

FREQUENTLY ASKED QUESTIONS

How does one get a PowerSchool login and password?

Each school year the high school and middle school will make a letter available to families listing your student(s) username and password. We setup an account for every student that enters our high school and middle school. If, for some reason, you did not receive a letter, or are new to the district, you may request an account by going to the high school or middle school office. Parent(s) and guardian(s) new to the district must sign up for a single sign-on account by going to the high school or middle school office to request a parent single-sign-on letter.

**** Note:** To protect your student's information and Kutztown Area School District, it is our policy that no usernames or passwords will be given over the phone or through e-mail. You must visit your child's school in person to request a username and password.

What do I do if I forget my PowerSchool password and/or username?

Parent(s) and guardian(s) can click on the link titled "Having Trouble Logging In?" on the Parent Portal web page. To reset your password, select "Forgot Password," tab here, you will be required to provide your username and e-mail to reset your password, and then click Enter. A security token will be sent to your e-mail address that you provided to reset your password. Using the security token will allow you to log into the PowerSchool Parent Portal and prompt you to enter a new password. If you forget your username, select "Forgot Username" tab, enter your email address, and then click enter. A confirmation message appears indicating an email has been set to you with your current username. Students will have to come to the high school or middle school office to reapply for their password.

Can I change my password?

Yes, click on Account Preferences; here you can change your password.

Can I add more than one student to my PowerSchool Parent Portal Account?

Yes, click on Account Preferences, click students tab, click Add icon, to add any and all students for who you have legal and parental rights to your account in order to view their information by way of your account. You may only add students that you have a Parent Portal letter for which includes the Access ID and Access Password to add students to your account.

What is required to connect to the PowerSchool server?

1. A computer with a connection to the internet.
2. Internet Explorer 8 and 9, Firefox 3.6 and 4 and Safari 4 and 5.
3. A username and password

Do all teachers post grade information to the PowerSchool server?

All teachers assign and post grades to PowerSchool at different times. If you see grades in PowerSchool for some teachers but not others, this is a normal function of the way teachers assign and post grades. The number and frequency of assignments varies in each course and by each instructor.

How often can I expect to see attendance updated?

1. Attendance is recorded each morning during homeroom by the teacher and is updated daily by the attendance office.
2. The attendance office utilizes an array of attendance codes which correlate with information received from parents.

Do all teachers use the same grading system?

No. Each teacher has his/her own grading system. Some teachers work on a straight points system while others weight the scores according to assignment categories (Homework, Quizzes, Tests, etc.). Some give grades for class participation while others do not accept late work. Our teachers inform all of their students at the beginning of the course of their expectations and grading scheme for the year. For this reason it is very important for a parent to read the grading philosophy contained in the class syllabus.

How often can I expect grades to be updated?

Teachers need time to grade assignments, projects, essays, and tests. Each day teachers are expected to have new material and lesson plans ready for class. Coaching, club sponsorship, and family commitments can also affect turnaround time, as well as a teacher's student load. Essays and research papers take longer to grade than a quiz. With that in mind, please be patient as it does take time to grade and post assignments. All teachers do their best to grade their students' work and communicate their progress in a timely manner.

What should I do when a concern arises about a score or grade that appears in PowerSchool?

1. Talk with your child first. Ask him/her what the situation is surrounding his/her grade(s).
2. Review the course grading philosophy/system of the teacher. This may answer the question of why the student has received the grade or explain how the assignments add up to the current average.
3. Check to see if there is an assignment description. If the assignment is listed in blue on the *Class Score Detail* page, you can click on the link for more detailed information. This may help to clarify what was involved or expected for a particular assignment.
4. Check the date of the assignment. An assignment handed in late may receive deductions from its score.
5. In trying to verify a class be sure to verify if there are any missing or late assignments that could be affecting the overall grade average.
6. Realizing that no system is perfect, if a discrepancy is found, please send one e-mail to the attention of the teacher. We are all working together to achieve the highest level of consistency and accuracy possible. Please be patient as the Kutztown Area School District is developing this program to be the best it can be.

I have signed up for e-mail reminders but I have received nothing. What is the problem?

You may want to log back into PowerSchool Public and verify that your e-mail address is correct. You may also want to check to see how often you have requested information to be e-mailed. Additionally, you may need to verify with your internet service provider or host that e-mail being sent to you from the PowerSchool server is not being treated as SPAM.

Why do I need to logout of PowerSchool? Isn't closing or quitting the same?

Logging out is the only way to ensure that no other user can access the information you have securely logged in to view. Please make sure you logout when you are finished with viewing information in PowerSchool.