

Powerschool Parent Account - Frequently Asked Questions

Why do I need a Powerschool Parent Access Account?

When your student enters 1st grade at NCEMS, grades and attendance are viewable using a Powerschool Parent Access account. The school no longer prints grade cards or progress reports.

Handy websites to bookmark:



Logging into or creating your Powerschool account:

<https://usd115.powerschool.com/public>



Help and Instruction documents on NCEMS website *Documents – Technology* folder:

<https://www.usd115.org/o/ncems/browse/57665>



Powerschool Resource Center:

<https://www.powerschool.com/parent-student-resource-center/>

How do I create a Powerschool Parent Access account?

To create an account, click on the link above for the Powerschool public webpage. You will then click on the *Create Account* tab. You will need your student'(s) access ID and password. These are printed on an instruction page (*Powerschool Parent Access*) sent to parents when students begin 1st grade and to new students when they begin at NCEMS. You'll find this page in our *Technology* folder linked above.

The following is a tutorial video for how to set up and use a Powerschool account:

https://www.youtube.com/watch?v=eNZs_AloU-c

What if I don't have my student's access ID & password?

Please contact the school office or your child's teacher and it will be sent to you via email.

I'd like to use the Powerschool Mobile app. How do I set it up?

Read the instruction page in our *Documents – Technology* folder linked above. (*Using the Powerschool Mobile App*)

What is our district code?

Nemaha Central's district code is **LLDJ** for entering into the mobile app to connect to our Powerschool server.

I'm having trouble with the app. What can I do?

- *Keep In mind that the username on the app is case sensitive (on the website it isn't).*

If you are experiencing the following issues when using the mobile app on phone or tablet:

- The district code LLDJ, does not connect. It spins and says "Authenticating"
- Grades are not updating/grades not current

Let the school know. These are known issues that require the Powerschool service to be restarted, which cannot be done during school hours. The restart is not a permanent fix, however, as the issue seems to return at some point afterwards.

If you are experiencing this issue and need to view grades, you can log into Powerschool using a browser app on your phone instead (Safari or Chrome). Use the Powerschool public link above. If you have an iPhone, you can go to *Settings – Passwords & Accounts* and turn on *Autofill Passwords* so that you won't have to enter your login info every time..

What if I forget or can't remember my username and password?

Click '*Forgot Username or Password?*' on the login

page: <https://usd115.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 registered e-mail address.

How do I see more detailed information in PowerSchool?

Any text that is blue can be selected. For example if you click on a final grade, you will see all of the assignments associated with the final grade.

What can I see on the PowerSchool site?

Parents and students can access the following information:

- * Grades for current classes, as well as the assignments that make up those grades.
- * Attendance for the past two weeks or for the whole quarter, including a legend of attendance codes used by the school.
- * Teacher comments
- * Reports via email, which allow parents to request daily, weekly, or monthly reports to be sent via email.

Can I change my password?

Yes. After logging into the PowerSchool Parent Portal with your Username and Password, on the main menu, click Account Preferences. Click on the edit button beside current password and make your change.

What is required to connect to the PowerSchool Parent Portal or PowerSchool Student Portal?

Users need the following to connect:

- * A computer or mobile device with a connection to the Internet.
- * Browser - Internet Explorer 11 or higher; Microsoft Edge; Google Chrome, Safari or Firefox.
- * Your student(s) PowerSchool access ID and password provided by the school.

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 access ID and password for multiple children. The ID and password for each child must be obtained from the school that each child attends. See the "Powerschool Parent Access" document in the Technology folder on the website.

How many times can I login incorrectly? I'm locked out. What do I do?

If you try to sign in three times incorrectly, you will be locked out of the PowerSchool Parent Portal. You will need to contact the school to be unlocked.

Is it possible to have a "family login"?

PowerSchool maintains a one child to one parent relationship to ensure your child's academic

information will not be viewed by unauthorized users. There are no family logins available in PowerSchool.

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

As long as you protect your password, only you and school district employees associated with your child will be able to see your child's grades. If for any reason you believe your login ID and password has been breached, call the school registrar requesting that the ID and password be changed.

Do all teachers post grade and attendance information to the PowerSchool server?

Not all teachers post grades, all do post attendance. Attendance is posted by teachers and by the office. Some teachers assign and post grades to PowerSchool at different times. Some may give grades to their students every day and some may give far fewer grades during the marking periods. This is up to each teacher and depends upon their grading system. If you see grades in PowerSchool for some teachers but not others, this is a normal function of the way teachers assign and post grades. As always you may contact teachers by e-mail or request a phone call or meeting at any time.

How often can we expect grades to be updated?

There are many factors that determine how soon a teacher can assess and return assignments. Essays, research papers, and tests take longer to grade than a quiz. Coaching, club sponsorships, and family commitments can also affect turnaround time, as well as a teacher's student load. All teachers do their best to grade their students and communicate their progress in a timely manner.

How often can we expect attendance to be updated?

Attendance is updated daily. Excused absences may take a few extra days to be updated (changed from "unexcused") depending on the number of absences, promptness of the parent excuse note and/or day of the week.

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

Many teachers use categories such as test, quizzes, daily work to organize and give different weights to grades; how they weight them is an individual decision. Teachers share with students how they grade at the beginning of each course. As always you may contact teachers or request a phone call or meeting at any time.

Do parents and students see the same information in PowerSchool?

When students and parents access the PowerSchool server, they see the same information with one exception; only parents have the ability to request automatic progress reports via email.

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

PowerSchool is configured to work with client email systems, such as; Microsoft Outlook or Outlook Express. PowerSchool does not work with web-based email systems, such as AOL, Google or Yahoo. To use a web-based email system, hover the mouse over the teacher's name and a 'mailto: name@usd115.org' will appear in the lower-left corner of your screen. Copy this address into your web-based email system and send message.

What is Email Notification?

To sign up for automatic email reports, select the information you would like to receive, when you want it sent, and to which email address(es) you would like the reports to be delivered. We recommend that parents do not sign up for Daily Report due to the volume of daily email messages that will be sent.

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.

Can I print what I see in PowerSchool?

The best way to print is to use the Print Page icon located at the top of the pages in PowerSchool.

Do I need to log out of PowerSchool? Can I simply exit or close my browser window?

Logging out is the only way to ensure no other users can access the information you have securely logged in to view. Please make sure you Logout when you are finished with PowerSchool.

Why do I get disconnected from PowerSchool after 15 minutes?

For security purposes any session that is inactive for 15 minutes is automatically logged off and disconnected.

Can I access PowerSchool on my Apple iPhone, Apple iPad or Android device?

Yes. See the separate document *Using the Mobile App*. In the Technology Documents folder.

I am having trouble with the PowerSchool Parent Portal account. Where do I get help?

Parents can contact their school directly or view help documents in the NCEMS Documents/Technology folder on the 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.

Where does my child log in for the PowerSchool Student Portal?

Students and parents use the same web site to sign in:
<https://usd115.powerschool.com/public>

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

Students in grades 6-8 will be provided information to access their data even if parents do not request access.

Is the PowerSchool system secure?

Yes, PowerSchool requires an individual user name and password. In addition, PowerSchool uses SSL encryption for any data sent or received.

I'm unable to add a child to my parent account. Why is this happening?

You must use the full name of the child as it is registered in PowerSchool. For example: Kathleen Smith rather than the nickname of Kathy Smith.

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. 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 letter with your student's password and access ID, please contact the child's school and be prepared to provide copies of relevant court documents.

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

No. All login information will remain the same as long as your child is an active student within the school district.

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

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

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.

Why can't I get access to PowerSchool during the summer?

The PowerSchool Parent Portal and PowerSchool Student Ports are closed during the summer until all students are set up for the upcoming school year with an assigned homeroom and their new schedule.