How to access the student record for the first time

1. The email providing information on how to login to the new MyUSDStudent portal will be sent to the authorized user’s email from parents@sandiego.edu. Open the email message with the subject “New authorized user identity”. **If you did not receive the “New authorized user identity” email, please check your ‘spam or junk email’ folder.**

2. Click on action URL link (highlighted below). **WARNING:** The action URL is a single-use URL and it is valid for 10 days. Subsequent uses of the action URL will redirect to the MyUSDStudent portal login page. If your URL is expired, you can enter your email address on the MyUSDStudent login page and click on the Forgot Pin button. The system will send you a new email with a valid URL.
3. Enter the Action Password also included in the e-mail (circled in red above). Click “Submit”.

4. Enter the Email Address, Old PIN (PIN in email), New Pin, Validate PIN. Then click on “Save”. Note: New Pin must be a 6-digit numeric PIN (0-9).

5. On the profile tab, verify the First Name, Last Name, Email Address, and add Mailing Address and Birthdate. Other information is optional.
   - **WARNING**: If you don’t add the required fields, you will **not** be able to view any of your student’s information.
   - Note: You will get an email confirming that you updated data. The First Name, Last Name and Email Address can also be updated here. If the email address is updated, the authorized user will get two emails – one
email sent to the old email address and one sent to the new address. The email includes instructions to begin viewing the authorized pages with the new email address.

**Profile**

Steffanie A Hoie

Required data missing: Address Line 1: City: State: Zipcode: Nation: Birthdate

**Authorized User Profile**

* - indicates a required field.

Salutation

First Name *  
Beverly

Middle Name

Last Name *  
Test

Name Suffix

Personal email address E Mail Address *  
steffaniehoie@outlook.com

Permanent Phone Area Code

Permanent Phone Number

Mailing address Address Line 1 *  
123 Normal St

Mailing address Address Line 2

Mailing address Address Line 3

City *  
San Diego

State *  
California

Zipcode *  
92110

Nation *  
United States of America

Gender

Gender (MM/DD/YYYY) *  
01/01/1960

**Save**
6. You may now select the tab with the appropriate student name to view any pages authorized by the student.

7. To view information, click on any of the links under the main headings (Academic Information, etc). Note: All pages will open into a new window and therefore please ensure that *pop-up blockers are disabled*.

Returning to the MyUSDStudent Portal

If you wish to access a student’s record through the MyUSDStudent portal after activating your account for the first time, return to the My.SanDiego.edu portal site and click on the MyUSDStudent Portal link. The link will take you to the login page where you can enter the credentials you established when activating your account.