

PowerSchool Parent Portal FAQ Document

This document covers Frequently Asked Questions for the PowerSchool Parent Portal. Although the Canvas login provides updates to grades and assignments, the PowerSchool Parent Portal is the only place that provides access to your students' attendance and final grades information. Please leverage this document for assistance and reach out to the AMP Support team if additional help is needed.

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1. How do I Access the PowerSchool Parent Portal?

A: The Portal will be accessed through Canvas. Log into your Canvas with the Guardian account credentials that were provided to you and follow these steps.

Upon login you will see a Guardian Resources card on your Dashboard.

OHDELA!	Dashboard	
Account	:	
Dashboard		
Courses	[2023-2024 Guardian Resources] [2023-2024 Guardian Resourc 2023 - 2024 Guardian Courses [VPA]	
الع Inbox		

Click into the course card and then click on the "SIS Parent Portal" link in the left navigation.



You will now see a PowerSchool box. Click anywhere on the box.



A new tab will open. Click on the "Parent Sign In" button.

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arent Sign i	n
Parents - Click t	he button to sign in. You will be redirected to the Parent sign in page.
	Parent Sign In
tudent Sign	In
Students - Click	the button to sign in. You will be redirected to the Student sign in page.
	Student Sign In

This will take you directly into the PowerSchool Parent Portal.



NOTE: You must be logged into your school provided google account to successfully login. If you are

2. How do I see my student's Grades and Attendance?

A: Once logged into the PowerSchool Parent Portal, using the left navigation screen you will click on the "Grades and Attendance" link. This will list the courses offered to your student as well as their grades for each course. Use the figure below to assist you with what each area displays.

201	Left Naviga and Attenda Grades and	tion Men ance Lini Attenda	nu→ G k ance:	Grades)	20	č.					List of courses that your student is/has been enrolled in. The teacher name is listed in blue.	Grades for	Semester 1	G	rades for Semester 2	
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Note: You may notice that the current day's attendance is blank. Since we give attendance credit to students for work throughout the entire day, we update the system each morning with the prior day's attendance. So on Tuesday morning, you will be able to see Monday's attendance, etc.

3. How do I see my student's Attendance History?

A: Once logged into the PowerSchool Parent Portal, using the left navigation screen you will click on the "Attendance History" link. If applicable, this will list for you the amount of time missed on the date indicated. It will also show you the total amount of time missed for the enrollment period as well as the total amount of unexcused time missed for the enrollment period.

1	e History	00000000					
/	Ohio Revised Code Defines Truan Habitual Truant - Unexcused Absent 30 or mo - Unexcused Absent 42 or mo	rcy and Excessive Absence as	Accumulative total of hours your student has missed school	Accumulative total of hours your student has	Amount of time in		
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	06092018	004	E (Excused)		1.00		
	09/03/2019	ODA	U (Unexcused)		5.00		
	09102019	00A	LR1 (Unexcused 1 hour or less)		0.18		
	09/13/2018	00A	UN1 (Unexcused 1 hour or less)		5.00		
	09/15/2018	004	UN2 (Unexturbed 2 or less hours)		1.04		
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4. How do I see my student's Grade History?

A: Once logged into the PowerSchool Parent Portal, using the left navigation screen you will click on the "Grade History" link. This will list the courses offered to your student as well as their grades for each course. Use the figure below to assist you with what each area displays.

Grade History	C34	- 6			
18-20 - 00A 15-16	List of courses that your student is/has been		Grade given for the period indicated.	d Percentag period ind	ge grade for the licated.
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Note: Grades come into Canvas from PowerSchool on a nightly basis. It is possible changes have been made that are not yet reflected in PowerSchool, but you can always reference Canvas for individual real time grades. It could take up to 24 hours for grades to be updated in PowerSchool. If you continue to see an issue, feel free to reach out to your student's teacher and/or advisor with any questions.

5. What if I wanted to access information on how my student is doing this school year versus last school year?

A: The PowerSchool Parent Portal provides you as the parent the ability to look up historical grades to view or compare how your student is doing year to year. Click on "Grade history" and you will see tabs for prior school years.

6. My account will not let me log into the PowerSchool Parent Portal, what do I do?

A: If you have successfully logged into Canvas you should be able to log into PowerSchool Parent Portal. Your login credentials into Canvas will automatically log you in to the PowerSchool Parent Portal. If you are not able to login please visit_ <u>https://4amphlp.accelschools.com</u> and chat with a support representative or open a support ticket.



Note: It is very important to make sure that you are logged into Google with your Guardian credentials provided by the school and not the student account or your personal Gmail account. Access will only be granted to your school provided google account on file. Please use the image above to help you identify if you are using the correct account.

7. What else can I do in my Parent Portal?

A: There are a few other links that will be helpful to you.

- School Information: Click here to locate valuable contact information for the school as well as important dates throughout the school year
- Course Dashboard: Navigate directly back to Canvas
- Help Ticket: Takes you to the AMP help site

Alerting								
SwiftReach SwiftK12								
Navigation	School Name	OHDELA	OHDELA					
	School Address	121 South Ma	121 South Main St Suite 310					
Grades and Attendance	Locate valuable	Akron, OH 44308						
F	School Phone contact information	800-493-8680						
Grade History	school Website and dates about the	330-252-8848	330-252-8848					
Attendance History	School Principal	Jamie Campb	Jamie Campbell					
School	Principal's Phone Navigate directly back to	330-252-8830	330-252-8830 Jicampbeli001@delak12.com					
	Principal's Email	jlcampbell001						
Course Dashboard	up where you left off.							
Help Ticket		Thi	s Year's Terms					
	Term	Start Date	End Date	# School Days				
/	2019-2020 (19-20)	08/26/2019	06/08/2020	184				
	Pall (S1)	08/26/2019	01/17/2020	92				
	Spring (58)	01/21/2020	06/08/2020	92				
	fill out a form to request technical support.							