

## POWERSCHOOL FREQUENTLY ASKED QUESTIONS

### **Q: WHAT IS POWERSCHOOL?**

**A:** PowerSchool is the student information system selected by the Dry Creek Joint Elementary School District to record and track student records, including demographics, grades and attendance. The program allows us to share attendance and grade information with our parents.

### **Q: WHAT IS REQUIRED FOR A PARENT TO CONNECT TO THE PARENT PORTAL?**

**A:** Users will need the following to connect:

- A computer with a connection to the Internet
- Your computer should be running at least Windows 98, but XP or Vista work much better.
- The latest version of JAVA software. [Download Java](#)
- A web browser such as Internet Explorer, Safari, or Firefox
- The web address for PowerSchool
- A login user name and password supplied by the District

### **Q: WHAT IS THE WEB ADDRESS FOR POWERSCHOOL?**

**A:** The Dry Creek Joint Elementary School District PowerSchool parent portal address is: <http://powerschool.drycreek.k12.ca.us/public>. We suggest that you bookmark this address in your web browser.

### **Q: HOW DO I GET A USER NAME AND PASSWORD?**

**A:** Attend ONE brief training session at the school site where your child attends school. This training session is good for all of your children attending the Dry Creek Joint Elementary School District. At the end of the training session you will receive your user name and password for your child that attends that school. **PARENTS MUST PRESENT A STATE-ISSUED PHOTO IDENTIFICATION TO RECEIVE THEIR USER NAME AND PASSWORD.**

### **Q: I HAVE MULTIPLE CHILDREN IN THE DISTRICT. CAN I HAVE ACCESS TO ALL THEIR ACCOUNTS UNDER JUST ONE USER NAME AND PASSWORD?**

**A:** PowerSchool does not allow for this. Each child's information is housed under a separate account so you will have a different parent login for each child. Unfortunately, there is no way to allow one log on to be entered, then provide you a choice for which of your children's information to display. This is a limitation currently in the software.

### **Q: HOW TO I GET MULTIPLE USER NAMES AND PASSWORDS? DO I HAVE TO ATTEND A TRAINING SESSION FOR EACH OF MY CHILDREN?**

**A:** You only have to attend one training session. You can obtain additional user name and passwords for your children who attend a different school by going to the school's office and showing a state-issued Photo ID. The school site office staff will then give you your additional user name and password. Please note, that this information **will not** be available at the individual school sites until after the training session at that site has taken place.

**Q: WHY ARE ONLY PARENTS WITH STUDENTS IN GRADES FOUR THROUGH EIGHT GETTING ACCESS TO POWERSCHOOL?**

**A:** This is our initial rollout of the PowerSchool Parent Portal. Since students in grades 4-8 receive letter grades, and teachers at these grades levels have used an electronic Gradebook in the past, it seemed most appropriate to begin with this group. Our K-3 students do not receive letter grades. In the future the district will be looking at features that could be utilized by our K-3 teachers.

**Q: CAN WE GET MORE THAN ONE PARENT USER NAME AND PASSWORD FOR A CHILD'S ACCOUNT?**

**A:** No. PowerSchool only allows one parent account to be created for each child. Therefore, both parents and guardians will have to use the same user name and password that is assigned by the district.

**Q: CAN I CHANGE MY PASSWORD?**

**A:** No. PowerSchool does not allow for the ability to change your password. Please record it and keep it somewhere safe and confidential so you have it when you need it. You should treat it as you would an ATM or credit card.

**Q: WHAT DO I DO IF I FORGET OR LOSE MY PASSWORD?**

**A:** User name and password is key to the security of your child's private ACADEMIC information. If you lose your user name or password you will need to visit your child's school office and present a state issued Photo ID to receive a new user name and password.

**Q: I CAN'T LOGIN TO THE PARENT PORTAL. I PUT IN MY USER NAME AND PASSWORD AND CLICK SUBMIT. THEN THE PAGE RELOADS TO A BLANK USER NAME AND PASSWORD PAGE AGAIN AND DOES NOT LOGIN. WHY?**

**A:** PowerSchool uses "cookies" and this means your internet security may be set too high and is blocking cookies. Depending on your browser, you will need to find the Internet Security area and turn it down a level or two so cookies are accepted. You can find out more information about this by going to your web browser's Help menu and doing a search on "cookies" or "internet security".

**Q: WHY DOES IT TAKE SUCH A LONG TIME FOR POWERSCHOOL TO LOAD MY WEB BROWSER?**

**A:** The speed at which your web browser can display a specific website depends on many things, especially the speed of your Internet connection.

**Q: IF MY CHILD CHANGES SCHOOLS, DO I NEED A NEW USER NAME AND PASSWORD?**

**A:** No. The child's account remains active and will display attendance and grades from your child's new school.

**Q: HOW DOES MY CHILD RECEIVE THEIR USER NAME AND PASSWORD?**

**A:** Students in grades 6-8 will receive their user name and password during class within two weeks of the presentation at the school site. User name and passwords for students in grades 4 and 5 will be by parent request only. Please visit your school site office to obtain your child's logon information.

**Q: DO STUDENTS AND PARENTS SEE THE SAME INFORMATION IN POWERSCHOOL?**

**A:** 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 e-mail.

**Q: CAN OTHER PEOPLE SEE MY SON'S/DAUGHTER'S GRADES?**

**A:** Not if YOU protect your login information. Only you and authorized school district employees associated with your child will be able to see your child's grades. If for any reason you believe your user name or password has been compromised, visit the school office and present a state issued Photo ID to receive a new user name and password.

**Q: ARE THESE GRADES UP TO THE MINUTE?**

**A:** Portal data is real-time which means the data is immediately updated as the teacher enters information - even in the evening if a teacher is working at home. Teachers will update their grades regularly but are under no district directive to update on a daily or even weekly basis. Some major projects or papers may take several weeks to be posted, while some other assignment scores may be posted daily or weekly.

**Q: CAN I PRINT WHAT I SEE IN POWERSCHOOL?**

**A:** Yes. The best way to print is to use the Print Page icon located at the bottom of the pages in PowerSchool.

**Q: I SIGNED UP FOR E-MAIL NOTIFICATION BUT I AM NOT GETTING E-MAILS FROM POWERSCHOOL. HOW COME?**

**A:** There could be multiple reasons for this:

- Did you sign-up for E-mail Notifications on the E-Mail Notification page? Please ensure the e-mail address you entered are correct. If even one character (letter/number/space) is off, you won't receive e-mails.
- Does your e-mail program have a spam blocker that could be blocking the messages? If so, you will want to add the e-mail address [noreply@drycreek.k12.ca.us](mailto:noreply@drycreek.k12.ca.us) to the list of "allowed" e-mail addresses so PowerSchool e-mails can get through.
- Did you check your e-mail's JUNK or SPAM folder? Check to see if the messages are going there and choose to mark them as NOT JUNK or NOT SPAM. You will have to consult your e-mail's Help menu or manual to learn how to do this as it is different for every e-mail program.

**Q: I REPLIED TO THE POWERSCHOOL AUTO-E-MAIL WITH A QUESTION, BUT HAVE NOT RECEIVED A RESPONSE. WHY?**

**A:** The PowerSchool auto-generated e-mail is created and sent by the PowerSchool server, not by an individual. The server will not reply to your e-mail sent to that address. If you have questions about your child's progress, please direct those questions to your child's teacher.

**Q: WILL THE PARENT PORTAL EVER BE UNAVAILABLE?**

**A:** Only for occasional system maintenance which will be scheduled during school breaks whenever possible.

**Q: WHEN I CLICK ON THE TEACHER'S NAME TO E-MAIL THE TEACHER, MY E-MAIL PROGRAM DOESN'T WORK CORRECTLY OR DOES NOT OPEN. WHY?**

**A:** Unfortunately, this is not a problem the district can help you with since everyone's e-mail programs are different. Your e-mail program needs to be setup correctly on your computer. You may want to view the Help area or menu for your e-mail program or contact your Internet Service Provider for further assistance.

**Q: DO I NEED TO LOG OUT OF POWERSCHOOL OR CAN I SIMPLY EXIT OR CLOSE MY BROWSER WINDOW?**

**A:** You should always logout to protect your child's information. 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 that you always Logout when you are finished with PowerSchool.

**Q: WHOM SHOULD I CALL IF I HAVE QUESTIONS?**

**A:** Please use the table below to decide whom to contact for various types of questions.

<b>Question Topic</b>	<b>Person to Contact</b>
Assignments during the current term	Your child's teacher. Teacher's e-mail contact information is available on the PowerSchool website or from the school site's web page.
Grades for past or current term	Your child's teacher. Teacher's e-mail contact information is available on the PowerSchool website or from the school site's web page.
Attendance on a specific day	Contact the school and ask to speak to the attendance clerk
General attendance questions, questions related to absences or to clear absences	Contact the school and ask to speak to the attendance clerk
Discipline issues	Contact the school and ask to speak to either the Assistant Principal or Principal
User name & passwords questions	Contact the school office