



Account Import Errors

You may encounter any of the following errors when you import ParentAccess accounts for students.

Error	Solution
User name exists for more than one student.	Ensure each student has a unique user name.
Missing user name.	Ensure the student has a unique user name.
Student Number exists for more than one student.	Ensure each student has a unique Student Number.
Student Number does not match any students in the district database.	Ensure the student's Student Number matches the Student Number on the Edit Student Profile screen General tab in StudentInformation.
Missing Student Number.	Ensure the student has a unique Student Number.
Issuer Email Claim exists for more than one student.	Ensure each student has a unique Issuer Email Claim. (Applies only to OAuth accounts.)
Missing Issuer Email Claim.	Ensure the student has a unique Issuer Email Claim. (Applies only to OAuth accounts.)
Email address exists for more than student.	Ensure each student has a unique email address.
Missing email address.	Ensure the student has a unique email address. (Applies only to standard ProgressBook accounts with no passwords.)
Missing password.	Ensure the student has a password. (Applies only to standard ProgressBook accounts.)
Invalid password.	Ensure the password is at least 8 characters and has a number.

Error	Solution
User name must be between 6 and 50 characters.	Ensure the student's user name has between 6 and 50 valid characters (letters and numbers or an email address).
Email address must be fewer than 250 characters.	Ensure the student's email address has fewer than 250 valid characters (i.e., <i>text@text.text</i>).
Issuer Email Claim address must be fewer than 250 characters.	Ensure the student's Issuer Email Claim has fewer than 250 valid characters (i.e., <i>text@text.text</i>).
Password cannot be the same as user name.	Ensure the student's password is different from the student's user name.
Invalid user name.	Ensure the student's user name contains only letters and numbers or is an email address. No special characters are allowed.
Invalid email address.	Ensure the student's email address follows the following format: <i>text@text.text</i>
Email address already belongs to a parent account.	Ensure parent email address and student email address are different.
User name already belongs to a parent account.	Ensure parent user name and student user name are different.
Issuer email claim already belongs to a parent account.	Ensure parent issuer email claim and student issuer email claim are different.



Account Import Warnings

You may encounter any of the following warnings when you import ParentAccess accounts for students.

User name matches an existing account. If you continue, the existing account will be removed and replaced.	The user name for a new account is the same as the user name for an existing account. Ensure that the new account is the one that should have this username because the existing one will be deleted.
Updated user name.	The user name to an existing account has changed.
Issuer email claim matches an existing account. If you continue, the existing account will be removed and replaced.	The Issuer Email Claim for a new account is the same as the Issuer Email Claim for an existing account. Ensure that the new account is the one that should have this Issuer Email Claim because the existing one will be deleted.
Issuer email claim conflicts with an existing account. If you continue, the newly uploaded account and the existing conflicting account will be removed and recreated.	The Issuer Email Claim for the account you are updating is the same as the Issuer Email Claim for an existing account. The existing account will be deleted, and the updated account information with the associated Issuer Email Claim will replace it.
User name conflicts with an existing account. If you continue, the newly uploaded account and the conflicting existing account will be removed and recreated.	The user name for the account you are updating is the same as the user name for another account. The existing account will be deleted, and the updated account information with the associated user name will replace it.
Updated password.	The password to an existing account has changed.

Email address matches an existing account. If you continue, the existing account will be removed and replaced.

The email address for a new account is the same as the user name for an existing account. Ensure that the new account is the one that should have this email address because the existing one will be deleted.

Email address conflicts with an existing account. If you continue, the newly uploaded account and the conflicting existing account will be removed and recreated.

The email address for the account you are updating is the same as the email address for an existing account. The existing account will be deleted, and the updated account information with the associated email address will replace it.