About Status Codes

Parent Portal accounts have two status codes that appear when you view a parent account: Login Status and Password Status. The following lists the value of each status code, what it means, and the processing that took place in the background. It also lists the steps parents take to activate an account.

**Note:** In order for a parent to be able to login to the Parent Portal via the MyUNH tab and to access services, the following statuses must be displayed:

- Login Status = Active
- Password Status = Created

**LOGIN STATUS**

- **Active**
  - What this means: The student has created the parent account.
  - Result: Parent is able to activate the account (or already has).
  - Background processing:
    - When account is first created, the initial Password Status is Pending Parent Action (see Password Status codes below).
    - Email notification is sent to the student confirming the account set up (Subject: “Parent Account Created”).
    - Email notification is sent to the parent giving the Username and Temporary Password along with instructions to activate the account (see below).

- **Active / Password Reset**
  - What this means: Student has reset the parent account (i.e. changed the Login Status to Reset).
  - Result: Parent must reactivate the account in order to access the Parent Portal (see below).
  - Background processing:
    - Password Status is changed to Pending Parent Action.
    - A new Temporary Password is created and replaces the old password.
    - Email notification is sent to the student confirming the status change (Subject: “Parent Account Reset”).
    - Email notification is sent to the parent giving the new Temporary Password along with instructions to reactivate the account.
    - Parent must reactivate the account with the new Temporary Password following the same procedures as initial activation (see below).

- **Inactive**
  - What this means: The student has inactivated the parent account (i.e. changed the Login Status to Inactivate)
  - Result: Account is disabled. Parent may not login to Bb or access the Parent Portal.
  - Background processing:
    - Email notification is sent to parent and student confirming the status (Subject: “Parent Account Inactivated”).
    - If parent never logged in, the Password Status would show Pending Parent Action, otherwise it would show Created
    - To permit the parent to reactivate the account, student must reset the account.
• **Locked**
  o **What this means:** Parent has failed login attempts (via MyUNH tab) too many times, or has failed to enter verification info too many times when attempting to reactivate account.
  o **Result:** Account is disabled. Parent may not login to Bb or access the Parent Portal.
  o **Background processing:**
    - Email notification is sent to parent and student confirming the status (Subject: “Parent Account Locked”).
    - If parent never logged in, the Password Status would show *Pending Parent Action*, otherwise it would show *Created*
    - To permit the parent to reactivate the account, student must reset the account.

**PASSWORD STATUS**

• **Pending Parent Action**
  o **What this means:** The parent needs to establish a new permanent password to activate or reactivate the account (see below).
  o **NOTE:** Parent must activate the account within 30 days of the notice or the student must reset the account.

• **Created**
  o **What this means:** The parent has established a permanent password and activated or reactivated the account.

**HOW PARENT ACTIVATES AN ACCOUNT**

When a parent needs to activate or reactivate an account, he or she should refer to the notification email that is sent when an account is created or reset. Parent activates the account via the *Login Help* tab using the following steps:

1. Enter Username and Temporary Password contained in the notification email
2. Enter verification information (Telephone, Student City of Birth)
3. Agree to Terms and Conditions of Use
4. Choose a new permanent Password
5. Choose a Secret Question and Answer to use in case of forgotten Username or Password.

After the parent activates the account, the following takes place:

• Email confirmation is sent to parent and student (Subject: “Parent Account Activated”).
• Password Status changes to *Created*
• Login Status changes to *Active*