

REGISTRATION FREQUENTLY ASKED QUESTIONS

What is the link to complete Registration?

- The registration link for parents who **already have a Parent Self Serve (PSS) account** (including those who have ever had a PSS account at any time in the past) is:
<https://is-teams.aisd.net/selfserve/HomeLoginAction.do?parent=true&teamsStaffUser=N>
- For those who have **NEVER had a PSS account and do not have any currently enrolled children**, the link is: <https://is-teams.aisd.net/registration/#/Login>
- For those who have **NEVER had a PSS account but do currently have a child enrolled in Arlington ISD**, please select Register at:
<https://is-teams.aisd.net/selfserve/EntryPointHomeAction.do?parent=true>

What steps do I follow to complete parent registration for a Parent Self Serve account?

The steps to complete registration are available as a pdf [step by step guide](#).

Where do I recover my username? Where do I reset my password?

Username Recovery is available at
<https://is-teams.aisd.net/selfserve/SignOnForgotUserIdAction.do?x-tab-id=undefined>

Password Reset is available at
<https://is-teams.aisd.net/selfserve/HomeLoginAction.do?parent=true&teamsStaffUser=N>

What if password reset did not send an email/text to me?

Please check your email “spam” folder as most password resets are treated as spam by internet providers. If you do not find the email in your spam folder, you may not have provided the correct username for your Parent Self Serve account. Username Recovery is available at <https://is-teams.aisd.net/selfserve/SignOnForgotUserIdAction.do?x-tab-id=undefined>

Must I use a specific browser for Parent Self Serve (PSS) and registration?

All items are **optimized for Google Chrome**. There is functionality that may not work correctly with other browsers. If you do not have Chrome, it can be downloaded for computers, iPhones or Android [here](#).

Why will the system not allow me to create a Parent Self Serve (PSS) account?

Please check the following items: Parent/Guardian and Student names **MUST MATCH EXACTLY** in the system. Please check all spelling, capitalization, spacing and punctuation. Additionally, check that all names are



entered or hyphenated as listed on the certified birth certificate. Be sure to use the name on the birth certificate, not the preferred name of the child if it is different.

For Student ID, do not enter the child's entire email address but only the numbers in the ID assigned to the child (same as the lunch number).

For SSN or State ID Number, enter SSN assigned by Social Security Administration without dashes. If you enrolled your child without a SSN, please contact the campus for the ID to use in this field.

For Parent/Guardian email, enter as all lowercase letters.

My children are not showing in my account. Why not?

If your children are returning to Arlington ISD and you do not see all of your children, you will need to contact the school office. The school will merge all students and link to your current account for visibility.

If your child is new to Arlington ISD, you will choose "Add a Student" in the drop down list.

The wrong school is showing in my account. How can I fix this? (I have an approved transfer, I have moved addresses, or my child was accepted to an academy.)

The school your student is zoned to attend, based on your address in the system, will populate for enrollment. You will not be able to change the zoned school. Complete the form with the selected school.

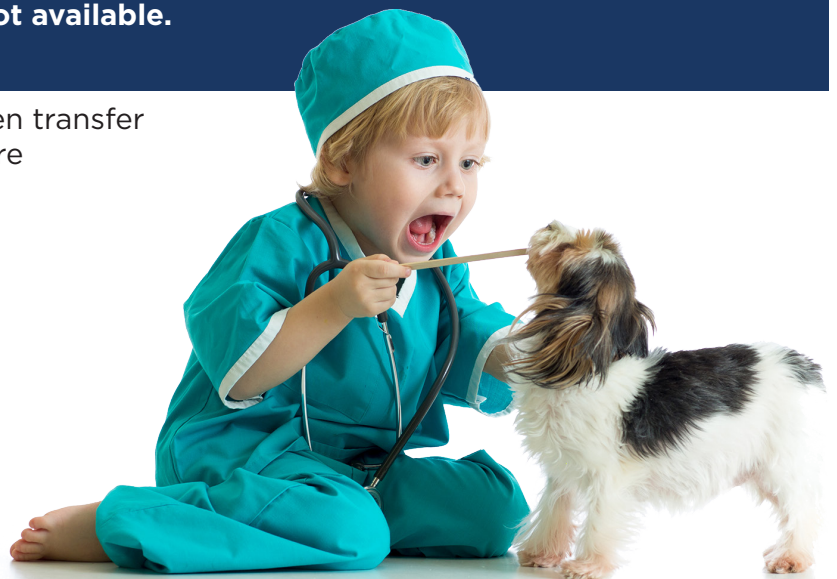
If you have an approved transfer, letter of acceptance to an academy, or need to update the address, contact the new school to update it in the system. The school name will be updated once all paperwork has been validated.

Why is the wrong school showing for my newly enrolled student?

The school selected is based on the address provided in the system. If the address is incorrect, please contact your child's school. The campus will be able to update it for you in the system.

The school I want my child to attend is not available. May I choose another?

Transfers are only available during the open transfer windows. Dates of the transfer windows are posted at aisd.net/transfer.



My transfer was accepted and my child is new to the district, so I've never had a Parent Self Serve account with Arlington ISD. What's my next step?

To register your child, please follow the steps outlined for a New Student.

- If you have **NEVER had a PSS account and do not have any currently enrolled children**, the link is: <https://is-teams.aisd.net/registration/#/Login>
- The link to complete for parents who **already have a PSS account** (including those who have a historical PSS Account) is: <https://is-teams.aisd.net/selfserve/HomeLoginAction.do?parent=true&teamsStaffUser=N>
- For those who have **NEVER had a PSS account but do currently have a child enrolled in Arlington ISD**, please select Register at: <https://is-teams.aisd.net/selfserve/EntryPointHomeAction.do?parent=true>

Documents were not uploaded but I have them now. Where do I upload?

Please log back into the PSS Portal, return to the "Attachments" page, and upload the documents you need to provide.

You may also email the documents along with the student's first and last name, student ID number if known, and the first and last name of the parent/guardian, to the campus contact for your student's school.

There has been a change to the Parent/Guardian on my account due to custody. How do I change that in the system?

We understand that your custody documentation may necessitate a change to the account and who will complete the online registration. As a security precaution, we do not change the responsible parties without picture IDs.

Please email or call your student's school to assist you with these changes.

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