

txConnect Parent Port FAQs

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Q: New user – Where do I start?

What you'll need: Parent Portal ID letter from MISD

On your computer, go to <https://gb.txeis14.net/pp221904>

Use the [New User?](#) link. This will step through setting up your own login ID and password, and link the account to your student(s).

- ***Create a username for yourself.*** Make sure you remember what this is – district or campus staff can't look it up.
- ***Create a password.*** Remember this one too – we can't look it up. The password must be between 6 & 9 characters, contain at least 3 of the following:
 - *lowercase letter*
 - *uppercase letter*
 - *punctuation*
 - *number*
 - [click here](#) for examples of valid and invalid passwords.
- ***Type the same password again in the Confirm box.***

- **E-mail address:** This is optional, but can be used to e-mail student information to you.
- **Choose a hint question.** *If you forget your password, you can recover it using this response. The response must be EXACTLY as you type it here. It IS case sensitive: “Badger” will not match “badger” – so remember the answer you enter here.*
- **Student Portal ID:** This is the letter & number combination from the letter you received from your child’s campus (if you received multiple letters, , any one will do). **You will NOT have to enter this number again** - unless you forget your Login ID.
- **Enter the student’s birthdate (same student the letter is issued for):** MM/DD/YYYY
- **Click “ADD”**
- **Click Finish**
- **You will now be able to see information for that student. To add other students to this account, see the section called “[more than one student.](#)”**

NOTE: If you’ve lost the letter, the secretary at your child’s campus can look up Parent Portal IDs.

Q: Where is the Login screen for this new system?

A: You can reach the new system in several ways:

1 – You can go directly to <https://gb.txeis14.net/pp221904>

Once there, you can set a Favorite or bookmark.

NOTE: There’s an “S” in the https:// part – it won’t work without that.

2 – Or, You can access the main Merkel ISD web page at www.merkel.es14.net

There’s a link under Quicklinks / txConnect Parent Portal

Q: I have more than one student at MISD. Can I view them all with one account?

A: If you have more than one student, you will receive multiple letters, and multiple Parent Portal IDs. You can consolidate your students under one userid for easy access. Here are the steps:

- 1: Select one student to setup the first account. Follow the the ['New User'](#) process outlined above. ***Do not set up the next student yet.***
- 2: Login again, or make sure you are still logged in.
- 3: Click the *My Account* link on the top (green) bar.
- 4: Locate the *Students* area, and click *Change*.
- 5: Under the Add New Student section, enter the Portal ID (from letter) and birthdate (MM/DD/YYYY)of your next student. Click *Add*.
- 6: **Be sure you click the SAVE button (bottom left) before proceeding!!!**
- 7: If you have additional students to add, follow steps 5 & 6 until they're all added.

You'll now be able to use your single login ID to access all students.

Q: I forgot my password. Can you look it up?

A: No. Under our new system, we do not have the ability to see parent passwords.

If you forget your password, click the **Forgot your Password?** link on the main login screen.

- **Enter your User Name & click Next. *NOTE: If you've also forgotten your username, you'll need to set up a new account. See the directions in setting up [new user id](#).***
- **After entering your user name, it will ask for the answer to your 'Hint Question.'**
 - o This is the question/answer you specified when the account was set up.
 - o It must match EXACTLY. If it does not, and you can't recover your password, you'll need to [set up a new account](#).
- **If you answer the Hint Question correctly, you will be able to set a new password, and will log you in automatically.**

Q: I forgot my Login ID. Can you find it?

A: No. Since the parents set the LoginID when they set up their account, we do not have the ability to recover it.

If you forget your Login ID, you'll need to set up a new account, using the steps above under the [New User](#) steps above.

Examples of good and invalid passwords:

Passwords must be between 6 and 9 characters long, and must contain 3 of the following:

-uppercase letter -lowercase letter -number -punctuation mark



Jdoe12 is a valid password – contains uppercase, lowercase, & numbers, and is 6 characters long.



jdoe123 is invalid. It contains only letters and numbers. It needs either a punctuation or uppercase character.



JDoe1 is invalid. Even though it contains upper, lowercase & a number, it's too short.