

North Star Charter Parent Portal FAQ's

1. "What kind of computer equipment do I need to view PowerSchool?"

Almost any computer with an internet connection can access the system. It is recommended that you use Internet Explorer version 5 or above or Safari.

2. "I can't seem to access the site with the provided login and password."

Make sure your caps lock key is set properly. Your login and password may be a combination of letters and numbers. If your student is new to the school, you will need to request a login by contacting the school. The address is

<http://parentweb.northstarcharter.org/public>

You can also access the Power School Parent User Guide, which is on our website:

<http://www.northstarcharter.org>

3. What can I see on the PowerSchool site?

Parents and students can access the following information on the PowerSchool public site:

- a. Grades for current classes, as well as the assignments that make up those grades

When you see your student's grade, you can click on the grade (which is hyperlinked) and then see the complete gradebook for that subject area. This alternate screen will also allow you to see any comments that the teacher has made on individual assignments.

- b. Attendance for the past two weeks or for the whole quarter, including a legend of attendance codes used by the school
- c. Teacher comments
- d. Reports via E-Mail, which allow parents to request daily, weekly, or monthly reports to be sent via E-Mail
- e. E-mail link to teacher

4. I have a question about my student's grade. Whom should I call?

It's recommended that you contact the teacher directly using the handy e-mail link in PowerSchool. You may also call the school with questions.

5. "Can other people see my child's information?"

Not unless they have your login and password. If you think it has been compromised, please call the school as soon as possible. As for general Internet intrusions, the system itself uses the latest and best security protocols available. Also, all access is logged, showing the source of all access attempts.

6. "I try to log on to the site, but I keep getting an error message, 'login has expired' or 'cannot access site'. What is wrong?"

All browsers are not created equal, and some refuse to give up what they have in their cache. In Internet Explorer, make sure pages are set to update "always" (Under "Internet Options"). If that doesn't work, empty your cache. Also ensure that you have a java

capable web browser.

7. "My child's grades don't seem to add up right."

Computations for grading within the quarter are up to the teachers, who may have various methods. For instance, one teacher may weight a test much higher than homework, where another might make no distinction. Please contact the child's teacher if you have any grading questions. There is a handy link on your login page, just click on the teacher's name if you have questions.

8. "I'm not getting my e-mail updates at all or on a regular basis."

Every day the PowerSchool server searches for those parents who asked for an update to be sent out via e-mail, and they are sent at midnight. There could be a few things holding up mail: a. The mailbox of the recipient is full. b. There is a filter in place on either the client server or their e-mail client that is dropping or re-directing the mail by identifying it as "junk" or "spam". c. The e-mail address is entered wrong. d. The server is "off" or "down" at the time of send. Please be patient with this feature.

9. "What about the class registration, balances, and my calendars?" **These features are not implemented at this time.**

11. "What about the School Bulletins?" **Not implemented at this time. We will most likely be using the Polaris Portals via our main website for school announcements.**