

## **PowerSchool Parent Portal FAQs**

**1. How does one get a PowerSchool Parent Portal login and password?**

A letter with this information will be provided to parents during November and December 2010. If you do not receive this information, contact your child's school.

**2. Do I need a separate login for each of my children?**

You will receive a separate access for each child; however, multiple children can show up when you create your login and password. If you have three children in the system, you should be able to access each of them with a single login.

**3. Are PowerSchool Parent Portal usernames and passwords case sensitive?**

No. You may use upper or lower case letters.

**4. How many times can I log in incorrectly?**

If you try to sign in three times incorrectly, you will be locked out of the PowerSchool Parent Portal and will have to contact your child's school office during school hours to have your account unlocked.

**5. I try to log on to the site, but I keep getting an error message "login has expired" or "cannot access site". What is wrong?**

All browsers are not created equal, and some refuse to give up what they have in their cache. In Internet Explorer, make sure pages are set to update "always" (under Tools-->Internet Options). If that doesn't work, empty your cache.

**6. When I go to the log on page, the password fills in with dots all the way across. Why?**

What is happening is that the computer is remembering the password but not giving clues to how long it is. Apparently, someone clicked "yes" to remember the password and PowerSchool Parent Portal does not like it. So now you will need to clear the password. Follow these steps to clear the password.

Open Internet Explorer

Click on Tools-->Internet Options

Under Browsing history, click on Delete

Select Passwords and Form data and delete both.

**7. When will the PowerSchool Parent Portal be accessible?**

Access ID's and Access Passwords will be available after November 29, 2010. Your school will be making contact with you and providing this information to you in a reasonable time frame after this date.

**8. When can I access the PowerSchool Parent Portal?**

The PowerSchool Parent Portal will be available to registered parent(s) guardian(s) 24 hours a day, seven days a week. Except during short weekly upgrade and maintenance times, usually of one hour or less.

**9. Is this system secure?**

Yes, the system requires an individual username and password for each child's parent(s). In addition, the PowerSchool Parent Portal has SSL encryption. The username and password must be kept confidential by parents.

**10. How do I access the PowerSchool Parent Portal?**

You may access the PowerSchool Parent Portal from any computer with an Internet connection by launching your web browser and first going to <http://www.frco.k12.va.us> . Click on Resources (to the right), then PowerSchool Parent Portal. After reading the terms and conditions you may click on the Parent Portal link. You should initially access the Create and Account Screen to setup your initial account using your access information. Future logins will simply require you to go to the User Name and Password screen.

**11. Who may access the PowerSchool Parent Portal?**

Parent(s)/guardian(s) who have a username and password may access the PowerSchool Parent Portal. Only one Access ID and Access password will be issued per student. The Access ID and Access Password will be used to create your own Parent Portal Username and Password.

**12. Can I access the PowerSchool Parent Portal from anywhere?**

Yes, you can access the PowerSchool Parent Portal from any computer with Internet access.

**13. I have multiple children in the district. Can I have access to all their accounts under just one username and password?**

Yes, with single sign-on, you may select all of your children (for whom you have parental and legal rights to) who attend Franklin county Schools.

**14. My husband/wife and I are separated/divorced; can we get another parent username and password for our child's account?**

Yes, however, you will use a shared Access ID and Access Password to create your own individual User Name and Password.

**15. Do I need a new username and password each year if my child is returning?**

No, all login information will remain active as long as your child is a student at that school.

**16. What if I do not have a computer at home or do not have access to the Internet?**

The Public Library has computers that you can use to access the PowerSchool Parent Portal.

**17. What Kind of computer equipment do I need to view PowerSchool Parent Portal?**

Almost any computer with an Internet connection can access PowerSchool Parent Portal. It is recommended that you use a newer Internet browser.

**18. What is PowerSchool?**

PowerSchool is the student information system that Franklin County Public Schools uses to manage information such as grades, attendance, demographics, courses, etc. Since PowerSchool is web-based, some of this information can easily, but safely be shared with parents and students.

**19. What is the PowerSchool Parent Portal?**

The PowerSchool Parent Portal is a feature of the PowerSchool Student Information System that provides parents/guardians immediate access to grades, assignments and attendance records in an effort to facilitate and improve communication between home and school.

**20. Do I have to use the PowerSchool Parent Portal?**

No, you do not have to use it at all. The PowerSchool Parent Portal is designed to give parents access to information that may be important to them in an easy to access, consolidated format.

**21. Is there a cost associated with the PowerSchool Parent Portal?**

No. The PowerSchool Parent Portal is a free service to Franklin County Public School parents.

**22. How do I get more help?**

Aside from the resources found on the Franklin County Public Schools website, you should contact the school office with questions regarding the PowerSchool Parent Portal. There is information in the User's Guide that is available to you.

**23. What can I see on PowerSchool Parent Portal site?**

Parents can access the following information: grades for current classes, attendance for the past two weeks or the whole term, teachers' comments and various reports via email.

**24. Whom should I contact if I have a question?**

Grades for class assignments during the current semester: Talk with your child first. If you still have questions, you may call your child's teacher or email him/her. General attendance questions should be directed to your school office. If you wish to disable your access to PowerSchool Parent Portal, contact the school office and they can disable your account.

**25. Can other people see my son's/daughter's grades?**

No. As long as you protect your username and password, others will not be able to see your child's information.

**26. What do I do if forgot my login information or I feel my account has been compromised?**

Contact your child's school office as soon as possible to make arrangements to pick up the new login information at the school office. Please bring photo identification at this time. This protocol is established for the safety/security of the student records.

**27. Can I change my password?**

Yes, the instructions are located in the Parental Portal User Guide.

**28. How can I get help navigating the PowerSchool Parent Portal?**

Go to the Franklin County Public School System district web site, then click on Parent Resources and select PowerSchool Parent Portal. Once on this page, click on the PowerSchool Parent Portal User's Guide.

**29. I am not getting emails from PowerSchool. How come?**

There could be multiple reasons for this:

1. Did you sign-up for E-Mail Notifications on the E-mail Notifications page? Please double check the E-Mail address you entered because if one character (letter/number/space) is off, you will not receive e-mails.
2. Did you check you e-mail's BULK or SPAM folder? Check to see if the messages are going there and choose to mark them as NOT SPAM. You will have to consult your e-mail's help menu or manual to learn how to do this as it is different for every e-mail program.

**30. My e-mail is not working when I click on the name of a teacher to send them a message. What am I doing wrong?**

If you use a webmail program like Gmail, Yahoo or Hotmail, your browser cannot log you into your e-mail to send this message. You will need to e-mail the teacher outside of the PowerSchool Parent Portal.

You must run a local (or POP) emailer like Outlook or Outlook Express in order to have the e-mail address automatically placed in your "TO" box.

If you mouse over the name of the teacher you want to e-mail, look in the lower left section of your screen and you will see their e-mail

**31. Can I print what I see?**

Yes, use the print function from within your browser.

**32. Do I need to logout of PowerSchool Parent Portal?**

Yes, when you are finished, please logout of shutdown your computer. This way no one will be able to access your child's private information.

**33. Do all teachers post grades and attendance information to the PowerSchool Parent Portal server?**

Yes. Grades will be posted by the teacher at the middle school and high school levels only. The elementary grade is operated through a third party program and is not accessible in the Parent Portal. Check with your child's school to determine the frequency of grade postings. Remember, the teacher's gradebook is a "snapshot in time" and not necessarily an accurate reflection of the student's overall progress or performance. Similarly, the student's grade average may change depending on the weight or value of graded work. Some teachers may choose to simply post an updated current average every couple of weeks while others will be posting individual assignments with due dates and descriptions.

**34. How often can we expect grades to be updated?**

Teachers need time to grade projects, assignments and tests. Each day teachers are expected to have new material and lesson plans ready for class. Many teachers are also involved in extracurricular activities that take time to plan and attend. With that in mind, teachers do need time to get the assignments graded. We have asked our teachers to input assignment scores within seven school days after the due date of an assignment. Please be patient because there are many factors that determine how soon a teacher can assess and return assignments. Essays and research papers take longer to grade than a quiz.

**35. I know that teachers sometimes weight different categories of grades. How does this affect how a grade is calculated?**

Each teacher has his or her own grading system. Some teachers calculate grades by total points while others weight the grades according to assignment categories (homework, quizzes, tests, etc.). Our teachers inform all of their students at the beginning of the course what their expectations and grading policy will be. To understand a specific grade calculation, please contact the teacher.

**36. How often can we expect attendance to be updated?**

Attendance is updated daily.

**37. Why are the grades changing dramatically in the beginning of a term?**

In the beginning of each term, you may see zeros or wild shifts in the class average of your child. When there are only one or two assignments in the gradebook, a low or high score can **make a** dramatic change in the overall grade average. The gradebook instantly recalculates the overall grade as every assignment is entered.

**38. What do I do if I am unable to connect to the PowerSchool Parent Portal?**

First, check to ensure that your Internet Service is working properly. Next, validate that you are using the correct id, and password. If you are still unable to connect, contact your child's school office during school hours for additional help.