Parent Portal FAQ

Do I need any special software to use the Parent Portal?

To effectively access your Parent Portal account you will need:

1. Computer or mobile device with any type of Internet access. If you are using a mobile device and wish to use Schooltool Mobile app, please visit the link on the right titled, "Parent Portal App" for more details.

2. The company hosting the Parent Portal recommends using Google Chrome or Safari. Schooltool may still be accessible using unsupported operating systems and browsers (i.e., Firefox), but there is no guarantee functionality, performance, or security if the minimum requirements are not met.

2. Adobe Reader – This is a free document reader available for download on the web at: http://get.adobe.com/reader/ There are some reports that require the Adobe Reader.

How often do I need to fill out the parent portal application?

You only need to fill out the application once to create the account. Younger siblings will become visible on the portal once they become school age and register for school. Accounts are carried over from year to year as long as you do not move out of the district.

What happens if I forget my userID or password?

Simply enter your email address, with no password, and click the "login" button. You will then be presented with the "Forgot…" link. Just follow that process to have your password emailed.

What happens if my email address changes?

Please contact the Guidance Office for grades 7-12 and the Elementary office for grades 3-6 with any change of information. Once your account change has been processed, your parent portal user name will be updated to reflect the new email address as well. You should allow from 24 to 48 hours for any changes to be reflected in the system.

How often is information updated in the parent portal?

Demographic, attendance and discipline information is updated in real time. Scheduling information becomes available on the date the changes are scheduled to occur. For assignment information, you may want to contact your child's individual teachers to ask how often they update assignment information. Teachers can be contacted directly through the parent portal by viewing the child's schedule and clicking on the email icon next to the teacher's name.

Can I access the parent portal from anywhere (Home, Work, Library …)?

Yes. As long as you meet the minimum device and Internet access requirements. Certain employers do place restrictions on sites employees can visit while at work. You may want to contact your employer's IT department to find out what your terms of service are.

How do I add/change/correct my personal information including address, or telephone numbers?

Please notify your child(ren)'s school's main office for any such change of information.

What if the parent portal reflects an incorrect grade for my child?

You will want to contact your child's teacher and/ or their School counselor.

Can students obtain a login for using the Parent Portal?

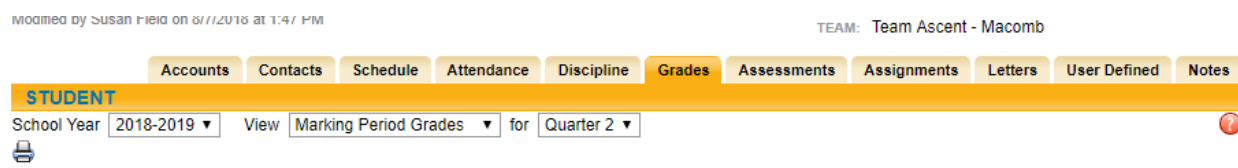Yes! Students may use their normal network login credentials to access the Schooltool Student Portal.

How do I see the Quarterly Average?

The quarterly averages show on the printed copy (see next question, "How do I print the report card?") of the report card only.

How do I print the report card?

From an individual student's profile, click on the Grades tab.

For students in grades 7 through 12, you should see the following:

- Click on the printer icon located under the School Year. A new window will open which will display the printed version of the report card. You can then choose to print it out or just view this version on the screen.

Where can I find more detailed answers to my Parent Portal questions?

A complete guide to the Schooltool Parent Portal may be found under the Guides & Tutorials page available in the navigation menu on the right hand side of this page.