official Receipt (O.R.). When subscribing, please make sure to provide the system with the Official Receipt No. and Official Receipt Date that are matched.

12. **I have cancelled my subscription to the student, can I still subscribe to him?**
   Yes.

13. **I already subscribed to the student, do I need to re-subscribe every term?**
   No. Once you are already subscribed to the student, there is no need to re-subscribe every term.