

## Parent Portal – Frequently Asked Questions

### 1. How do I log in to the system?

A username and password is needed to log in to the Parent Portal. Open your Internet browser (i.e. Internet Explorer, Firefox, Safari) and enter the address <http://parentportal.scs.k12.nc.us>. Your school may have a link to the portal from its website. Use the username and password provided to you. If you have trouble with your username and password, please contact your school.

### 2. I don't have a user name and password! How do I get one?

Please contact your school for this information to be sent home with your child. If you inquire in person, you may be required to provide a photo ID. No login credentials will be provided over the phone.

### 3. Can someone else gain access or change my information?

No. Access to each student's information requires a unique user name and password. Please protect your information. No Social Security numbers will be displayed or used for identification. Make sure you close your Internet browser window when you are finished using the Internet. If you leave the window open, your child's information could possibly be accessed.

### 4. My user name and password are not working, what should I do?

You should contact your child's school. You may be required to provide a photo ID for assistance with user names and passwords. No login credentials will be provided over the phone.

### 5. Can I change my password online?

No. Please keep your login information safe.

### 6. How do I log off the Parent Portal system when I am finished?

Please click "Log out". You will be prompted to close the window. Select "Yes" to close the current window or "No" to leave it open, then close your browser when you are finished using the Internet. Failing to close the browser window could leave your child's information accessible to others.

### 7. Will I be able to print out the information I see on the screen?

Yes. You may print the pages you see on the screen by using the "print screen" function on your browser or keyboard.

**8. Will Parent Portal replace the need for me to attend parent/teacher conferences?**

No. It is still important to meet with your child's teacher(s) during parent/teacher conferences or as needed. The Parent Portal will help you feel more prepared for those sessions.

**9. Does it cost anything to use the Parent Portal?**

There is no cost involved in using the Parent Portal. You will need a computer with Internet access in order to use the service. If you do not have Internet access in your home, computers are available at any branch of the Public Library in Stanly County.

**10. Can I change my contact and demographic information online?**

No. Parents may request an information change by completing a change form at their child's school or by sending a signed note. For an address change, parents must show proof of residency with a current utility bill, current lease agreement/mortgage, or real estate property tax statement.

**11. How often is the data in the Parent Portal updated?**

Basic demographic, attendance, and discipline data will be updated daily. Grades will be updated each quarter. Testing data will be updated after standardized tests have been scored and received by the testing department.

**For login help, to update demographic information (i.e. address), or if you believe the data is incorrect, please contact your school. If you have technical questions about the Parent Portal, email [parentportal@scs.k12.nc.us](mailto:parentportal@scs.k12.nc.us).**