

# FAQ's

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**Q. What is PowerSchool?**

**A.** PowerSchool is our student information system. It allows us to manage information such as grades, attendance, demographics, courses, etc. Since Powerschool is web-based, some of this information can easily, but safely be shared with parents.

**Q. What is the web address for PowerSchool?**

**A.** The West Orange School District's PowerSchool portal's address is <https://powerschool.woboe.org/public> (no www)

**Q. What can I see on the PowerSchool site?**

**A.** Parents can access the following information: grades for current classes, attendance, teacher's comments, email links to teachers, the school bulletin, and setup various reports to be sent via email.

**Q. Who do I contact for PowerSchool access?**

**A.** Your account was setup automatically by the software. Letters were sent home to parent/guardians with access id and password information. If you no longer have that information, please contact your student's guidance counselor via email or phone.

**Q. I have multiple children in the district. Can I have access to all their accounts under just one username and password?**

**A.** Yes, the software allows for you to add more than one access id and password for your account.

**Q. My husband/wife and I are separated/divorced. Can we get another parent username and password for our child's account?**

**A.** Yes, each parent can create their own account using the access id and password generated for their student.

**Q. Can other people see my child's grades and information?**

**A.** As long as you protect your password, others will not be able to see your child's information. Your child's records can only be accessed by authorized school officials and those with whom you share your password.

**Q. Where are the directions for PowerSchool parent access?**

**A.** You can download a step by step manual that can be printed in pdf format. Please see link available on the Parent PowerSchool section of our website. (*Note: You will need AdobeReader to view this file.*)

**Q. I replied to the PowerSchool auto-email with a question, but have not received a response. Why?**

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

**Q. When I click on the teacher's name to email the teacher, my email program doesn't work correctly or does not open.**

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

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**Q. I can't login to the parent portal. I put in my username and password and click submit. After clicking submit, the page reloads to a blank username and password line and does not login. Help?**

**A.** PowerSchool uses "cookies" and this means your internet security is set too high, probably to the highest level of security, which blocks 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. I have questions about the information found regarding my child's grades or attendance. Who should I contact?**

**A.** We encourage you to talk with your child about your concerns, if appropriate, and then contact your child's teacher by phone or by email, if needed.

**Q. I don't have Internet access at home. How can I access the PowerSchool Parent Portal?**

**A.** Computers are available at the public library.

**Q. How often are grades updated online?**

**A.** Each teacher uses their own timeline for entering their grades. Feel free to check with your child's teacher(s) for their policy on how often or when they post grades online.

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