

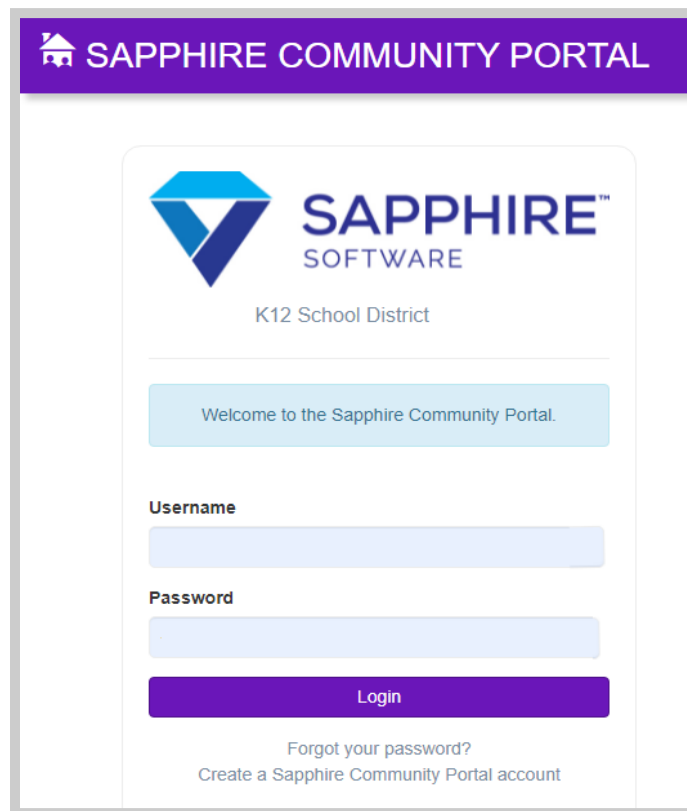
The New Sapphire Community Portal - Information for Parents and Students

Exciting changes have been made to the Sapphire Community Portal (SCP), formerly known as the Community Web Portal! The redesigned SCP has updated logos, colors, and illustrations and is built to be used on almost any internet-connected device - computer, tablet, or phone. It is easier to navigate and upload documents. In addition, users no longer need a PIN to log on. User accounts are automatically converted.

The New Sapphire Community Portal

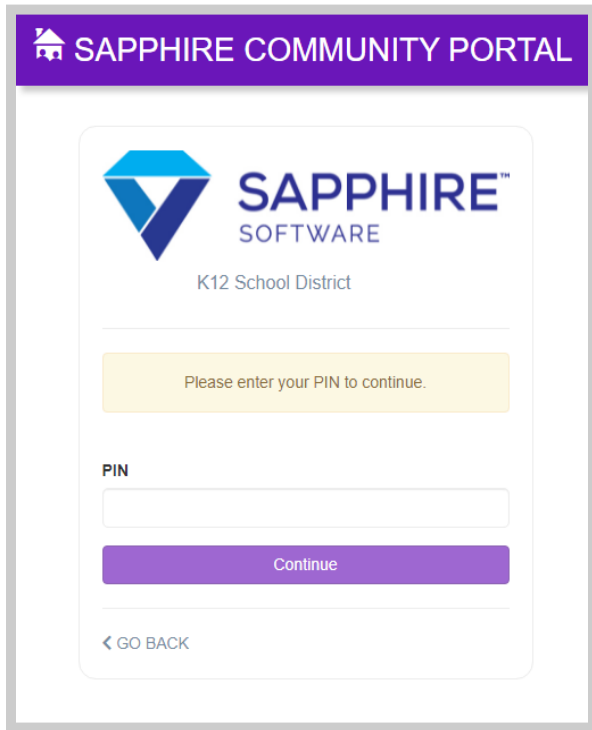
Your account will be automatically upgraded in three easy steps.

1. Log in to the new SCP at the same URL and with the same **Username** and **Password** you currently use.



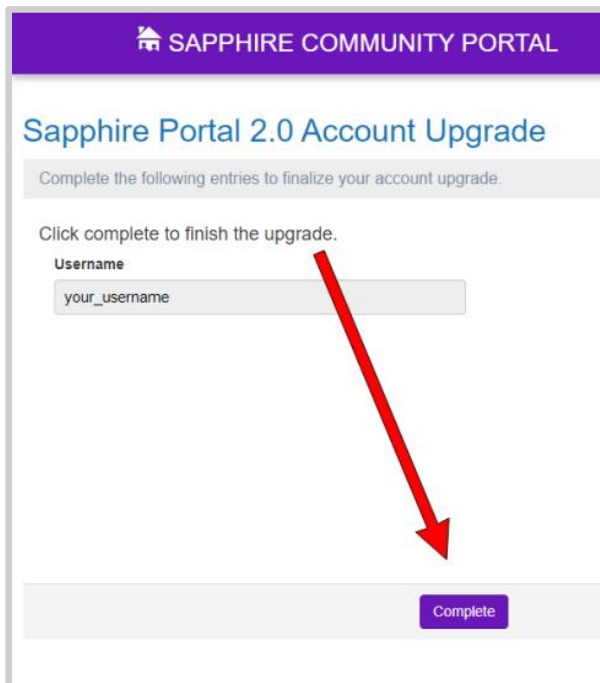
The screenshot shows the login interface for the Sapphire Community Portal. At the top, there is a purple header with a home icon and the text "SAPPHIRE COMMUNITY PORTAL". Below this is a white box containing the Sapphire Software logo (a blue and purple diamond shape) and the text "SAPPHIRE™ SOFTWARE". Underneath the logo is "K12 School District". A light blue box contains the text "Welcome to the Sapphire Community Portal." Below this are two input fields: "Username" and "Password". A purple "Login" button is positioned below the password field. At the bottom of the white box, there are two links: "Forgot your password?" and "Create a Sapphire Community Portal account".

2. You are prompted to enter your PIN one final time to continue.



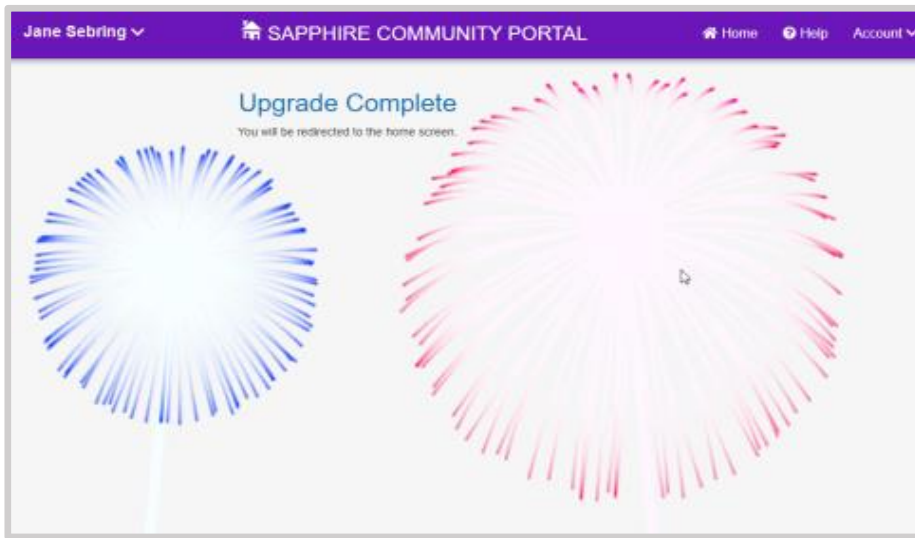
The screenshot shows the 'SAPPHIRE COMMUNITY PORTAL' header in a purple bar. Below it is the Sapphire Software logo and 'K12 School District'. A yellow box contains the text 'Please enter your PIN to continue.' Below this is a 'PIN' label and an empty input field. A purple 'Continue' button is positioned below the input field. At the bottom left, there is a '< GO BACK' link.

3. Parents are prompted to change their **Password** and may be prompted to change their **Username**. Students continue to use the same **Password** and **Username**. All users must click or tap **Complete** to continue.



The screenshot shows the 'SAPPHIRE COMMUNITY PORTAL' header. The main heading is 'Sapphire Portal 2.0 Account Upgrade'. Below it, a grey box says 'Complete the following entries to finalize your account upgrade.' The text 'Click complete to finish the upgrade.' is followed by a 'Username' label and an input field containing 'your_username'. A red arrow points from the input field to a purple 'Complete' button at the bottom of the form.

The **Upgrade Complete** screen displays and users are redirected to the new SCP home screen. Users receive an automated email notification that their account was upgraded.



FAQs for Parents and Students

How are accounts converted?

Parents and students log in once with the same username, password, and PIN they used previously.

- Parents have the option to change their username, and are required to change it if there is a conflict with another account. Students are not able to change their username.
- Parents must change their password. Students only have to change their password if there is a conflict with another account.

When will a student be required to change their password?

Student accounts will not be prompted to change their password in most cases. Students will only be prompted to change their password if there is a potential conflict with an existing account.

Why must parents change their passwords but not students?

Many schools use the same student username and password combinations for other utilities. For that reason, Sapphire is not requiring a password change.

Why can parents change their usernames but not students?

Student usernames are created by school administrators and are often used for other utilities in the school system.

Can a parent change their username to an email address?

Yes, they can. The new SCP allows email addresses to be used as account usernames.