


FAQ – ADDING NEW STUDENTS TO EXISTING PARENT PORTAL

- 1. I have an active Ascender Parent Portal. My children are currently enrolled in and attending Celina ISD or were enrolled last year on the last day of school. They will be returning to Celina ISD for the next school year. I have another child who has not been attending Celina ISD. What do I need to do to get this student enrolled?**
Your additional child will be considered a new student of an existing family. Click on the Parent Portal link on the top of the page.  This will take you to the Ascender Parent Portal Page. After logging in, click on your account and enroll a new student. You must complete the application for each new student you wish to enroll.
- 2. How much time do I need to complete the online forms?** It will take approximately 25 minutes per child to complete registration.
- 3. I do not have a computer and/or internet access at home. How do I enroll my child?** You may use any computer with internet access. For example, you may go to a friend, family member, the public library or a Celina ISD campus. Please call ahead to make an appointment at the campus.
- 4. When and where can I go for help with updating my information on-line?** Each campus will be available to assist. Please call ahead to make an appointment.
- 5. Will my information be secure?** Yes. The information is uploaded through a secure, encrypted website. However, you **MUST** click the logout button at the end of your session. You must also remember to keep your user name and password secure.