

Mansfield Middle School PowerSchool Parent Portal Frequently Asked Questions (FAQs)

How do I access/use the parent portal?

Follow the directions in the [how-to handouts](#) or view the helpful online videos on the middle school's website (<http://mansfieldct.gov/mms> - click on "Parent Portal" under the "For Parents" menu). The aforementioned resources are intended to answer any how-to questions about the portal.

What if I forget my username or password?

Go to <https://powerschool.mansfieldct.org> and click on the link "Having trouble signing in?" It will send your username and password to the email address listed for your account.

Can anyone get access to the parent portal?

Only parents/guardians listed as having custody or legal guardianship can access a child's information. To setup your login, you will need to obtain your child(ren)'s unique access ID and access password (this information was mailed to all parents on January 18, 2013; if you need another copy, we can give you one in the Middle School Office with a photo ID).

What information is included in the parent portal?

Grades (overall and individual assignments), attendance, school breakfast/lunch transaction history, class schedule, and general information. You can also update your parent contact information and sign-up for automated emails. The parent portal only includes information for students in grades 5-8.

What technology do I need?

The portal is accessible from any computer/device with Internet access.

I have multiple children at the Middle School; do I need multiple usernames?

No. You can create one login that accesses all of your children. To add another child to your account, log into the parent portal; then click on "Account Preferences" on left side; then click on the tab for "students", and then click on the "add" button and type in the required information.

Are parents required to use the parent portal?

No. We hope the portal will enhance communication with parents/guardians, but it is only one of many ways we work to support home-school communication.

Do students have their own logins?

Yes. Each student receives a unique student login that provides more limited portal access to make it easier for the student to review her/his own grades. However, we also emphasize to students that individual assignment grades are just one part of their performance among many other factors that are also important.

Can I change my parent portal password?

Yes. Log into the parent portal and click on "Account Preferences" to change your password.

How is the information in the parent portal kept secure?

The parent portal uses SSL encryption to encode all of its information. Only parents/guardians listed as having custody or legal guardianship can access a child's information. The site is accessed using a username and password created by and unique to each parent. Additionally, each parent is an important partner in keeping their child's information secure by:

- Pick a password that is not obvious for someone else to guess. The most secure passwords combine letters and numbers and are at least seven characters long.
- Do not give out your password. Middle School staff will **never** ask you for your password either in email, phone, by mail, or in person; the password is solely for your use and knowledge. Students receive their own username and password that provides more limited access and should not be given a parent's password.
- If you have any concerns that someone knows your password, please complete the following three steps: (1) log into the parent portal and click on "Account Preferences" and change your password; (2) click on the link for "access logs" in the parent portal to see the exact dates/times that your password was used; and (3) notify the middle school office so that we can help.

How quickly are assignment grades posted to the parent portal?

As time is needed to thoughtfully grade assignments, up to 10 days from the date the assignment was due may pass until the assignment appears in the Portal. Teachers will also be afforded an additional week for score entry of lengthier assignments. Please note as well that the parent portal is a new initiative for our school and staff, so we appreciate your patience as we become more experienced with this software and each of us becomes more comfortable using the technology and fitting it into our overall mission.

Will the types of assignment grades look the same for every class?

No. Each class has different types of assignments. For example, some class may have more tests, while other class may have more projects. Some class may have a larger number of small assignments, while other classes may have fewer assignments that are each larger in nature. Some classes have more assignments at the beginning of a quarter, while others have more assignments later in the quarter. Some teachers will post assignments in advance and then input grades after the assignments are collected; other teachers will instead post the assignment at the time it is graded. Due to the nature and structure of some classes (i.e. PE, Tech Ed, FCS, Art); those classes may naturally reflect fewer graded assignments than other classes. Additionally, the Grade 6 World Languages experience will post mid-quarter and end of quarter "S" scale scores in the grade book. Courses that provide individualized programming will not post assignments in the grade book. Those classes will continue to provide parents with individualized progress reporting in the format presently used. There are no assignment grades for homeroom.

What should I do if I am concerned about a grade that my child receives on an assignment?

We hope that you find the parent portal useful as you support your child in their middle school experience; however individual assignment grades are just one part of a student's performance among many other factors that are also important. It is also important to note that at the beginning of a quarter there are a smaller number of grades so an overall average can be skewed by one assignment or the lack of assignments in a certain category (for example, if participation or tests or projects have not been graded yet). If you have concerns about an individual grade, we encourage you to first discuss it with your child.