Parent Portal Frequently Asked Questions

1. **Where do I get an Access ID and Access Password for my child?**
   You will need to go, in person, to your child's school so they can verify your identity and give you an Access ID and Access Password. Only legal guardians may pick up your child's access key information.

2. **Does the school setup my Parent Portal Account?**
   No, you will need to set up your own account. Instructions are available at the following link: https://surryschools.powerschool.com/public/home.html

3. **Who do I contact with general Parent Portal questions:**
   If this FAQ does not answer your question, you can contact your child's school. Service is offered as a best effort. The division cannot troubleshoot home computer issues.

4. **What do I do if I forget my Parent Portal login user name or password?**
   On the Parent Portal page there is a link called "Having Trouble Logging in?" https://surryschools.powerschool.com/public/account_recovery_begin.html. It will walk you through the process of requesting your account information. The information will be sent to the email you used to originally setup your account.

5. **Why am I not getting a confirmation email after requesting user name or password help?**
   Most email providers/programs run some type of Spam guard program. If you do not see an email, from powerschool@surryschools.net, check inside your SPAM folder, Junk mail folder, Bulk Items folder or Trash Folder to see if the email landed in any of those folders. It is recommended to add this address to your contacts list to insure delivery.

6. **Do I have to have a separate account for each of my children?**
   No, You can have one account with all of your children attached. You just need the Access ID and Access Password for each child.

7. **Can both parents have a Parent Portal Account?**
   Yes, both parents can have their own separate parent portal account. You can also allow access for other guardians as well. Perhaps they are staying with their grandmother temporarily; you can allow her to setup her own account as well.

8. **Will the Parent Portal be up all year?**
   In the event that we do an upgrade to the system, we may take it down temporarily. It will also be inaccessible at the end of each grading period and during the summer when we are updating information and scheduling for the upcoming year.

9. **How quickly will students' grades and attendance be available in the Parent Portal?**
   The information is in real-time. As soon as a teacher publishes grades or takes attendance on your child, it shows up in the Parent Portal right away. Grades will be entered in a timely manner. It is not expected, however, that a test or major assignment will be graded and entered into Parent Portal the same day it is completed. Depending on the complexity of the assignment it may be several school days before the grades are posted into the Parent Portal. Please be patient.

10. **Even though I can see my child's grades online, will students still receive interim and report card grades?**
    Yes, a paper report card will be distributed each grading period.

11. **Who do I contact with a question about my child's grades?**
    Contact your child's individual teacher with specific grading questions.
12. **Do all teachers post grade and attendance information to the PowerSchool Parent Portal?**
    1st through twelfth grade teachers will enter grades. Remember, the teacher's grade book is a "snapshot in time" and not necessarily an accurate reflection of the student's overall progress or performance. Similarly, the student's grade average may change depending on the weight or value of graded work.
13. **What do I do if I do not want a particular person to have access to my child, but I already gave them the Access Id and Password?**
    If this is a custody change issue, you will need to get a court order to prevent a parent from having access to your child's account, just as you would to prevent them from having access to their information within the school. If this is an auxiliary adult, like an aunt or an uncle who no longer needs access, you can request the school to have the account disabled/removed and the student's Access ID changed to prevent them from setting up a new account.
14. **Will I still be able to access the Parent Portal if my child transfers to another school within Surry County Public Schools?**
    If a student transfers to another school within Surry county Public Schools parent/guardian accounts will still be valid. No further action will be required of the parent to access his/her account.
15. **What happens to my account if my child transfers out of the school division?**
    This access is a service offered to all parents/guardians of currently active students. Once a student is withdrawn or graduates from the division, the Parent Portal account will be de-activated.
16. **I lost my original Parent Portal Information letter, how can I get another copy?**
    The letter is typically not needed once you create your account. But, if it is needed you must pick up a copy at your child's school. Be prepared to provide a photo i.d.
17. **What are the system requirements for the Parent Portal?**
    Windows 2000, Windows XP, Windows Vista, Windows 7, OS X 10.4 or higher, Internet Explorer 7.0 or higher, Firefox 3 or higher, Safari 3 or higher, Java 1.5 - 1.6.