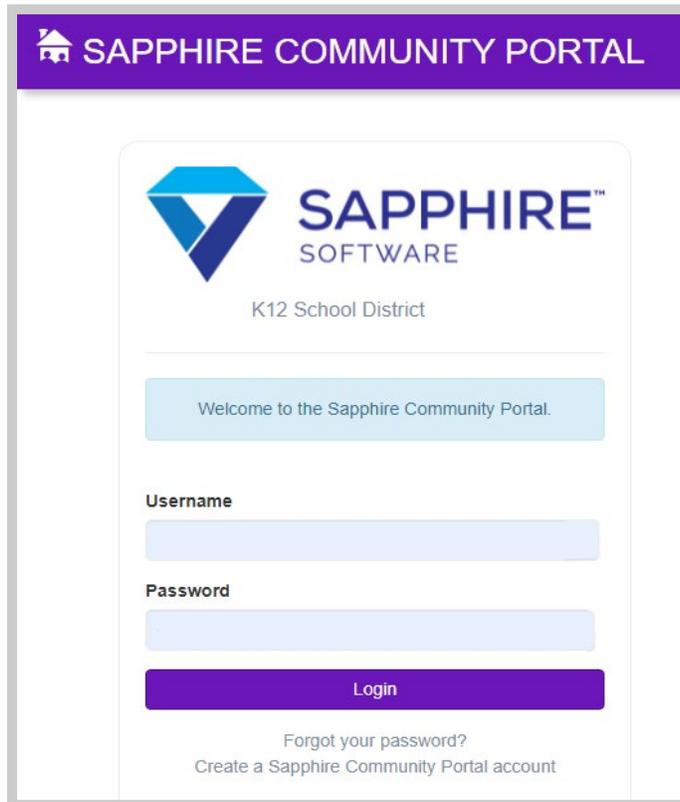# Sapphire Community Portal
Information for Parents and Students

Exciting changes have been made to the Sapphire Community Portal (SCP) 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, with virtually no effort by school administrators.

The New Sapphire Community Portal

Your account will be 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.

2. Only existing users will be prompted to enter a PIN one final time to continue.

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 **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.

What if one student has multiple accounts?

When a student's account is converted, any other student accounts that exist for the same student are deactivated, leaving only one account attached to that individual student. For example, if a student has two accounts because they applied for a new account when they forgot their password, once one account is converted to a PIN-less account, it will be the only active account for that student.

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.