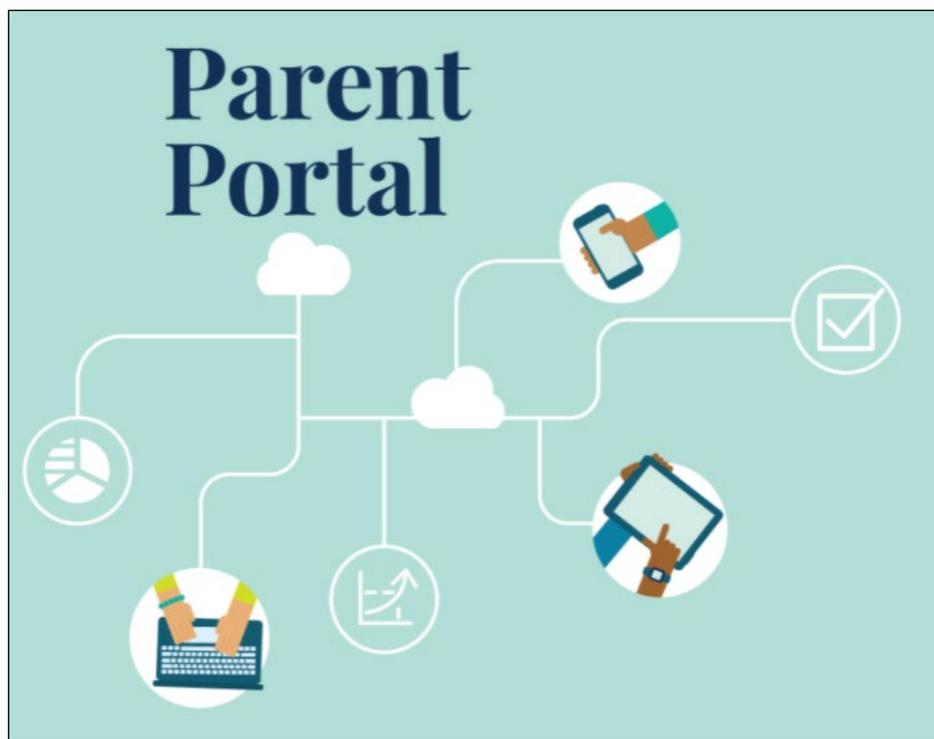# VIRGINIA ASSESSMENT PARENT PORTAL

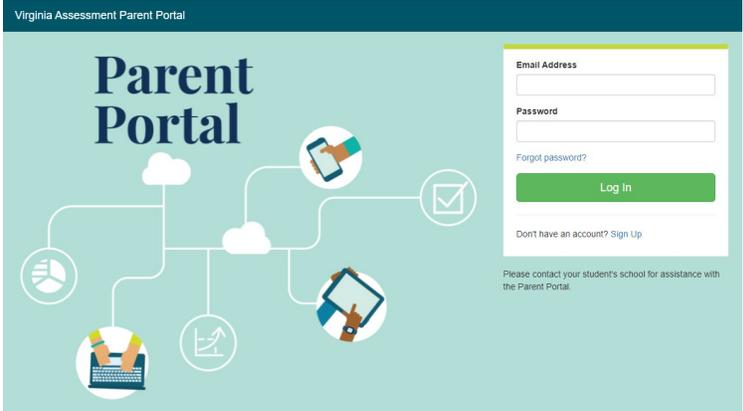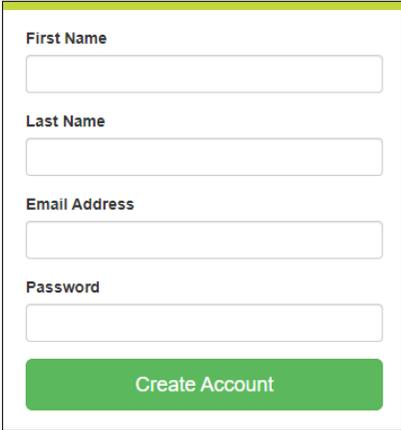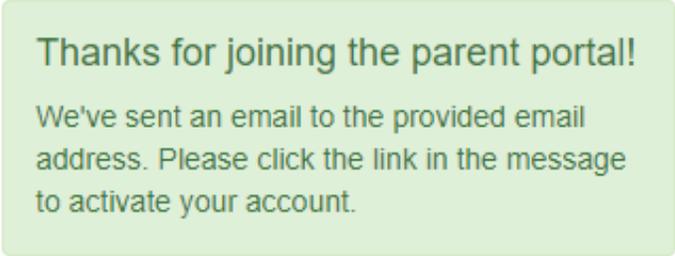**User's Guide**

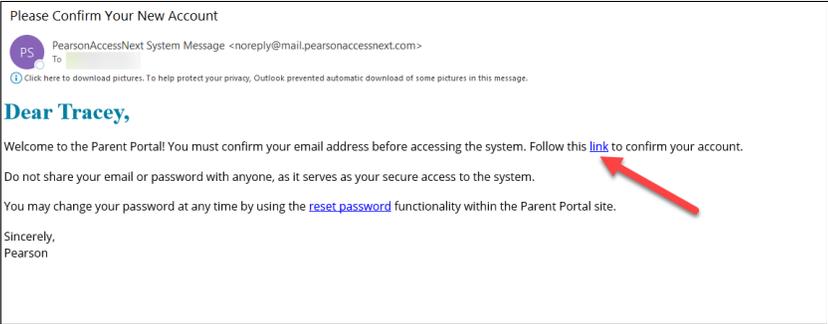Parent Portal

OCTOBER 29, 2021

1-Create an Account

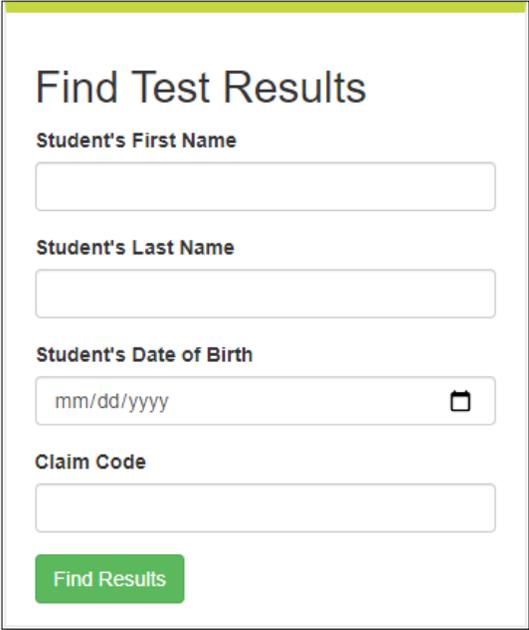| Step	Visual Aid
Using a computer or mobile device, go to **va-results.pearsonaccessnext.com** and select the **Sign Up** link.	Virginia Assessment Parent Portal **Parent Portal** Email Address Password Forgot password? Log In Don't have an account? Sign Up Please contact your student's school for assistance with the Parent Portal.
When prompted on the next screen, enter your First Name, Last Name, Email Address, and a Password. **Password requirements:** • Minimum 8 characters • At least one upper case letter • At least one lower case letter • At least one number Be sure your Email Address is entered correctly before proceeding. Select Create Account.	First Name Last Name Email Address Password Create Account
After you select Create Account, you will see this message on your screen. A system-generated email from "noreply@mail.pearsonaccessnext.com" will be sent to the email address you entered. This email contains a link to confirm your account for the Parent Portal. Your account will not be activated until it is confirmed. **If you have a problem creating an account, click <here> or go to the Troubleshooting section on page 6.**	Thanks for joining the parent portal! We've sent an email to the provided email address. Please click the link in the message to activate your account.

2-Confirm Your Account

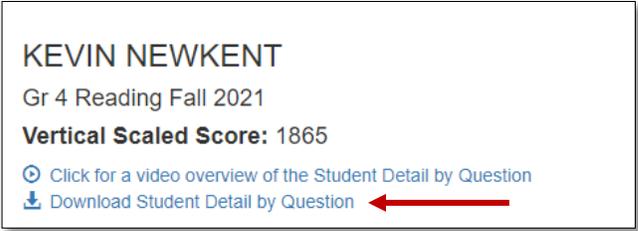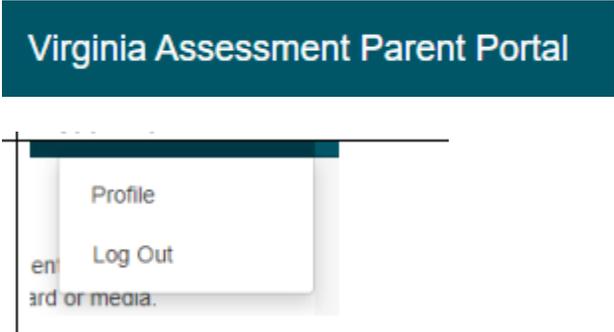| Step	Visual Aid
Access the email account you used to create your Parent Portal account.	**Please Confirm Your New Account** PS PearsonAccessNext System Message <noreply@mail.pearsonaccessnext.com> To ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message. **Dear Tracey,** 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@mail.pearsonaccessnext.com" Be sure your email settings will allow future emails from this address to come into your inbox rather than a Spam or Junk folder. **If you did not receive the email, click <here> or go to the Troubleshooting section on page 6.**	
Select the confirmation link (see arrow) within the email to activate your Parent Portal account and return to the Login page.	

3-Log In to Your Account

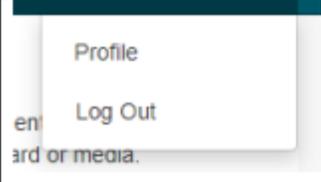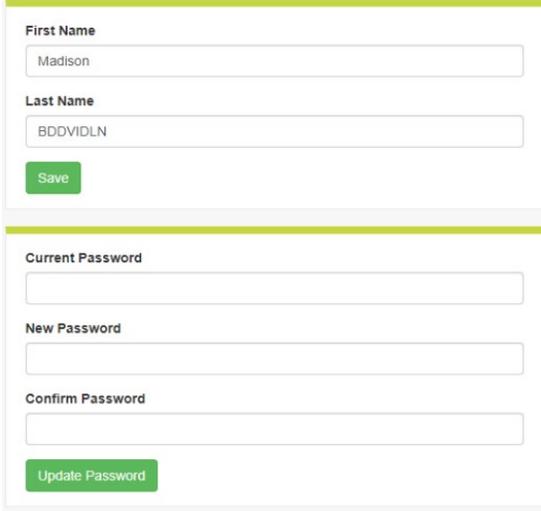| Step	Visual Aid
Go to **va-results.pearsonaccessnext.com.**	Virginia Assessment Parent Portal **Parent Portal** Email Address Password Forgot password? Log In Don't have an account? Sign Up Please contact your student's school for assistance with the Parent Portal.
Enter your confirmed **Email Address** and **Password**.	
Select "**Log In**." Upon successful login, you should see the "Virginia Assessment Parent Portal" webpage. **If you have problems logging in, click <here> or visit the Troubleshooting section on page 6.**	
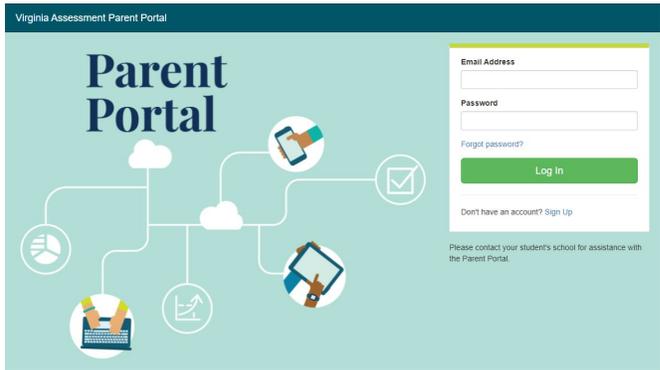
4-Add a Claim Code

Step	Visual Aid
Locate the Claim Code provided by your child's school. Please note the Claim Code contains numbers, letters, and is case sensitive. Enter it exactly as it appears. **If you don't have a claim code ready, click <here> or visit the Troubleshooting section on page 6.**	
Enter your child's First Name, Last Name, Date of Birth, and Claim Code in the appropriate fields in the "Find Test Results" section of your Parent Portal account. Select **Find Results**. Your child's name and test results should then be listed on the screen. **If you receive the message "No Results Found," click <here> or visit the Troubleshooting section on page 6.**	**Find Test Results** Student's First Name Student's Last Name Student's Date of Birth mm/dd/yyyy Claim Code Find Results

5-View Results

Step	Visual Aid
Under "My Student's Test Results," review the results of the test(s) your child took. You may select "Download Student Detail by Question" to view a report of your child's test.	**KEVIN NEWKENT** Gr 4 Reading Fall 2021 **Vertical Scaled Score:** 1865 ⊙ Click for a video overview of the Student Detail by Question ⤓ Download Student Detail by Question ←
When you have finished viewing the results for your child, select the **Virginia Assessment Parent Portal** title or the Back button in your browser to return to the main screen. This will allow you to enter the demographic information and Claim Code for another child (if applicable). When you have finished reviewing the test results, select the "Log Out" option from the drop-down menu that appears when you select your email address in the upper right corner of the screen.	Virginia Assessment Parent Portal Profile Log Out en ard or media.

6-Changing Your Account Profile

Step	Visual Aid
If at any time after successfully logging in you wish to edit the name or password associated with your account, select your email address in the upper right corner of the screen, and select "Profile" from the drop-down menu.	Profile Log Out
On the next screen, enter any changes to your name(s) and/or password in the appropriate fields, and then select **Save** and/or **Update Password**. Note: You cannot change the email associated with your Parent Portal account. If you no longer have access to the email address used to create your account, you will need to create a new account.	First Name Madison Last Name BDDVIDLN Save Current Password New Password Confirm Password Update Password

7-Troubleshooting

Issue	Resolution
A message indicated your 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.
I did not receive the initial email to confirm my account.	Try these steps in the following order: 1. Check your Spam or Junk folders. 2. Try creating a new user account with the email you used initially to setup your account. If you receive a success message, this may indicate the account was not created or the email was entered incorrectly. 3. Add noreply@mail.pearsonaccessnext.com to your address book.
I received an "Account Not Verified" message when trying to log in.	You need to confirm your account by following the link sent in the initial email. Use the link in the email you received to confirm your account, and log in again. Note: if you still see the "Account Not Verified" screen, try logging out and log 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. When you receive the email, reset your password and try to log in again. 2. If you are unsuccessful in resetting your password, try creating a new user account. The email address could have been mistyped when attempting to create your account or the account may not have been created.
I forgot my password.	Select the "Forgot Password?" link on the login page. You will 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 most recent email and do not use a previous password.
I received a "Student Results Not Found" message.	Verify the first name, last name, date of birth, and claim code match what your child's school provided. If problems still exist, please reach out to your child's school/division.