SIS: Parent and Family Portal - Ensuring You Receive School/District Messages

To ensure that you receive messages from your child's school along with messages from the central office, it is important to ensure that your contact information is up-to-date in the Student Information System (SIS). This document shows you how to log into the Parent and Family Portal to check and update your "Contact Preferences" and contact information.

Specifically, in an effort to support families, the Office of Transportation sends notifications to families when a bus is delayed. The notifications are sent via text and/or email. In order for families to receive these notifications, contact preferences need to be accurate within SIS. Parents can update their contact preferences in the Parent and Family Portal.

Accessing the Parent and Family Portal (Campus Parent)

If you need to register for the Parent and Family Portal, follow the guidance in step 1. If you already have an account, proceed to step 2.

1. Using an internet browser, navigate to http://philasd.org/pfportal. If you are registering for the first time, scroll down to the "How to Register for the Parent Portal" section of the page. Click the link after "Begin the registration process at" and follow the directions to set up your Portal.
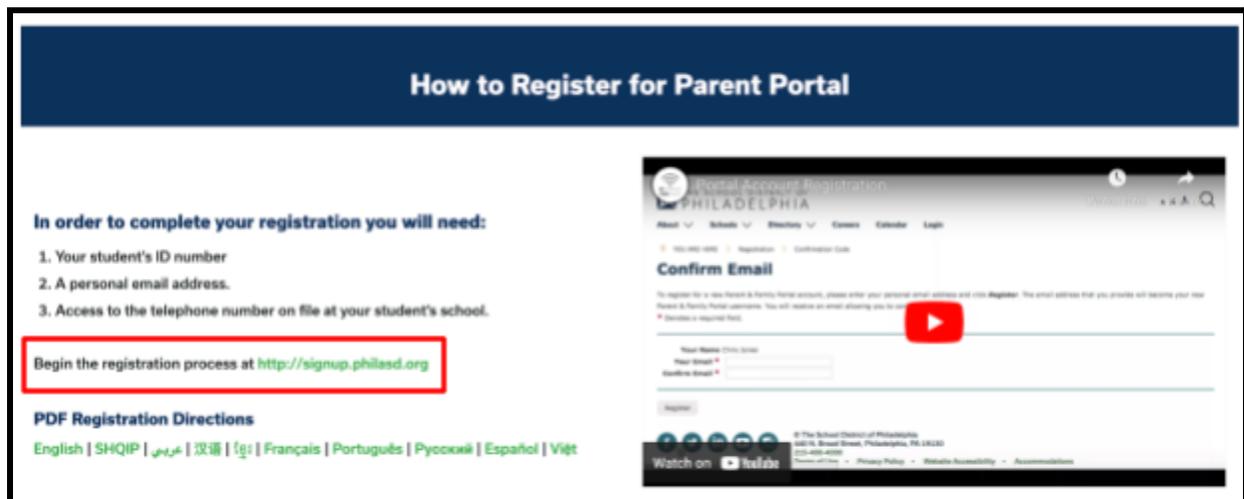
2. Using an internet browser, navigate to http://philasd.org/pfportal. Click on the *Access the Portal Now* button at the top of the page.

3. Enter your district Username and Password. Click **Login**.

Updating Contact Preferences

*The **Contact Preferences** setting will allow parents to update how they receive communication from their students' school and central offices.*

1. On the top right side of the screen, click on the person icon to access the **User Menu**, then click **Settings.**

2. Click on **Contact Preferences**.
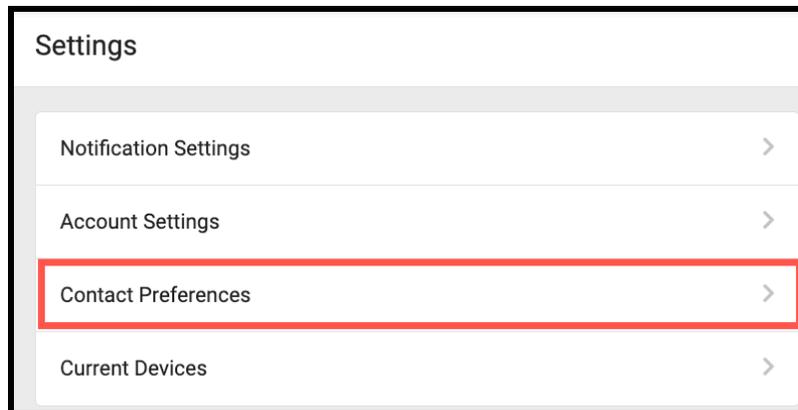
3. You can update your *Preferred Language* if you would like to receive communications in your preferred language. Understand that by selecting a language other than English, you will still receive communications in English, but you will also receive communications created specifically for the language community that you have selected from the District.
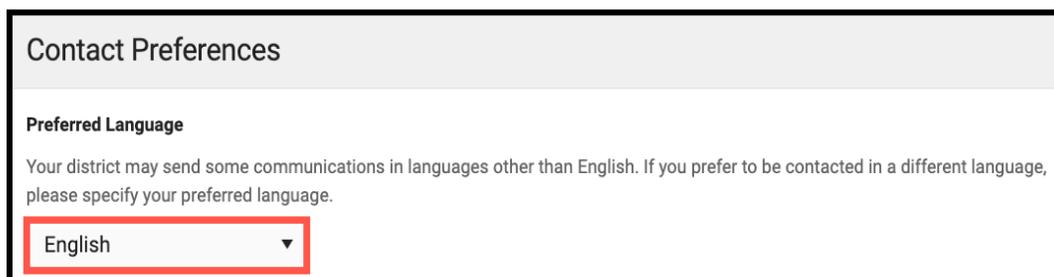
4. You can update your *Message Preferences* to receive notifications by Voice, Text (SMS), or Email. There are two tabs available for Phone and Email. Click *Save* once updated.

Message Preferences

For each notification type, select how you prefer to receive messages by checking Voice, Text (SMS), or Email.

If the Text (SMS) option is enabled, message and data rates may apply. Charges are dependent on your service plan, which may include fees from your carrier to send and receive text messages. To opt out, uncheck the Text (SMS) box at any time.

Phone	Email

BACON HOUSEHOLD PHONE (555)123-1234	VOICE	TEXT (SMS)
Priority	☑	☑
Attendance	☑	☑
General	☑	☑
Behavior Messenger	☑	☑
Emergency	☑	☑
CELL PHONE (555)555-1234	VOICE	TEXT (SMS)
Priority	☐	☑
Attendance	☐	☑
General	☐	☑
Behavior Messenger	☐	☑
Emergency	☑	☑

Save

5. *Phone Preferences*: To receive messages about bus delays, parents must check the box for *Text* (SMS) next to *General* for each phone number. If you have multiple phone lines, please ensure all lines that receive text messages have *General* checked. **REMEMBER:** Transportation messages are only sent by text (and email).

Message Preferences

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Behavior Messenger	☑	☑
Emergency	☑	☑
CELL PHONE (555)555-1234	VOICE	TEXT (SMS)
Priority	☐	☑
Attendance	☐	☑
General	☐	☑
Behavior Messenger	☐	☑
Emergency	☑	☑

Save

6. *Email Preferences*: To ensure that email messages about bus delays are received, make sure to check the box for *Email* next to *General* for each available email.

Updating Your Household Phone Number

The Address Information tool allows users to view your primary phone and address information on file. You can update your primary/household phone number through the Parent Portal. For additional updates that need to be made, reach out to your school.

1. On the left hand side of the screen, click **More**. Then click **Address Information**.
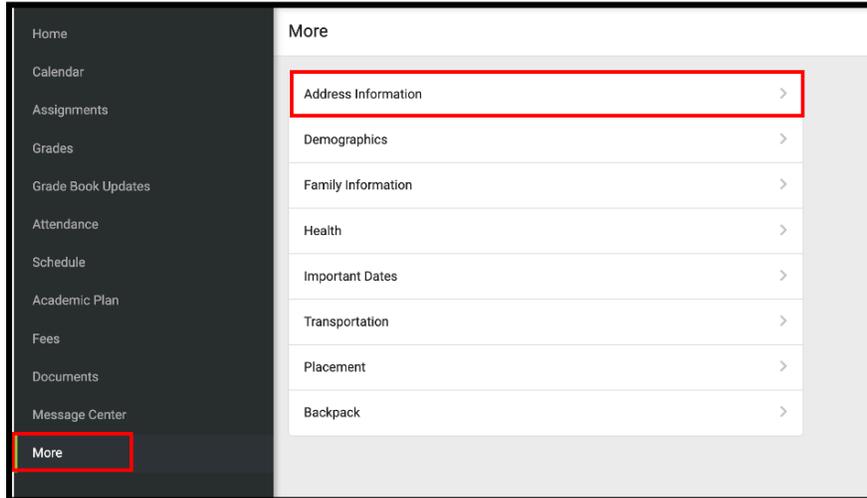
2. Here, you can view household information. You can update the primary telephone number of the household on this screen. If there is any other information on this screen that needs updating, contact your student's school directly. To update a household phone number, click *Update*.
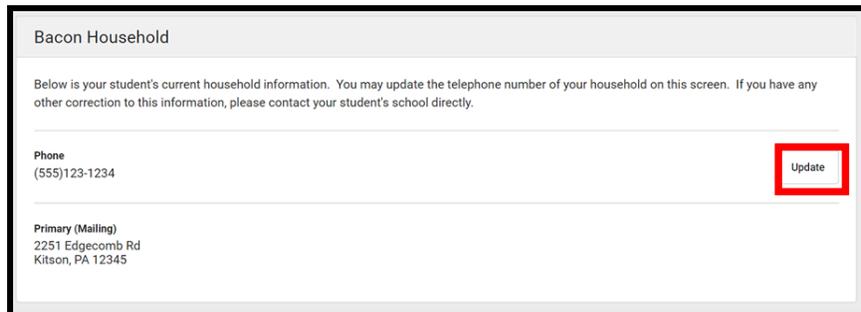
   NOTE: If the household phone number does not receive Text messages, you will not receive messages from transportation.

3. After updating the Household Phone Number, click *Update*.