

## **Power School Portal FAQ's**

### **Login**

#### **How do I get a Power School Parent Portal Username and Password?**

A letter with this information will be mailed home. If you did not receive one – please contact the office of your child's school.

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

Yes, you will receive a unique login for each child.

#### **Are Power School usernames case sensitive?**

No, you may use upper or lower case.

#### **What if I want others to have access to my child's grades (Other parent/Grandparents)?**

Provide them with your username and password. There is only one parent/guardian login and password issued for each student.

#### **Is the Parent Portal secure?**

Yes, the system requires an individual username and password for each child. In addition, the Power School Parent Portal has SSL encryption.

#### **Can I change my password?**

No, Power School does not allow for the ability to change your password. Please record it, and keep it somewhere safe. However, if you lose your password you can call the office of your child's school and they will re-issue a new password.

#### **I checked that I would like to receive e-mails and I am not getting them.**

There could be multiple reasons. Please double check the email address you entered – it must be exact. Also, did you check your e-mail's Junk or Spam folder? Check to see if messages are going there and choose to mark them as Not Spam. You will have to consult you e-mail's help menu or manual as this is different with each email program.

## The Portal

### Now that I have successfully logged in, what can I view?

Currently from the main Portal screen, a parent/guardian can select one of the first 5 icons. School Bulletin, Class Registration and My Calendars are not currently being used. Below is an explanation of the icons:



Grades and Attendance

Use this display as a detailed overview to locate any historical (previous) and current grades and attendance.



Grades History

Displays all recorded final grades and the individual assignments from the teacher to substantiate that grade.



Attendance History

This is a detailed display for the marking period showing any absences and tardies the reasons (refer to legend bottom of page).



Email Notification

Click this icon to select reports which will be emailed to the email address typed in and the frequency selected.



Teacher Comments

Will display current comments

### How do I email a teacher?

Click on a teacher's name. An email box will come up. Do not use this to email. Copy and paste the teacher's email address into your personal email account TO field and send.

### Who should I contact if I have questions regarding grades and assignments, attendance or I am experiencing a technical issue?

For grades and assignments, contact the teacher or guidance counselor. For attendance issues, contact the office of your child's school. For technical issues, send an email to: [pshelp@middletp.k12.nj.us](mailto:pshelp@middletp.k12.nj.us).