

Creating an Account

Croydon College Parent Portal

To Create an Account

Go to <https://parentportal.croydon.ac.uk/ProPortal> and click the [Submit an Account Request](#) link on the login screen and follow the online instructions.

[Account Request Screen & Help Files](#)

The Account Request screen opens next. Help file links can be found at the top of this screen.

[Parent/Guardian Details](#)

You will be asked to enter your first and last name and a valid email address. Your email address will be your username once the account has been approved.

[Create a Password](#)

Passwords must have 8 or more characters with a combination of numbers and upper and lower case letters. This will be used, along with your username, when you log in to the account.

[Student Details](#)

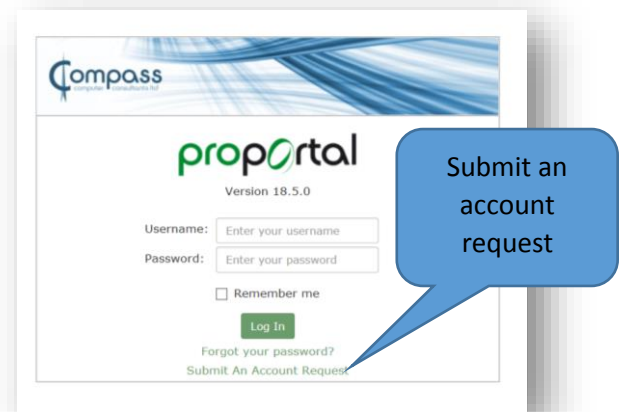
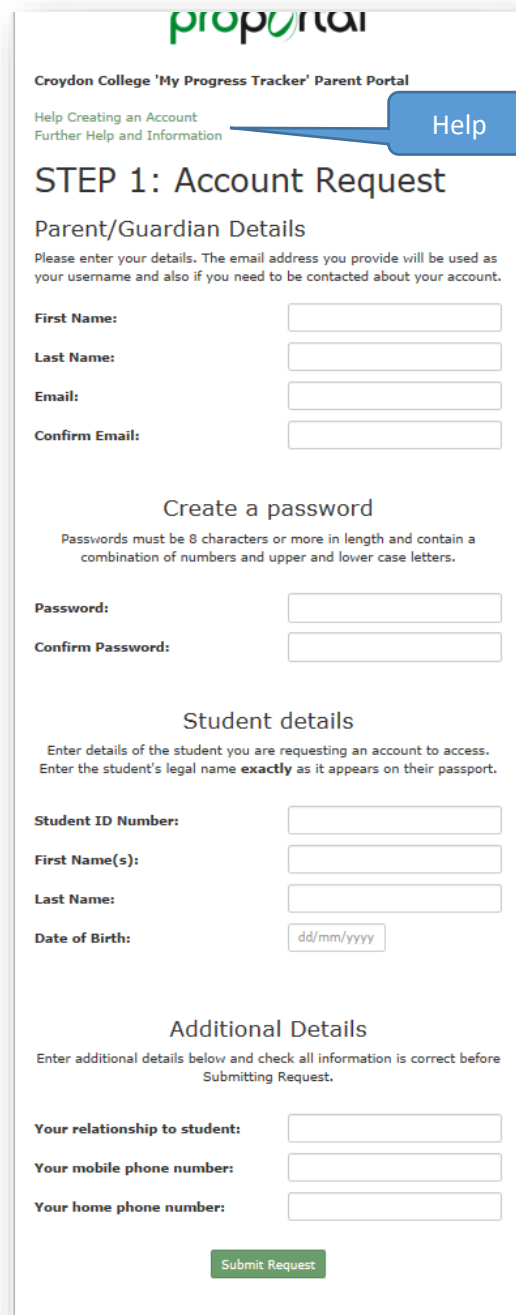
Now enter your child's details. The Student ID number can be found on your child's college pass. Enter the first and last names of your child **exactly** as entered on their passport, which should match the name as it appears on the college registration. Always enter full names, rather than shortened names (e.g. William, rather than Will). Then enter the child's date of birth.

PLEASE NOTE: Any errors in the student's details will result in the account request being rejected.

[Additional Details](#)

Finally enter your relationship to the child (e.g Mother, Father, Guardian) and your Mobile and Home telephone numbers.

Please check all details are correct before clicking [Submit Request](#)

[Authenticating your email address](#)

When you submit your request you will receive an email to the address you provided. To complete the request click the link to authenticate your email. Please see the [Email Authentication help file](#) if you do not receive an authentication link.

[Approval of Account](#)

Once you have authenticated your email successfully your request will be submitted for approval. You will receive an email notification once your account has been approved.

Please allow 4 - 5 working days for your account approval to be processed.

[More than one child at the College?](#)

If you have more than one child at the College aged 18 or under you will be required to submit a request for each child whose details you wish to view. You must use the same email address for each request and you will be able to view details for all your children from the same home screen. The password for the account(s) will be the latest password to be created.

[Both parents require an account?](#)

If required both parents may request individual accounts for the same child, different email addresses would be needed for this.

[Rejected Accounts](#)

If the details on your [Account Request](#) do not match those we hold for the student you will receive an email informing you your request has been rejected.

If your account is rejected please read the [Rejected Account Request Help Files](#) before resubmitting your request.

[Difficulty creating an account](#)

If you are having difficulty creating an account please first read the [Technical Advice Help File](#) and the [Rejected Account Request Help File](#)

If you are still experiencing problems please email parentportalsupport@croydon.ac.uk with your name and contact details.

A member of the team will contact you to help you through the process.

You may be required to come in to the College to complete the registration.

[Parent Portal complete help guide](#)