

## Illuminate Education Home Connection Parent Portal - FAQ's

### 1. What is Illuminate?

**A:** Illuminate is the student information system that PGUSD uses to manage information such as grades, attendance, demographics, courses, etc. Since Illuminate is web-based, some of this information can easily, but safely be shared with parents and students.

### 2. What is the Illuminate Home Connection Parent Portal?

**A:** Illuminate Home Connection (a.k.a. The Parent Portal) is a feature of the Illuminate Student Information System that provides legal parents/guardians immediate access to current and past grades, state test scores, information about class assignments, and attendance records. The Parent Portal can improve communication about the student's academic progress between home and school.

Parents/guardians and teachers can use the portal to message one another in real time. Additionally, parents/guardians will also be able to update their contact information along with registering their student(s) each year by using the online registration form available in the Illuminate Parent Portal in the spring of each school year..

### 3. How does one get a Parent Portal username and password?

**A:** A letter with registration information will be distributed to the primary legal parent or guardian. If you did not receive a letter and would like access to the Parent Portal, please visit [pgusd.org/illuminate4parents](http://pgusd.org/illuminate4parents) and complete the **PG Parent Portal Request Form**. Note: only for current authorized/legal parent/guardian will be given portal access. Once your application has been approved and processed, a letter and/or email message will be sent to you containing instructions on activating your portal access. A valid **email address** is required to use the Parent Portal.

### 4. Do I need a separate login for each of my studentren?

**A:** No, each parent/guardian receives one unique login for all students attending any school in PGUSD.

### 5. When can I access the Parent Portal?

**A:** The Parent Portal is available to parent(s)/guardian(s) 24 hours a day, seven days a week. You can use any internet-connected device to access the portal at [pgusd.illuminatehc.com/login](http://pgusd.illuminatehc.com/login) .

**6. Who may access the Parent Portal?**

**A:** Legal parent(s)/guardian(s) who have a username and password may access the parent portal. Only one access key will be issued per parent/guardian regardless of how many students are in the family. They will be able to see all students from one login.

**7. Is the Parent Portal secure?**

**A:** Yes. In order to access the portal, the authorized user (parent and/or legal guardian) uses their individual username (usually an email) and a unique password. The portal has SSL encryption which provides an additional level of security. Please ensure that your password remains confidential.

**8. My spouse and I are separated/divorced. Can we get another parent username and password for our student's/studentren's account?**

**A:** Yes. Illuminate allows all legal guardians to create an account with their unique access key. Once assigned an access key, each parent can establish a separate and unique username (their email address) and a secure password. Both parents accounts will then be linked to the same student(s).

**9. Do I need a new username and password each year if my student is returning?**

**A:** No, all login information will remain active as long as your student is enrolled in PGUSD.

**10. How do I get more help?**

**A:** Technical resources about Illuminate can be found on the PGUSD Illuminate Parent Help Page: [pgusd.org/illuminate4parents](http://pgusd.org/illuminate4parents). You can also contact your student's school office or the appropriate teacher with questions regarding class information found on the Parent Portal.

**11. Whom should I contact if I have a question?**

**A:** Grades for class assignments during the current semester: Talk with your student first. If you still have questions, you may call your student's teacher or email him/her. General attendance questions should be directed to your school office.

**12. What do I do if I forgot my login information or I feel my account has been compromised?**

**A:** As long as you registered with an email, you can request a new password on the front page of Illuminate Home Connection/Parent Portal. If you continue to have difficulties, contact your student's school office as soon as possible to make arrangements to pick up the new login information at the school office. Please bring a photo identification at this time. This protocol is established for the safety/security of the student records.

**13. Can I change my password?**

**A:** Yes, you may change your password directly on Parent Portal by clicking on the gray button that says "Forgot Password".