

REGISTRATION FREQUENTLY ASKED QUESTIONS

What is the link to complete Registration?

The registration link for parents who **P S S (PSS)** (including those who have never had a PSS account and those who have previously had a PSS account) is:
<http://i-earn.ai.dne.edu/elf/elf/HomeLoginAc ion.do?parent=ref&eam Sa U er=N>

For those who have **NEVER, PSS**, the link is: <http://i-earn.ai.dne.edu/registration/#/Login>

For those who have **NEVER, PSS** **A ISD**, please elect Registration at:
<http://i-earn.ai.dne.edu/elf/elf/En r Poin HomeAc ion.do?parent=ref>

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 b](#) [step guide](#).

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

Username Recovery is available at <http://i-earn.ai.dne.edu/elf/elf/SignInForgo U erIdAc ion.do? - ab-id= nde ned>

Password Reset is available at <http://i-earn.ai.dne.edu/elf/elf/HomeLoginAc ion.do?parent=ref&eam Sa U er=N>

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

Please check your email spam folder as most password resets are read as spam in order to protect your privacy. If you do not find the email in your spam folder, you may have provided the incorrect email for your Parent Self Serve account. Username Recovery is available at <http://i-earn.ai.dne.edu/elf/elf/SignInForgo U erIdAc ion.do? - ab-id= nde ned>

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

All items are **S G C**. There is functionality that may not work correctly in other browsers. If you do not have Chrome, it can be downloaded for computer, iPhone 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 name **MUST MATCH EXACTLY** in the system. Please check all spelling, capitalization, spacing and punctuation. Additionally, check that all names are

entered or happened as listed on the certified birth certificate. Before entering the name on the birth certificate, note 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 number 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 if the child has one. If not enrolled or child does not have a SSN, please contact the camp for the ID to be included.

For Parent/Guardian email, enter a valid local email address.

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 student and link to your current account for availability.

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



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.

1. If you have **NEVER**, **PSS** account, the link is: <http://i-learn.aisd.net/register/#/Login>
2. The link to complete for parents who have a historical PSS Account (including those who have a historical PSS Account): <http://i-learn.aisd.net/elf/e/HomeLoginAction.do?parent=email&email=SAUser=N>
3. For those who have **NEVER**, **PSS** account at **Arlington ISD**, please elect Register as: <http://i-learn.aisd.net/elf/e/EnrPointHomeAction.do?parent=email>

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

Please log back in to 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 having a record of documentations may necessitate a change to the account and how it will complete the online registration. As a precaution, we do not change the responsible parties in the picture ID.

Please email or call your student's school to advise of the change.

