

SCHOOLTOOL PARENT PORTAL FREQUENTLY ASKED QUESTIONS

Phoenix Central School District



Do I need any special software?

To effectively access your Parent Portal account, you will need:

1. Computer or mobile device with a web browser & Internet access - A minimum dial-up modem speed of 56Kbs – a slower connection will work but not as well.
2. Adobe Reader™ – This is a free document reader available for download on the web at: <http://get.adobe.com/reader/>. There are some SchoolTool reports that require the Adobe Reader.

How often do I need to fill out the parent portal application?

You only need to fill out the application once to create the account. Younger siblings will become visible on the portal once they become school age and register for school. Accounts are carried over from year to year as long as you do not move out of the district.

What happens if I forget my password?

You will NOT need to email us. Just use the “Forgot Password” feature at login. Simply enter your email address, with no password, and click the “login” button. You will then be presented with the “Forgot...” link. Just follow that process to have a new password emailed to you.

What happens if my email address or personal information changes?

Please notify the main office at your child’s school for any change of information. Once you have notified the school of a change to your email address, your parent portal user name will be updated to reflect the new email address as well. You should allow from 24 to 48 hours for any changes to be reflected in the system.

How often is information updated in the parent portal?

Demographic, attendance and discipline information is updated in real time. However, you may want to contact individual teachers to ask how often they update assignment information.

Can I access parent portal from anywhere (Home, Work, Library ...)?

Yes. As long as you meet the minimum computer and Internet access requirements.

What if a report card shows a wrong grade(s) for my child/children?

Contact your child’s Guidance Counselor/Teacher.

Who can I talk to regarding attendance related issues?

Call the main office at your child’s school, but please give them 24 to 48 hours before you call to report any errors.

How do I view my child’s information?

When you are on the Students tab, all enrolled children that you have permission to view are listed. To view the selected student’s information, click on the blue arrow to the left of the name.

The student’s profile will come up along with a new group of tabs:

Accounts: Lists information for your student’s account.

Contacts: Lists all known contacts for the student as well as the siblings.

Schedule: Displays the student’s schedule for each semester.

Attendance: Lists any absences, tardiness, or early dismissals.

Discipline: Displays incidents and disciplinary actions.

Grades: Lists marking period or if entered, progress report grades for the selected period and year.

Assessments: Displays information on state assessments.

Assignments: Displays detailed information for specific assignments, as made available by teachers.

Letters: Lists student’s attendance letter history.

Click on the tab that corresponds to the type of information you want to see.

Can I change my password myself and if so, how? (PARENTS ONLY)

You can change your password at anytime and as many times as you want. We cannot see what your password is set to, so pick something you will remember.

When you first login to SchoolTool your children’s demographic information is displayed. Above the “MY HOME” row is a set of tabs, click on the “Account” tab.

1. You will need to enter your old password.
2. Type in the password you want to start using next to “New Password” and again next to “Confirm”.
3. Click on the “Change Password” button.
4. Click on the Students tab once your password has been changed.

What are the main office phone numbers?

MAM Elementary School
695-1561

EJD Middle School
695-1521

JCB High School
695-1631