

1. Creating an Account – New Families/Students

The process below is for families or students who are **not** currently enrolled in this international student program. If the family already has a student enrolled in this international student program, see the *Creating an Account – Existing Families / Students* section of this guide.

Step 1:

Navigate to the Secure Family Portal page. This link will be provided by the international student program.

Step 2:

Click the **Parents Start Here** link (wording may be different depending on configuration).



Parent Start Here

For parent contacts of enrolled students or parents who are not working with an agency and wish to create and submit online student applications.

Step 3:

Click the **Create Account** link.



Step 4:

Enter the required information in the **Account Details** screen.

Account Details

First Name: * 1

Last Name: * 2

Email: * ✓ 3

Password Requirements:

- minimum of **8 characters** in length
- contain at least one lower case letter (**a-z**)
- contain at least one upper case letter (**A-Z**)
- contain at least one number (**0-9**)
- contain at least one of the following symbols: **!@#&**

Password: * 4

Retype Password: * 5

6

An **Account Creation Successful** message will appear, notifying the user that an email has been sent. Check junk/spam folders if the email is not received within 15 minutes.

✓ **Account Creation Successful!**

Please check your email inbox for a validation email which requires

Please note you have 24 hours to complete this process.

Return to [Sign In](#) page.

Step 5:

Check your inbox for a message with subject starting with “User Account Verification”. **Click the link to complete the account creation.** You will get the following message:

 **Validation Successful!**

Return to [Sign In](#) page.

Click the Sign In link to return to the sign in page.

Step 6:

Enter the email and password used to create the account and click the Sign In button.



The screenshot shows a sign-in form with the following elements:

- Email: (1) 
- Password: (2)
- (3)
- REMEMBER MY EMAIL

Step 7:

Read the TRUE North Privacy Policy and click to proceed to the family portal.

Congratulations! You have created a family portal account!

2. Accessing Account – Existing Families/Students

The process below is for families with students **already** currently enrolled in this international student program. Parents/guardians of students already enrolled in the international student program must exist as a contact in the TRUE North database and have a valid email address. Contact the international student program for assistance, if needed.

If the family does not have a student currently enrolled in this international student program, see the *Creating an Account – New Families/Students* section of this guide.

Step 1:

Navigate to the Secure Family Portal page. This link will be provided by the international student program.

Step 2:

Click the **Parents Start Here** link.



Parent Start Here

For parent contacts of enrolled students or parents who are not working with an agency and wish to create and submit online student applications.

Enter the email address **associated with the parent or student** and password.

If you do not know your password, proceed with steps 3 to 9.

Step 3:

Click the **Reset Password** link. **Only click this link once.**

 [Reset Password](#)



 [Create Account](#)

 [Portal Home](#)

Step 4:

Enter your email address. **This must be the email address on file.** Click the **Reset Password** button. You will see a confirmation message that an email has been sent.

Reset Password

To request a password reset, enter your email address and press the Reset Password button. An email will be delivered with instructions.

Email Address: * 



Reset Password Request Received

An email has been sent to angelinefowl@email.com with instructions on how to reset your password. Please note this request must be used within 12 hours.

Step 5:

Check your inbox for a message with subject starting with “Password Reset Instructions”. If you do not see this message within five minutes, please check your junk/spam folder. **Click the link to complete the password request.** You will get the following message:

✔ Reset Password Request Complete

An email has been sent to angelinefowl@email.com with your new password.
Return to [Sign in](#).

Step 6:

Return to your email inbox and locate a new message with subject which starts with “Your Reset Password for”. **Copy the temporary password to your clipboard or make note of it for logging in.** Click the Sign In link from the message in Step 5.

Your Reset Password for Presentation

DO NOT REPLY TO THIS EMAIL

This is an automated message from Presentation. Please do not reply.

You are receiving this message because a reset password request for the Secure Family Portal has been completed.

Your sign in email is: angelinefowl@email.com

Your new temporary password is: wWr368kC\$2aX

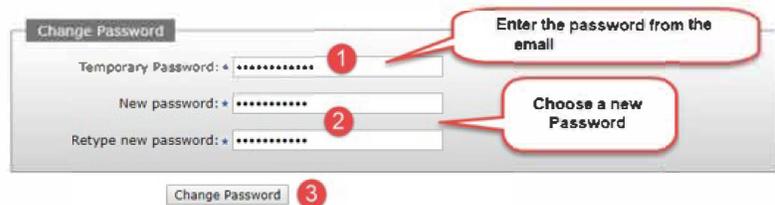
Login to the [Secure Family Portal](#) using the above credentials.

Step 7:

Login using your **email address** and **temporary password** copied from the email in Step 6.

Step 8:

Change your password by entering the “temporary” password from the email in Step 6, and a new password of your choosing. Click the **Change Password** button.



The screenshot shows a 'Change Password' form with three input fields: 'Temporary Password', 'New password', and 'Retype new password'. A red callout box labeled '1' points to the 'Temporary Password' field with the text 'Enter the password from the email'. A second red callout box labeled '2' points to the 'New password' field with the text 'Choose a new Password'. A third red callout box labeled '3' points to the 'Change Password' button at the bottom of the form.

Click **Continue**.

✔ Password Change Complete

[Continue](#) ←

Step 9:

Read the TRUE North Privacy Policy and click [I Accept and Agree](#) to proceed to the family portal.

Congratulations! You have created a family portal account!