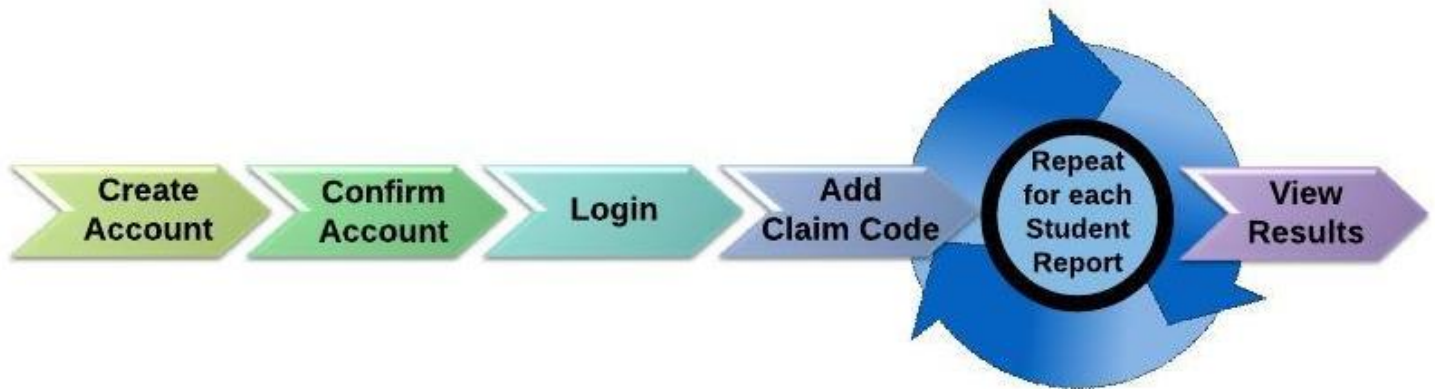# What You Can Do with the New Jersey Parent Portal

The New Jersey Parent Portal provides parents and guardians online access to how their child performed on the New Jersey assessments. After creating and confirming your account, you'll be able to log in to the Portal and enter a code found on the paper copy of your student's Individual Student Report (ISR) to view your student's test results and explanatory information. You'll also be able to access and print results for multiple administrations and students starting from the Spring 2019 New Jersey Student Learning Assessment for English Language Arts and Mathematics (NJSLA-ELA/Math).

Overall, the Portal offers a secure and convenient way to access test results for your student(s). The diagram below shows the process for gaining access to and using the Portal. We'll talk about each step in more detail on the following pages. Creating and confirming your account is a one-time process, but once you have your account set up, you'll have unlimited access to the other activities covered in this guide.
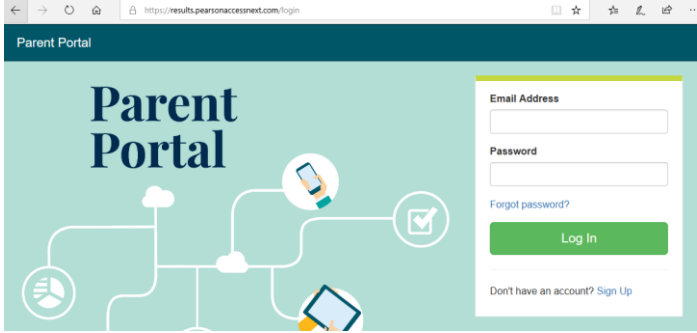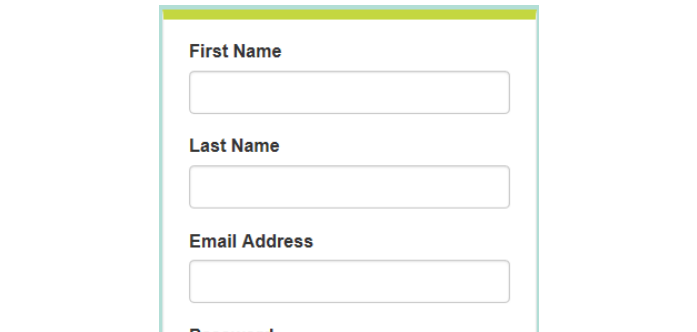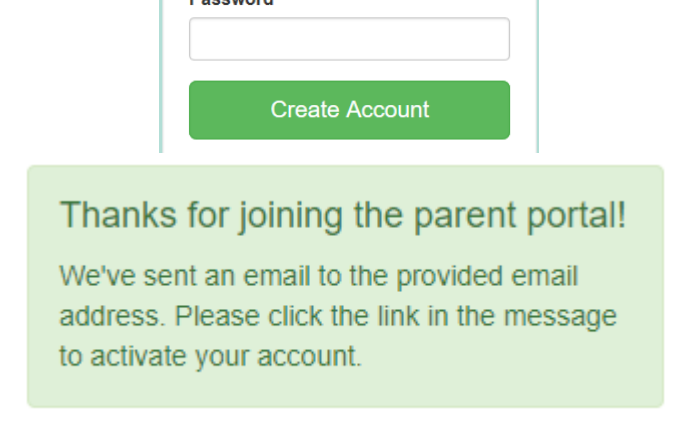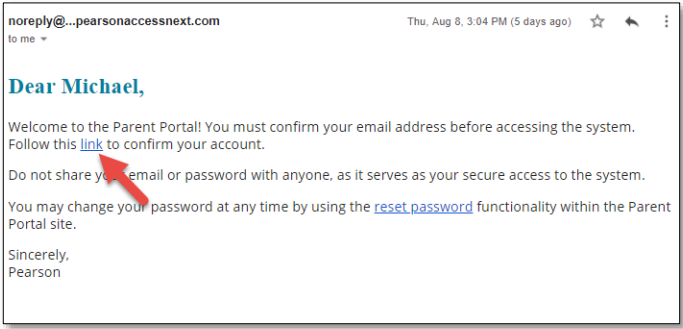

Start Here
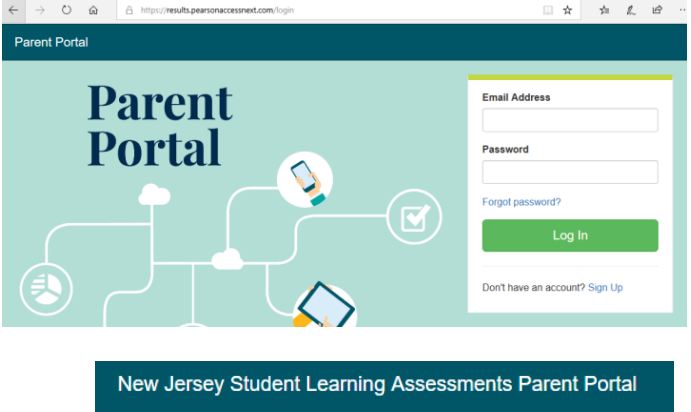
Create an Account

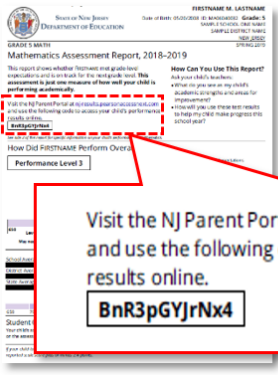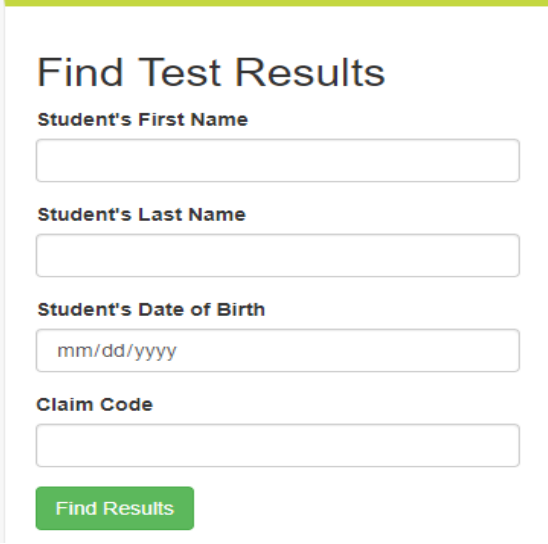| Step	Visual Aid
Using a computer or mobile device, go to **nj-results.pearsonaccessnext.com** and select the **Sign Up** link. For reference, also note on this screen the link directly below about more information on reporting.	
On the next screen, enter your First Name, Last Name, Email Address, and an initial Password. **Password requirements:** • Minimum 8 characters • at least one upper case letter • at least one lower case letter • at least one number	
Select **Create Account**. You'll see an onscreen message. A system-generated email will be sent to the email address you entered that contains a link to confirm your account. **If you have a problem creating an account, click <u>here</u> or go to the Troubleshooting section on page 7.**	

Confirm your Account

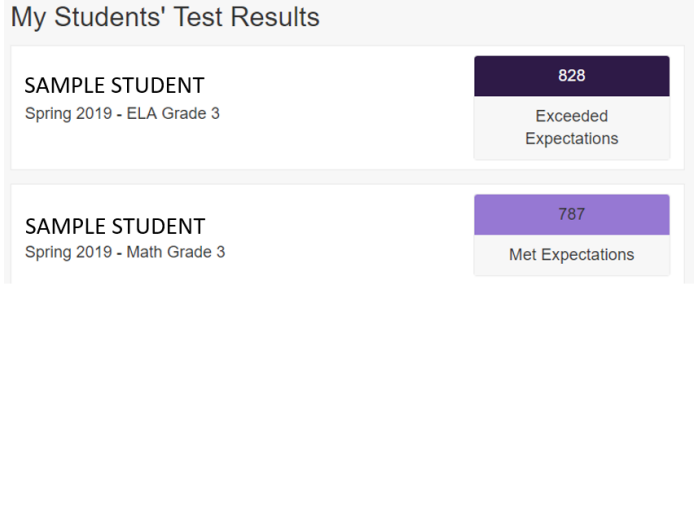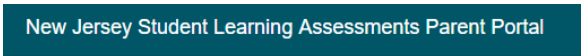| Step	Visual Aid
Access your email account that you used to create your Parent Portal account.	noreply@...pearsonaccessnext.com Thu, Aug 8, 3:04 PM (5 days ago) to me ▾ **Dear Michael,** Welcome to the Parent Portal! You must confirm your email address before accessing the system. Follow this link to confirm your account. Do not share your email or password with anyone, as it serves as your secure access to the system. You may change your password at any time by using the reset password functionality within the Parent Portal site. Sincerely, Pearson
Find the "Please Confirm Your New Account" email from **noreply@pearsonaccessnext.com**. Be sure to whitelist this sender for future emails and add Pearson to your address book. **If you didn't receive the email, click <here> or go to the Troubleshooting section on page 7.**	
Select the confirmation link within the email to activate your Parent Portal account and return to the Login page.	

Log in to Your Account

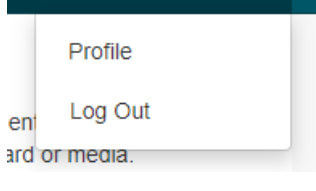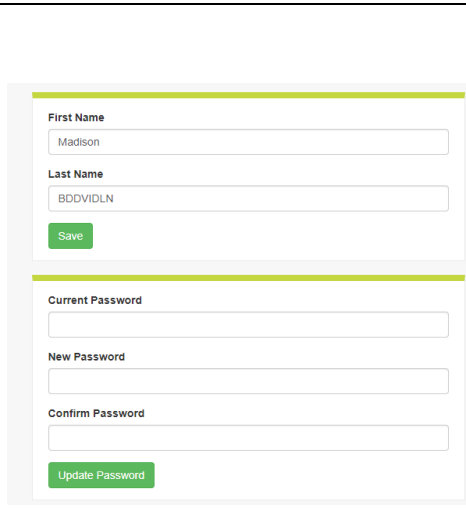| Step	Visual Aid
Go to **nj-results.pearsonaccessnext.com**.	Parent Portal **Parent Portal** Email Address Password Forgot password? Log In Don't have an account? Sign Up New Jersey Student Learning Assessments Parent Portal
Enter your **Email Address** and **Password**.	
Select **Log In**. You should see a page with the Portal title at the top. **If you have problems logging in, click <here> or visit the Troubleshooting section on page 7.**	

Add a Claim Code

Step	Visual Aid
Locate the Claim Code on the paper copy of your student's Individual Student Report(s). The same claim code will work for ELA and Math results. **If you don't have a claim code ready, click <here> or visit the Troubleshooting section on page 7.**	Visit the NJ Parent Portal at nj-results.pearsonaccessnext.com and use the following code to access your child's performance results online. BnR3pGYJrNx4
Enter the Student's First Name, Last Name, Date of Birth, and Claim Code **exactly as it is printed** (including case sensitivity) on the Individual Student Report, in the appropriate fields in the Find Test Results section of your Parent Portal account.	**Find Test Results** Student's First Name Student's Last Name Student's Date of Birth mm/dd/yyyy Claim Code Find Results
Select **Find Results**. Your student should then be listed on the right of the screen. **If the student's result is not found, click <here> or visit the Troubleshooting section on page 7.** **If the student's name or date of birth is incorrect on the Individual Student Report, click <here> or visit the Troubleshooting section on page 7.**	

View Results

Step	Visual Aid
Under My Student's Test Results, review the test(s) your student took and their overall numerical score and performance level. For more information on how to interpret the results, select the link to the Score Interpretation Guide for Parents and Guardians located on the right side of the screen. In addition, results for some administrations may also include a link to a personalized video that provides a step-by-step overview of your student's results. Coming soon, you'll be able to access and print details of the test results including the reporting category scale score (ELA only) and subclaim category performances by selecting the name of the student for each test.	My Students' Test Results SAMPLE STUDENT Spring 2019 - ELA Grade 3 **828** Exceeded Expectations SAMPLE STUDENT Spring 2019 - Math Grade 3 **787** Met Expectations
When you are done viewing the results for a student, use the **Parent Portal** title or the Back button on your browser to return to the main screen to enter a different Claim Code for another student (if applicable). If you are done with all students, select the Log Out option from the menu appearing when selecting your email address in the upper right hand corner.	New Jersey Student Learning Assessments Parent Portal

Changing Your Account Profile

Step	Visual Aid
If at any time after successfully logging in you want to edit the name or password associated with your account, select your email address in the upper right hand corner, and then select **Profile** from the drop-down menu.	Profile Log Out
On the following screen, enter changes to your names and/or your password in the appropriate fields, and then select **Save** and/or **Update Password**. Note: You can't change the email associated with your Portal account. If you can no longer access that email address, you'll need to create a new Portal account.	First Name Madison Last Name BDDVIDLN Save Current Password New Password Confirm Password Update Password

Troubleshooting

Use the table below for issues with your account or access to test results.

Issue	Resolution
The system said my email address is already in use for an existing account when attempting to create a new account.	You may have already created an account for the Parent Portal. Try logging in. If needed, use the **Forgot password?** link on the login page (see below).
I didn't receive the initial email to confirm my account.	Try these steps: 1. Check your spam or junk mail folders 2. Try creating a new user account with the email you used initially tried to use to setup your account. If you receive a success message, this may indicate the account wasn't created or the email was entered incorrectly. You should check to see if you receive an email. Or, If you receive a message stating "Email address is associated with an existing account." go on to next step. 3. Add Pearson to your address book or (If applicable) check with your IT department to ensure all emails from the "Pearson.com" domain are allowed into your inbox. 4. Contact Pearson Customer Support.
I received an "Account Not Verified" message when trying to log in.	You will need to verify your account by following the link sent in the initial email. Select the Log Out option from the menu appearing when selecting your email address in the upper right hand corner, click the link in the email to verify your account, and login again. Note: if you still see the "Account Not Verified" screen, try logging out and back in again.
I received a "Supplied credentials are invalid. Email address or password was incorrect." message when trying to log in.	Try these steps: 1. Click on the Forgot Password link on the login screen. If you receive the email, reset your password and try to login again. 2. Try creating a new user account. An email address could have been miss-typed when creating the new account or the account may not have been initially created. 3. If you receive an "Email address is associated with an existing account." message after completing steps 1 & 2, please Contact Pearson Customer Support.
I forgot my password.	Select the **Forgot password?** link on the login page. You'll be prompted to enter your email address, and a new system-generated email will be immediately sent to you with a new link to reset your password. Please use the link in the newest email, and do not use a previous password.
I don't have my student's ISR. The ISR doesn't include a claim code.	You will need an ISR that includes a claim code to add student results to your account. Only supported administration ISRs have a claim code included. If the ISR does not include a claim code for the Parent Portal, you will not be able to add the results.
I received a Student Results Not Found message.	Verify the first name, last name, date of birth, and claim code match exactly as they appear on the ISR. If problems still exists, please reach out to your school/district.
The student's information on the ISR is incorrect.	If you are sure the ISR is for your student, go ahead and add the student's results to your profile and then contact your school/district to make the name change. You will see the name change reflected in Parent Portal after the school/district updates it in the administration database (PAN). If you are not sure the ISR is for your student, please contact your school/district.