itslearning: Parent Portal FAQs
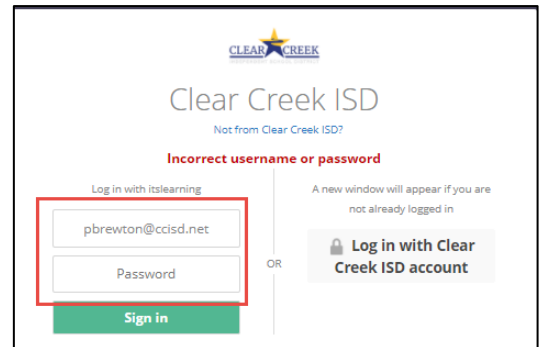
CCISD Learning Technology

What is itslearning?

Itslearning is a safe online learning environment where teachers can collaborate, share resources and files, and students can complete and hand-in assignments.

What can I do as a parent?

In Itslearning parents can monitor student progress and view content assigned to their child. Parents have one login to view multiple children. Examples of what is available to parents in the itslearning Parent Portal include a list of teacher course resources, a task list with due dates, a view of the teacher's planner.

How do I log into the itslearning Parent Portal?

The itslearning Parent Portal can be found by going to https://clearcreek.itslearning.com/. Parents login with the Skyward Family Access username and parent-defined password that has been created during the initial login.

I have forgotten my Parent Portal username and /or password. How can I obtain it?

Please visit Password Reset, type in your Skyward Family Access username and click **Send Request**.

How do I know who has a Parent Portal Account?

itslearning Parent Portal accounts are created automatically for all parents in the district who have an active Family Access account and have registered an email address within the Skyward system.
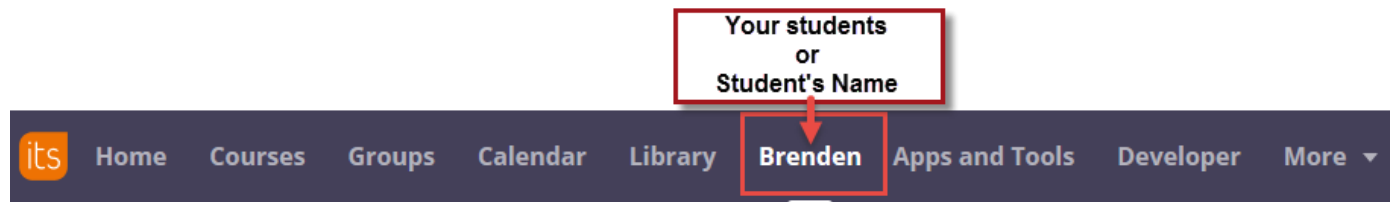
How do I obtain a Parent Portal Account?

Accounts are created based the active Skyward Family Access and current email defined in Skyward. If you meet all requirements, click the following link Password Reset. Login with the Skyward Family Access email and click **Send Request.**

Who do I contact regarding Parent Portal?

For additional support, please email itslearningsupport@ccisd.net. Please include your child's name and campus in the email.

What if my Skyward Staff and Parent accounts are merged?

If your Skyward staff and parent accounts are merged, then you will be able to access information about your child within your itslearning staff account. You will find your Student's Name (for one child) or Your Children (for more than one child) listed at the top. Click to access information about your child.

What if I do not have an email defined in Skyward Family Access?

If you need to add/change an email address in Family Access in order to receive an itslearning Parent Portal account, follow these steps:

1. Log in to Family Access ([Skyward Family Access](#))
2. Click Student Info from the list on the left
3. Select Family Information & make appropriate changes
4. Click Save

The request for changes will be sent to the campus and once approved, you will have access to an itslearning Parent Portal Account within 24 hours.

What happens if I cannot see all of my children in itslearning?

Please email itslearningsupport@ccisd.net. Please include your name, the names of your children, and the campuses they attend.