

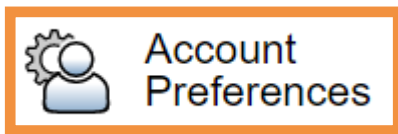
# Parent Portal

If you have created a parent portal account that contains a space in the username, please follow the direction below to remove the space from your username.

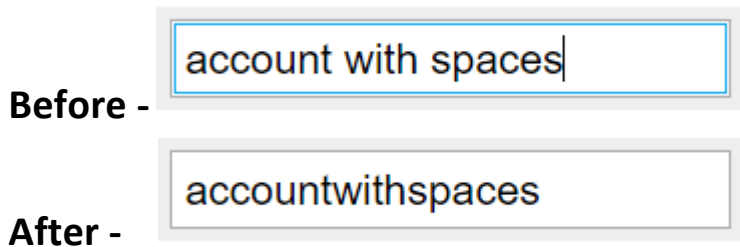
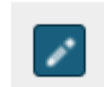
If the space is not removed, you will be unable to update/change your contact information for the district's notification system or complete parent and student forms in the future.

## Changing your username

- 1.) Login to the Parent Portal - <https://ps-olen.metasolutions.net/public>
- 2.) On the left hand side, click on Account Preferences



- 3.) Scroll down to username and click on the edit button
- 4.) In the edit screen, delete the space(s) in the username



- 5.) Once the space(s) have been removed click Save
- 6.) Log out of the Parent Portal, then log back in to test the new username with no spaces.



If you run into any issues or have questions about removing the spaces in your username, please contact the Communications Department at (740) 657-4060 or the Technology Service Desk at (740) 657-HELP (x4357).