

Frequently Asked Questions

Who is entitled to a Parent Portal account?

Deer Park ISD distributes Parent Portal account information to parents and other persons legally authorized to access a student's educational records. These persons must be listed on the account by name and in the capacity authorizing them to the account information. (e.g., parent, guardian, conservator) The District may require documentation to verify this authority.

If my spouse already has an account, do I need a different account?

You may share accounts as desired within your family. Having separate accounts allows the primary account holder to change the password as desired denying access to others.

My child is 18 years old. Who has legal rights to my child's information?

If the student is listed as a deduction on your Federal Income Tax, you still have legal rights to data without the permission of the student.

What if I am NOT a parent or person legally authorized to access?

Deer Park ISD cannot grant that access.

May I deny my ex-spouse access to the Parent Portal?

If the ex-spouse has the legal right to access, then only a court may revoke this right. Absent court revocation and if the ex-spouse is not listed on the account as a parent or other person having legal access to the account information, then upon request by the ex-spouse, account access will be granted subject to any documentation the District may require.

What if I have more than one child in the district?

All of your children will appear under one account. When you register for your Parent Portal account, make sure that you request access to all of your children who are actively enrolled in the district. If you need to add a child to your Parent Portal account at a later date, you will be required to follow the same registration process that was completed previously for the other children on your Parent Portal account.

Do I need a new account ID and password each year?

No, all accounts are for the duration that the student is enrolled in Deer Park ISD. If you need to add a student, eg: a student entering Kindergarten, you will need to follow the same registration process that was completed previously for the other children on your Parent Portal account.

What if I forget my password? (A direction packet is posted on the DPISD website)

Passwords cannot be reset. If the user forgets his/her password, he/she will need to click the [Forgot Password](#) link found on the Parent Portal login screen. He/she will be prompted to answer the security question that was entered during the registration process. At that point, a new password is sent to the email account entered during the registration process.

What if I forget my user account name?

You will need to schedule an appointment with Technology Staff at the DPISD Technology Building. You will be required to show your TX driver's license as proof of identity before the user account name is released.

What if I need to add another child to my Parent Portal account?

Log into your Parent Portal account. On the Student Selection screen, there is a *Child Request Form* link in the bottom right corner. Your request will need to be verified and authorized using the same registration process that was completed previously for the other children on your Parent Portal account.