

# PowerSchool Parent Portal

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A Guide for Parents



**This user guide will provide parents with information about accessing and using the PowerSchool Parent Portal.**

## CREATING AN ACCOUNT

**YOU MUST REQUEST AND RECEIVE A PORTAL ACCESS LETTER PRIOR TO CREATING YOUR ACCOUNT. CONTACT THE MAIN OFFICE AT CATEC (434) 973-4461**

When you navigate to the portal login page for the first time, you will need to create a portal account. You will be selecting a username and password that you will use to access the portal, so decide on this information ahead of time. You will want to choose a username and a password that you will remember.

1. Navigate to CATEC's Portal login page - <https://catecsis.k12albemarle.org/public/home.html>
2. Click the Create Account button
3. Enter your first name
4. Enter your last name
5. Enter your email address. This email address will be used to send you information about your portal account and will also be used for any grade and attendance emails that you request.
6. Enter your desired username. You will want to make it something that you will remember. If you enter a username that is already in use or is not valid, you will be prompted to choose another username when you submit the form.
7. Enter your desired password. The password must follow the rules outlined on the page. (Examples of special characters include: !, @, #, \$, %, &, and \*)
8. Enter your student's first and last name exactly as it appears on the letter you received from the school containing the Access Keys.
9. Enter the Access ID exactly as it appears on the letter you received from the school containing the Access Keys.
10. Enter the Access Password exactly as it appears on the letter you received from the school containing the Access Keys. The Access Password is case-sensitive.
11. Select the relationship that best describes your relationship to the student you are linking to.
12. You can add multiple students to your account but **you will need an ACCESS KEY LETTER for each student you want to set up.**
13. Click Enter.
14. If there are errors, or items that need to be changed the page will reappear and indicate the changes that need to be made. You will need to re-enter the Access Password for each student after you make the changes.
15. If your account was successfully created, you will be redirected to the portal login page.

### Logging In

Once you have created your account and are on the portal login page, you will enter the username and password that you created when you set up your account to access the portal. The password is case-sensitive, so be sure to enter it exactly as you entered it when you set up your account. Once you have successfully logged in you will arrive at the default portal page, which for most schools will be the school bulletin.

Be sure to sign out using the link in the top right corner when you are done. Signing out and closing your browser will prevent others from gaining access to your portal account. This is especially important if you are using a computer in a public space.

## Navigating the Portal

All navigation in the portal will begin with the icons on the left side of the screen, or the list of students across the top of the screen. You can use the Help link in the top right corner to access online help resources.

## Changing Screens

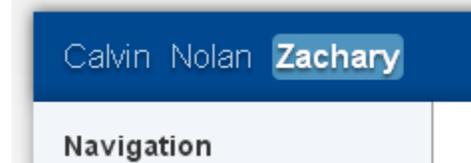
The links listed under Navigation on the left-hand side of the screen will help you access different information about your student. Click on a link to change to that screen. The active screen is highlighted in blue.

|   |  |
|---|--|
|  Grades and Attendance | Provides information about a student's current year grades and attendance.                                     |
|  Grade History         | Provides information about a student's stored (historical) grades.   |
|  Attendance History    | Provides detailed attendance information for the current term.   |
|  Email Notification    | Allows for the setup and management of automatic email preferences.  |
|  Teacher Comments      | Provides access to any comments teachers have entered for a student. (Select appropriate term)                 |
|  School Bulletin       | Provides access to information that the school has chosen to publish as informational bulletins.               |
|  Class Registration   | Provides access to course selections for the upcoming school year.   |
|  Balance             | Provides information about a student's lunch and fee balances.   |
|  Transportation      | Provides detailed bus stop information, including pickup and dropoff times and locations.                      |
|  Test Scores         | Provides test scores for a student. (Currently limited to select state and national tests)                     |
|  My Schedule         | Provides a copy of a student's current schedule.   |
|  School Information  | Provides contact information for the school that a student attends.  |
|  Account Preferences | Allows for the management of your portal account. You can change account information and manage student links. |

Clicking on the blue hyperlinks found on pages will give you additional information about that item. For example, clicking on a link for a grade in Grades and Attendance will provide you with details about the assignments that make up that grade. Clicking on the assignments will provide you with details about the assignment if the teacher has entered any additional details. Clicking on the teacher's name will launch your default email application and address a new email to the teacher.

## Changing Students

If you have more than one student associated with your account you can change students by selecting a name at the top of the screen. See Managing Student Links for more information about adding additional students.



The currently selected student is highlighted in blue. You may have different navigation options or available information with students who are at different schools.

## Email Notifications

Information about grades, assignments, attendance, and school announcements can be automatically emailed to you on a regular schedule. The preferences for this are managed on the Email Notification screen. Select the types of information you want emailed to you, and the frequency of the emails and click Submit. By default, the notifications are sent to the address that you entered when you created your portal account. You can enter additional email addresses to receive the notifications.

## Changing Preferences

### General Preferences

You can change your password, email address, or other portal account information on the Account Preferences screen. Modify any information by entering new information and clicking the Save button. Modify your username of password by clicking on the hyperlink or pencil icon next to the appropriate field. Click the save button to record your changes.

### Managing Student Links

You can get a list of students currently associated to your account by clicking on the Students tab on the Account Preferences screen. Clicking on the Add+ button will bring up a screen that will allow you to enter the Access key information for additional students. Be sure to click Submit when you are finished entering the information. Each student has unique Access Keys, so you will need the Access key information for each student you wish to add.

## What to Do If You Have Problems

### General Questions

If you have questions about your student's grades, you should contact the teacher. If you have questions about your student's attendance, you should contact the school's attendance office. If you need other assistance with the parent portal, you should contact your student's school using the contact information provided on the letter that contained the Access Key for your student. The school is prepared to assist you with most issues surrounding the portal. They will not be able to provide support for technical issues related to your Internet connection or browser configuration.

### Forgotten Passwords

If you have forgotten your password, please contact the main office and we will reset your password. Please be prepared to verify yourself as we will ask a series of questions.