

Why can't a new teacher who is also a parent access the faculty portal?

Updated Jul 13, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your Implementation or Account Manager for additional information.

If a parent becomes a teacher, you need to update their user account so that they can access the faculty portal. To do this:

1. Navigate to the 'Find User Accounts' query on the System homepage.
2. Query the person and – in the query results – click the 'Security Admin' link.
3. Run the *Convert Parent Account to Staff Account* procedure from the Action menu.
4. Ensure that the person has the 'Faculty' security role on the Security Roles tab.

You should also double check their portal membership:

1. Portal Admin homepage > Faculty Portal > Membership (Enabled) tab.
 - If they aren't enabled, check the "Disabled" tab and flip their status to "Enabled."
 - If they were automatically added as "Disabled," it means that the default membership role is disabled, which you can check on the General tab of the portal record.
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