Are you experiencing issues with having your parent sign the ORSAA?

To fix issues with receiving ORSAA emails, both student and parent follow the steps below. Please note some of these steps are not available on a mobile phone. If you need computer access, please contact your school or local library.

If you cannot access a computer or Android phone/tablet, skip to Option 3 below.

Option 1: Add ORSAA as a contact to email account (computer or Android).

If the parent uses a Gmail account, **follow the instructions here** to add *ORSAAHelp@hecc.oregon.gov* to your contacts. You can only do this on a computer or Android phone (not iPhone).

Add Contact

1. On your computer, go to Google Contacts: https://contacts.google.com/.
2. At the top left corner, click Create contact.
3. Enter the email: ORSAAHelp@hecc.oregon.gov
4. Click Save.

Send ORSAA Email Again

5. Student must log in to their ORSAA account and send the parent invitation email again.
6. Parent will receive the ORSAA emails in their inbox. Follow instructions in the email.

If you cannot complete the steps above, try Option 2 or 3.

Option 2: Mark email as NOT SPAM (computer).

Student: Log into ORSAA account and send parent invitation. The email link expires after 72 hours.

Parent:

1. Log into your email on a computer (not a mobile phone).
2. Locate the menu on the left side of screen.
3. Select the SPAM folder. You may need to click MORE (*Más*) and scroll down to find it.
4. Select the email "Action Required – ORSAA Parent Signature".
5. Click the **NOT SPAM** (*No es Spam*) button at top of screen. (Ignore the orange box inside the email.)
6. Go back to your regular Inbox (*Recibidos*) and find the email.
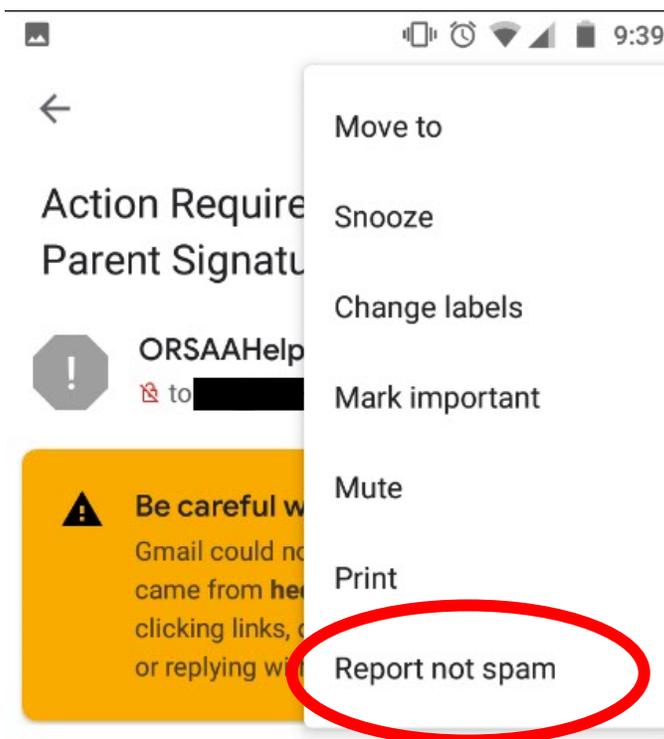7. Follow the email instructions and click on the Parent Portal link.
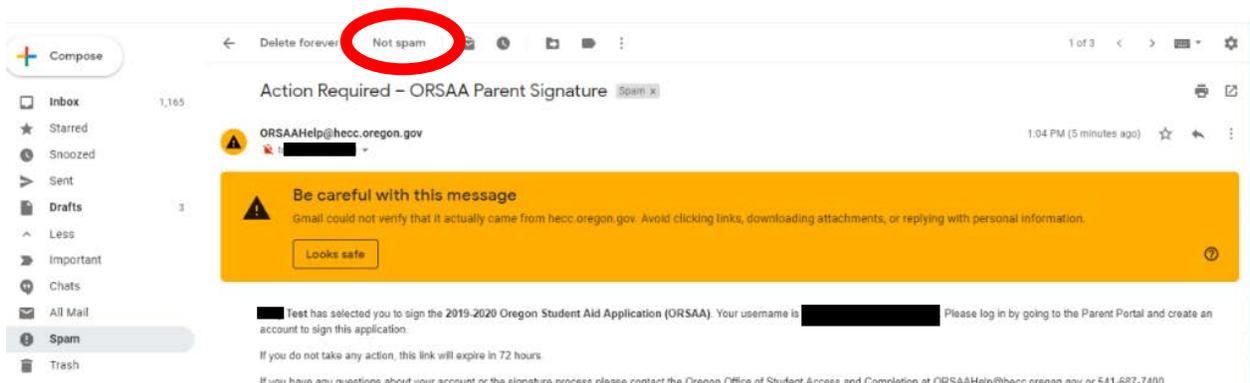
Option 3: Mark email as NOT SPAM (Mobile phone).

Instructions may vary depending on the type of phone and method used to access email.

Student: Log into your ORSAA account and send parent invitation. The email link expires after 72 hours.

Parent:

1. Log into your email on your phone (using browser or an app).
2. Locate the SPAM folder. You may have to open a menu or scroll to find it.
3. Select the email "Action Required – ORSAA Parent Signature."
4. Select REPORT NOT SPAM (*No es spam*). You may have to open a menu in the top right corner.
   a. Ignore the orange box inside the email.
5. Email will move into Inbox (*Recibidos*).
6. Go to Inbox (*Recibidos*) and find the email.
   i. Follow the email instructions and click on the Parent Portal link.