

Schedule Campus Parent Portal Account Creation Emails

Last Modified on 02/13/2026 2:45 pm CST

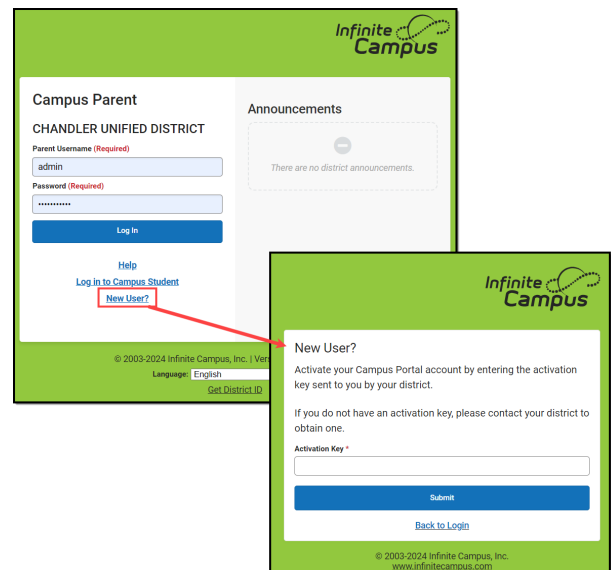
This article will guide you through the process of automating Campus Parent Portal account creation emails. Once set up, a scheduled email message will provide new parents and guardians with their Parent Portal activation key to begin setting up their accounts and logging in.

Step 1. Set Up the New User URL

The first step in this process is to set up Login Page Preferences to ensure the New User and Activation Key options are available on the Campus Portal login screen.

1. Navigate to the [Login Page Preferences](#) (User Management > Settings > Login Page Preferences).
2. Mark the **Show link to the New User page** checkbox.

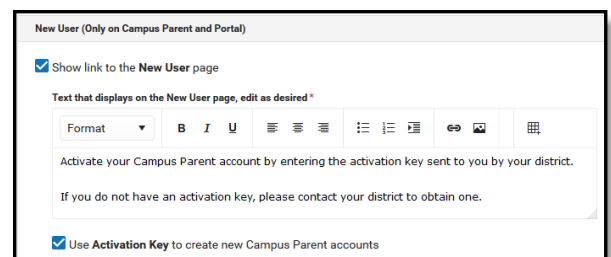
This creates a New User hyperlink on the Campus Login screen that, when selected, provides instructions and an activation key field to help them get started logging into their account for the first time.



3. Enter instructions for new users in the WYSIWYG editor.

This is what will appear when the user clicks the New User hyperlink.

4. Mark the **Use Activation Key to create new Campus Parent accounts** checkbox.
5. Click **Save**.



Step 2. Set up the ad hoc filter

Now you need to create an ad hoc filter so that only new parents and guardians generate messages.

1. Navigate to the [Filter Designer](#) (Reporting > Ad Hoc Reporting > Filter Designer)

2. Select **Pass-through SQL Query** and **Census/Staff** and click **Create**.



3. Give the filter a **Filter Name** (such as *New Parent Portal Accounts* or something that allows you to easily identify this filter).

4. In the first box, copy and paste the following:

```
JOIN relatedpair rp on rp.personID1 = individual.personID
JOIN student s on s.personID = rp.personID2
LEFT JOIN useraccount ua on ua.personID = rp.personID1 and ua.homepage is not null and ua.homepage <>
'nav-wrapper/TeacherApp/control-center/home'
```

Click to
see an
example



5. In the second box, copy and paste the following:

```
AND rp.guardian = 1
AND rp.portal = 1
AND s.activeYear = 1
AND (s.endDate >= GETDATE() or s.endDate is null)
GROUP BY individual.personID, individual.lastName, individual.firstName
HAVING COUNT(userID) = 0
```

Click to
see an
example



6. Click **Test Query** to test the query and make sure it does not generate an error and names are populated.

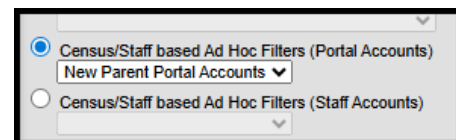
7. If you do not encounter any errors and names appear, click **Save**.

Step 3. Create a User Account Messenger template

Now that you have a filter created, you need to create a messenger template that becomes the message parents/guardians receive and can be reused by the automated messenger scheduler.

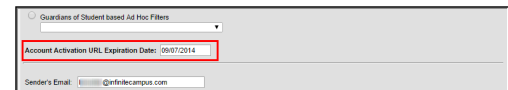
1. Navigate to the [User Account Messenger](#) tool (User Management > User Account Administration > User Account Messenger)

2. Select **Census/Staff based Ad Hoc Filters (Portal Accounts)** and select the filter you made in Step 2 above.



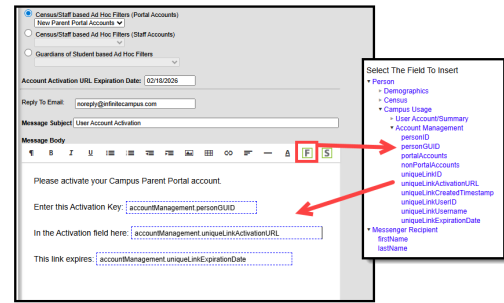
3. Enter the **Account Activation URL Expiration Date**.

This field defaults to 5 days from the current date unless modified. The activation URL will expire on this date.

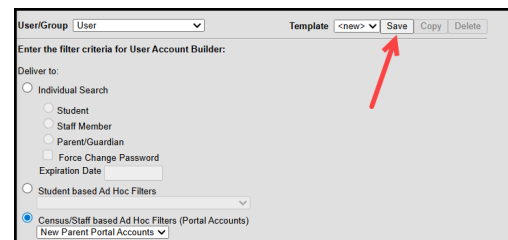


4. Create your message. Make sure you include the following ad hoc fields:

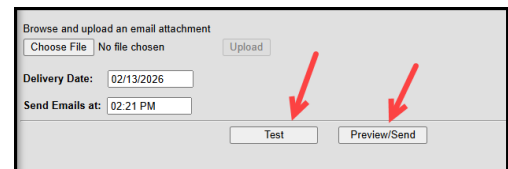
- **accountManagement.personGUID** - This is the activation key
- **accountManagement.uniqueLinkActivationURL** - This is the page where they enter their activation key
- **accountManagement.uniqueLinkExpirationDate** - This informs users of when the URL will expire.



5. **Save** the template.



6. **Test** the template, and if you want it to run immediately, click **Preview/Send**.



Step 4. Automate the message to send on a scheduled basis

Now that you have your message template created, you can schedule it to run periodically to notify new parent/guardian users of their need to activate their Campus Parent Portal accounts.

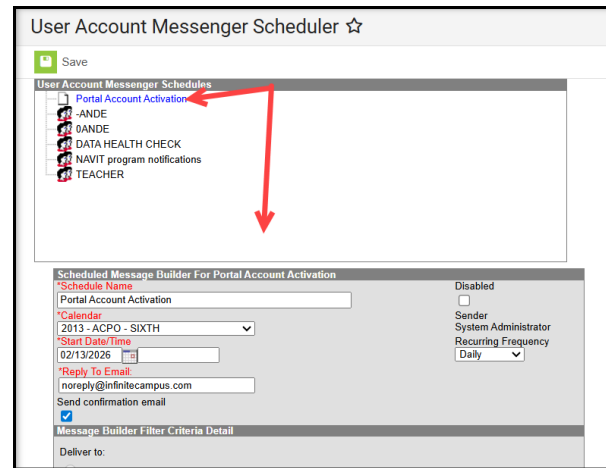
1. Navigate to the [User Account Messenger Scheduler](#) (User Management > User Account Administration > User Account Messenger Scheduler)

2. Select the template you created in Step 3 in the User Account Messenger Schedules window.

3. Enter the following:

- a. **Schedule Name** - This describes the scheduled message.
- b. **Calendar** - Used to identify which users will receive the message (filtered by values selected in the template).
- c. **Start Date/Time** - This is the first date and time the message will be sent.
- d. **Reply To Email** - This is the email address users who receive the email will see if they attempt to reply to the message.
- e. **Recurring Frequency** - 1 time only, Daily, Weekly, or Monthly. The message will be scheduled to be sent at this frequency
- f. **Send confirmation email** - Mark this if you would like confirmation that the message was sent successfully

4. Click **Save**. Parent Portal activation emails will now be sent per the Start Date/Time and Recurring Frequency set.



The screenshot shows the 'User Account Messenger Scheduler' window. At the top, there is a 'Save' button. Below it is a list titled 'User Account Messenger Schedules' with the following items: 'Portal Account Activation', '-ANDE', '0ANDE', 'DATA HEALTH CHECK', 'NAVIT program notifications', and 'TEACHER'. A red arrow points from the 'Portal Account Activation' item to the 'Scheduled Message Builder For Portal Account Activation' form below. The form contains the following fields and options:

- Schedule Name:** Portal Account Activation
- Calendar:** 2013 - ACPO - SIXTH
- Start Date/Time:** 02/13/2026
- Reply To Email:** noreply@infinitecampus.com
- Send confirmation email:** ☒
- Message Builder Filter Criteria Detail:** Deliver to:
- Disabled:** ☐
- Sender:** System Administrator
- Recurring Frequency:** Daily