

Student Portal FAQ



❖ How does a member log in to the student portal?

Students will need their membership ID and password to log in to the [Student Portal](#). Student membership IDs are located in the adviser's portal, to the left of the student's first and last name. Please verify that the email address for the student is correct.

❖ How do new FCCLA students log in to the student portal?

After a student is added to the portal by the chapter adviser, a system-generated email will be sent to the student with login credentials for the student portal.

❖ What if a student did not receive the FCCLA Welcome Email with their login credentials?


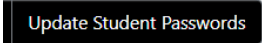
Advisers can resend the Welcome Email by visiting the portal and clicking the **Resend Student Credentials** button, to the left of the student's name.  

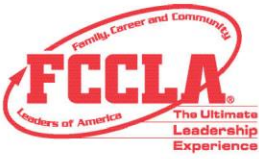
If the student does not receive the Welcome Email after it has been resent, follow the steps below.

- Verify that the email address associated with the student's profile is accurate (spelling, domain name, etc.). Student email addresses can be edited by selecting the **edit pencil** to the right of the student's name.
- Consider having the student change school email addresses to personal email addresses in the Portal to avoid filter blocking from the school district that might exist.
- If the school email addresses are the only option for your students, contact your school/district technology department and ask if there is a possibility to add the FCCLA domain (fcclainc.org) to their system. This should allow FCCLA email communications to pass through blocking filters to student accounts.

❖ Can an adviser reset a password for a student?

Yes. If the adviser has completed the graduation and edit chapter member processes for affiliation, the adviser can update a student's password by clicking on the **edit pencil**. Type the new password and click **Save**.

To reset multiple student passwords at once, advisers can use the black **Update Student Passwords** button, above the member roster.  



- Type in the desired password, then select which student passwords you would like to reset by individually selecting student names from the **Select** column on the left. To reset all student passwords, use the **Select All** button.
- Select **Save** at the bottom of the window.

❖ **How does a student reset his/her password?**

A student can change their password by clicking on the **Edit Information** tab in the Student Portal. Type the desired password in the password field and click **Save**.

❖ **If a student updates information in the student portal, will it reflect in the adviser's portal?**

Yes, if a student updates their personal information in the Student Portal, it will reflect in the adviser's portal.

❖ **Can advisers see their student's portals?**

Yes, advisers can see their student's profiles by clicking on the **View Student Portal** icon in the Adviser Portal, located to the right of student Membership ID numbers.

❖ **Can students affiliate themselves?**

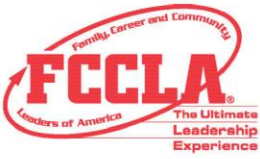
No, students are not able to affiliate themselves through the Student Portal. Students must be submitted for affiliation by their chapter's adviser in the Adviser Portal.

❖ **What can a student do in the student portal?**

Students can update their personal information, view their affiliation status, print their membership cards, track their FCCLA Journey, print an FCCLA transcript, apply for program awards, complete the online project summary form, access national and state resources, transfer themselves to a different chapter, purchase items through the Estore, and pay for a portion of the affiliation invoice if the adviser has granted access to do so.

❖ **How can I show students what they can do in the Student Portal?**

FCCLA recommends using the Student Portal Tutorial to show students how to use their portal. The tutorial is available to view on FCCLA's website from under the **Join** tab > [Chapter Affiliation page](#) > **Resources** section > titled **FCCLA Student Portal Tutorial**.



❖ **How does a student add to their FCCLA Journey?**

Once the student logs into their portal, they should click on the black **My Journey** button at the top of the page. To add additional state conference information or community service hours, click on the **Add to My Journey** or **Add to My Service** button. Enter the desired information and click **Save**.

❖ **How can a student initiate a transfer?**

Once a student logs into the Student Portal, they should click on the **Transfer Chapter(s)** button. Then select the **state** in which the school they wish to transfer to is located, the **city** in which the school is located, and the **chapter name**. Then select **Save**. The request will go to the chapter adviser for approval.