



PowerSchool Parent Portal FAQ Document

PowerSchool Parent Portal

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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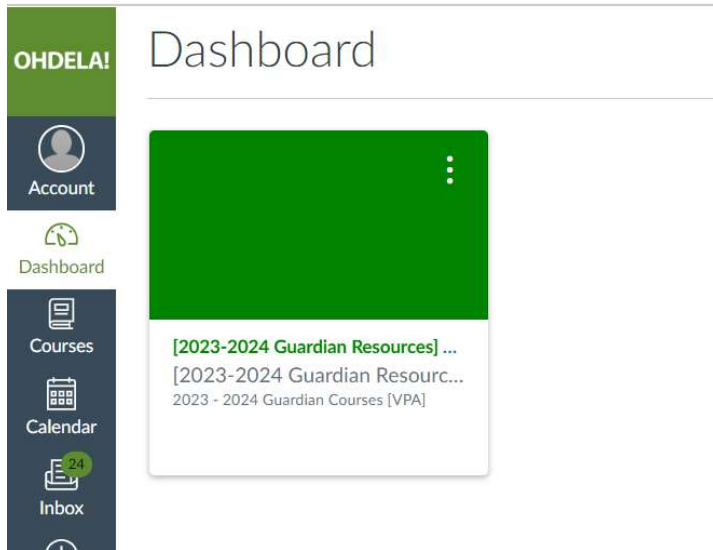
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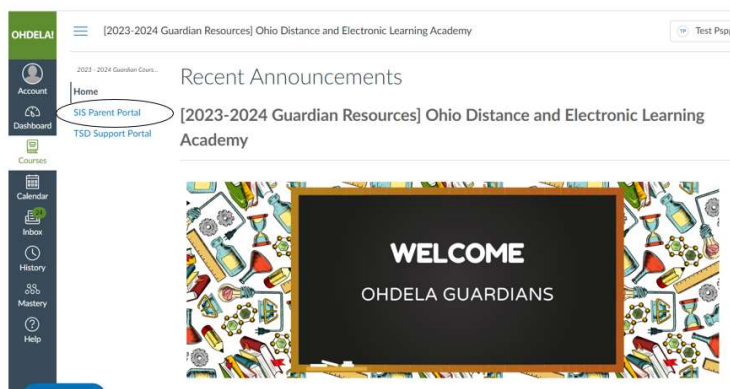
1. How do I Access the PowerSchool Parent Portal?

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.

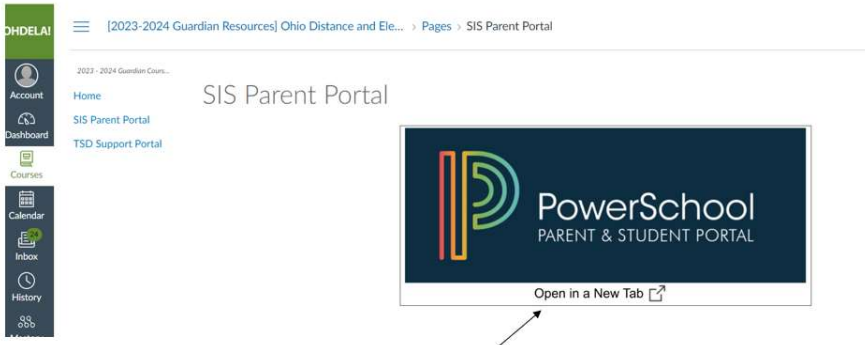


Click into the course card and then click on the “SIS Parent Portal” link in the left navigation.

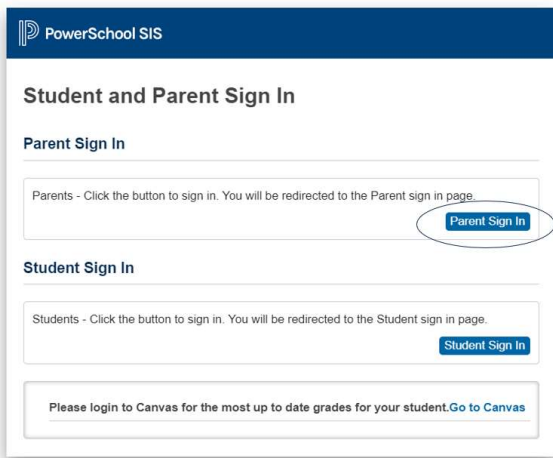


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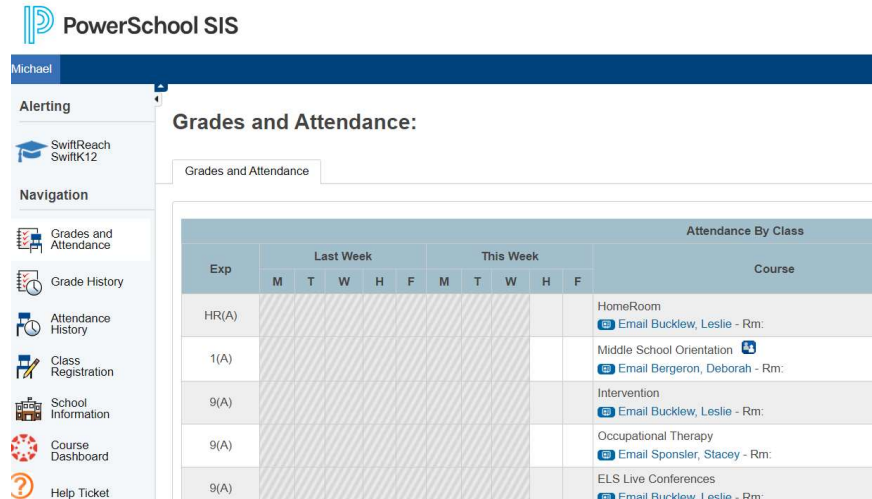
You will now see a PowerSchool box. Click anywhere on the box.



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



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

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not logged into that account, you will receive an error message denying your access.

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.

Left Navigation Menu – Grades and Attendance Link

Grades and Attendance:

List of courses that your student is/has been enrolled in. The teacher name is listed in blue.

Grades for Semester 1

Grades for Semester 2

Attendance Records for the last week

Attendance Records by day breakdown

Total Absences for your student by semester and YTD

Exp.	Last Week					This Week					Course	S1	S2	Absences	Totals
	M	T	W	Th	F	M	T	W	Th	F					
1(A)											English 2B Email Davis, Lori - Rm		C	8	8
2(A)											Upper Grades Orientation Email Goodrich, Vanessa - Rm			0	0
3(A)											Algebra 1 B Email Frosch, Steven - Rm		B	8	8
4(A)											Physical Science B Email Buckner, Matthew - Rm		A	8	8
HR(A)											Madison World History B Email Smith, John Michael - Rm		A	8	8
13(A)											Math/Science Email Patton, Matthew - Rm			0	0
15(A)											ELA 2 Test Success Email Arman, Daniel - Rm			0	0
15(A)											Test Prep Email Albert, Philip - Rm			0	0
15(A)											National Junior Honor Society Email Lee, Kay - Rm			0	0
15(A)											Teaching HS Email Zeman, Kyle - Rm			0	0
Attendance Totals												2	2	0	8

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.

Left Navigation – Attendance History

Accumulative total of hours your student has missed school

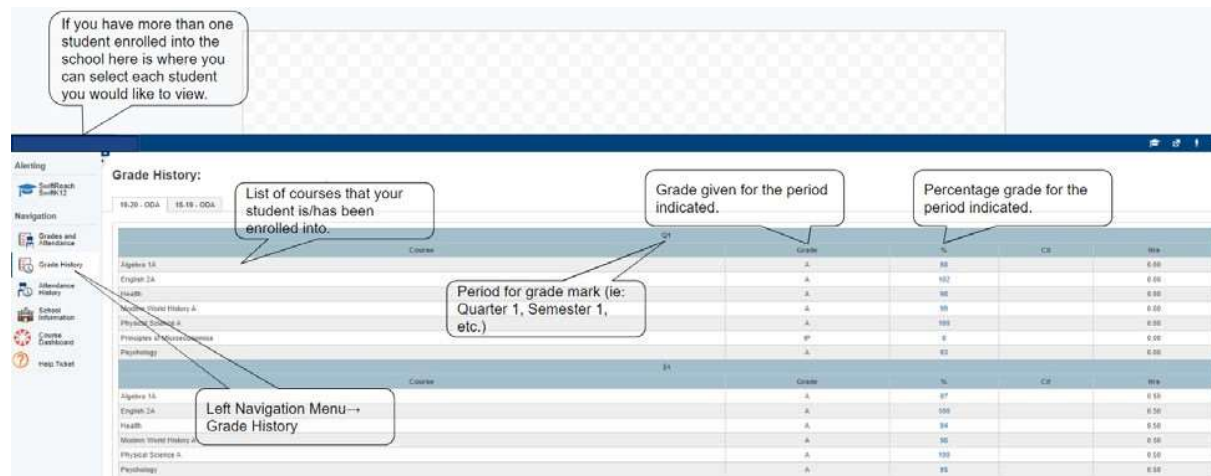
Accumulative total of hours your student has missed school

Amount of time in H:M missed for that specific date

Total Absence Hours per Year			Unexcused Absence Hours per Year
187:30 / 85			182:30 / 72
Absence Date	School	Attendance Code	Time Absent in Hours and Minutes
08/26/2018	ODA	UN4 (Unexcused for 4 or less hours, but present for 1 or more)	3:08
09/07/2018	ODA	UN2 (Unexcused 2 or less hours)	2:08
08/29/2018	ODA	UN2 (Unexcused 2 or less hours)	1:12
08/29/2018	ODA	E (Excused)	0:00
08/03/2018	ODA	U (Unexcused)	0:00
08/10/2018	ODA	UN1 (Unexcused 1 hour or less)	0:18
08/13/2018	ODA	UN1 (Unexcused 1 hour or less)	0:00
08/18/2018	ODA	UN2 (Unexcused 2 or less hours)	1:08
08/19/2018	ODA	UN2 (Unexcused 2 or less hours)	1:03
08/20/2018	ODA	UN1 (Unexcused 1 hour or less)	0:21
08/23/2018	ODA	UN3 (Unexcused 3 or less hours)	2:48
08/24/2018	ODA	UN4 (Unexcused for 4 or less hours, but present for 1 or more)	3:30
08/29/2018	ODA	U (Unexcused)	0:00
10/01/2018	ODA	UN3 (Unexcused 3 or less hours)	2:38
10/02/2018	ODA	UN3 (Unexcused 3 or less hours)	2:41
10/03/2018	ODA	UN2 (Unexcused 2 or less hours)	1:32

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.



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.

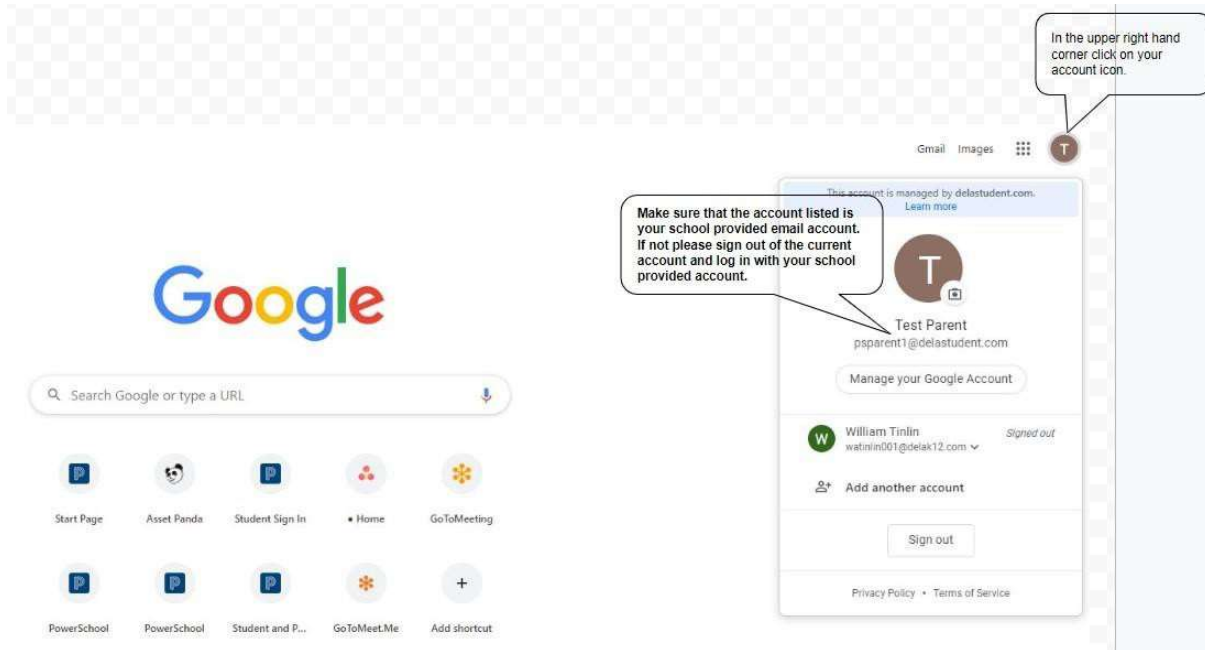
5. What if I wanted to access information on how my student is doing this school year versus last school year?

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.

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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 <https://4amphlp.accelschools.com> 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

The screenshot shows the PowerSchool Parent Portal interface. On the left is a navigation sidebar with the following items: Alerting (SwiftReach SwiftK12), Navigation (Grades and Attendance, Grade History, Attendance History, School Information, Course Dashboard, Help Ticket). The main content area displays school information for OHDELA, including address, phone, website, and principal contact details. Below this is a table for 'This Year's Terms' with columns for Term, Start Date, End Date, and # School Days. Callouts with arrows point to the 'School Information' and 'Help Ticket' links in the sidebar, and to the principal's contact information and the 'This Year's Terms' table in the main content area.

Term	Start Date	End Date	# School Days
2019-2020 (19-20)	08/26/2019	06/08/2020	184
Fall (S1)	08/26/2019	01/17/2020	92
Spring (S2)	01/21/2020	06/08/2020	92