

Impersonate a parent in the Parent Portal [Share](#)

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Issue/Question

How do I impersonate a parent in the Parent Portal?

Resolution

You can log in directly to a client's Parent Portal to assist with troubleshooting.

⚠Once you're in the Parent Portal preview, remember that anything you do affects the family's real data.

To preview the Parent Portal:

1. Go to the **Family Account > Summary** tab.
2. Click the **Contact Name**.
3. Scroll to the **Portal Information** section.
4. Select **Preview Parent Portal** to enter the portal as the parent.

⚙**Required User Permission:** Impersonate Parent Portal user .
