

SIS Gateway – Frequently Asked Questions

FAQ: Can more than one parent register for access to the SIS Parent Gateway?

Yes, by reusing the student pin assigned to the student. **Student PINs:** The student PINs can be reused multiple times, parent(s)/guardian(s) can register for their **own** Gateway account with their own email address with the same PIN.

FAQ: When I try to register my child, it's saying I must visit my child's school to verify my identity. What am I doing wrong?

Custody Alerts: If the parent/guardian gets a message directing them to come to the school's main office to verify their identity, this means there is a custody alert set up for this student and the account will need to be created with the Data Processor at the school site. Please call to make an appointment and bring identification when you come.

FAQ: I've entered the password wrong so many times and now I'm locked out.

Exceed Login Attempts: The timeout period for a lockout is 2 hours. Parents have to wait the 2 hours.

FAQ: I don't remember the password I set up for my child. Should I call the school to reset it?

Reset Password: Parents have the ability to reset their passwords, schools cannot reset the password for them. When the password is reset the parent gets an auto generated password from the system. This password may contain unique characters. It is recommended that the parent copy and paste the auto generated password into the login. The parent can then change the password to a personal password.

FAQ: I accidentally threw my parent letter away. It had the student pin on it. What do I do now?

Parent Letters: These can be printed or emailed for individual students. If you don't have your pin, it will not be given to you over the phone. A new letter can be emailed to you and then the SIS Gateway manager can assist you if you are still having trouble.

FAQ: How do I verify my email?

Verification of email: Have the parent go into the preferences, click on the notifications tab, click on the email address and click save. A new email verification will be generated to the parent with the correct verification link.

FAQ: Does it matter what browser I am using?

Chrome Browser: Google Chrome is the preferred web browser for the SIS Gateway, some functions within the Gateway may not function in other web browsers.

FAQ: SIS Gateway keeps telling me my information does not match their records. What is going on?

Incorrect Birth Dates in SIS: When parents are registering their students, if they enter their child's birthdate and it does not match the birth date in SIS (due to incorrect entry) they will get an error saying "The information does not match our records". The birth date needs to be verified using the birth certificate in the Cum Folder.

FAQ: I'm having problems logging in and I know I registered correctly.

Use your password you created and not your pin from the letter to log in: When parents are registering their students, it will ask you to create a password. Write that password down somewhere, as it will not be sent to you. To log in after you register, you must use the email address you used to register and the password you created during registration.

FAQ: How do I find the SIS Parent Gateway?

School Web Page and Districts Website: Our school website is www.deht.palmbeachschools.org

Access to the SIS Parent Gateway can be found under the scrolling pictures. The tiles are red. To access the SIS Gateway from the district website, go to www.palmbeachschools.org Click on Parents and the SIS Gateway tile will be on the right hand side of the screen under Reminders. You may also download the SDPBC App.

School District App: The Gateway link in the SDPBC App will only work for parents. Students will not be able to use the App to log into the Gateway.

To submit a request for your SIS Parent PIN, click [here](#).