

## **PARENT PORTAL FAQs**

### **What is PowerSchool?**

PowerSchool is the student information system that the Randolph County School System uses to manage information such as grades, attendance, demographics and schedules. Since PowerSchool is web-based, the information can easily and safely be shared with parents.

### **What is the Parent Portal?**

The PowerSchool "Parent Portal" is a feature of the PowerSchool Student Information System that provides parents/guardians with immediate access to grades and attendance information.

### **What is the web page for the "Parent Portal"?**

<https://randolphco.powerschool.com/public/>

### **I am having trouble with the "Parent Portal" account. Where do I get help?**

Parents should contact their school directly or visit the [Parent Portal page](#) on Randolph County School System website.

### **What happens if I can't locate the letter that has my child's access codes on it?**

Parents will need to contact the school to receive the access ID and password.

### **What if I can't remember my username and password?**

Click 'Having Trouble Signing In' on the login page: <https://randolphco.powerschool.com/public/>

You will be asked to enter your username to reset your password. You will need to enter your e-mail address if you have forgotten both your username and your password. Information will be sent to your e-mail address.

### **Where does my child log in for the "Student Portal"?**

Students and parents use the same web site to sign in: <https://randolphco.powerschool.com/public/>

### **Once I have created my "Parent Portal" account, how do I add my student to my account?**

Once your "Application for Access" has been approved, you will receive a letter from the school with instructions for setting up an account and adding children to the account. Instructions are also available on the [Parent Portal page](#) on the Randolph County School System website.

### **Will my child still have access if I do not create an account?**

Students will be provided information to access their data even if parents do not request access.

### **Is the system secure?**

Yes, the system requires an individual user name and password. In addition, the PowerSchool "Parent Portal" has SSL encryption. The user name and password must be kept confidential by parents.

### **I do not have a "Parent Portal" account. How do I get one?**

Before you can receive instructions on how to set up an online "Parent Portal" account, add your child to the account, and begin accessing your child's information, you must complete an "Application for Access" form and submit it to your child's school. If you do not have a form, it is available on the Randolph County School System website on the [Parent Portal page](#).

*If you plan to mail the form to your child's school, you must have the form notarized. If you plan to deliver the form to your child's school, you do not need to have the form notarized, but you will be asked to provide a photo ID to appropriate staff at the school.*

After your "Application for Access" has been approved by the school, you will receive a verification letter from the school that includes your unique access ID and password. You will use these to create your account and add your child to the account.

### **How do I access the "Parent Portal"?**

A username and password are needed to log into the Parent Portal. Go to <https://randolphco.powerschool.com/public/> and enter the ID and password you created after receiving your verification letter from the school. You will not receive verification from the school until after you submit the "Application for Access" form to the school.

The username and password are case sensitive. If you forget your password or login, you can retrieve it by clicking on the "Having trouble signing in?" link on the log in page.

**Do I need to log off the "Parent Portal" when I am finished?**

Please click the "Sign Off" button in the upper right corner of your window, and then just close your browser. This practice ensures no one will be able to access your child's private information.

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

Yes. The single sign-on will allow for all of your children to be seen under one account. Multiple children may be added to one parent account. When you first log in, you'll be able to enter the student ID and password for multiple children. The access ID and password for each child must be obtained from the school that each child attends.

**My husband/wife and I are separated/divorced; can we have individual parent accounts to access our child's info?**

Yes, parents create their own account with their own username and password. Verification letters are sent to the parent/guardian at the student mailing address currently on file in our Student Information System. If you did not receive a letter, the access ID and password for each child must be obtained from the school that each child attends, but children can be linked to separate parent accounts. If you did not receive a verification letter with a password and access ID, please fill out the "Application for Access" form and deliver or mail it to the child's school. In-person delivery requires a photo ID. If you mail the form, it must be notarized.

**Do I need a new username and password each year if my child is returning to the same school?**

No. All login info will remain the same as long as your child is an active student within the Randolph County School System.

**What happens to my access to the "Parent Portal" when my child transfers schools within the district?**

Your child's information will remain attached to your account if he/she transfers within the Randolph County School System.

**What happens to my access to the "Parent Portal" once my child leaves the district?**

Access is automatically disabled if the student transfers out of the district or graduates.

**Can other people see my son's/daughter's information?**

No. Only parents/guardians are issued access to the "Parent Portal". As long as you protect your username and password, others will not be able to see your child's information. If you want to grant access to others (grandparent, aunt/uncle) to view your child's grades via "Parent Portal", you will need to provide them with the student's access ID and password that was provided to you by your child's school. It will be the responsibility of each parent/guardian to distribute (or not distribute) this access as they see fit.

**Can I print what I see?**

Yes. Use the printer icon at the top right of most pages.

**I am not getting emails from PowerSchool "Parent Portal". Why?**

There could be multiple reasons for this:

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

**My email is not working when I click on the name of a teacher to send them a message. Why is this happening?**

If you use a webmail program like gmail, yahoo or hotmail, your browser can't log you into your email to send this message. You will need to email the teacher outside of the PowerSchool "Parent Portal". If you mouse over the name of the teacher you want to email, look in the lower left corner of your screen and you will see his/her email address.