



• Frequently Asked Questions •

What is PowerSchool?

PowerSchool is the district's online student information system. The district uses this system for scheduling, taking attendance, storing grades, and more. PowerSchool provides:

- parents with immediate access to their student's grades and attendance records
- administrators and teachers access to a variety of information needed in decision-making processes
- an electronic grade book for teachers

What is required to connect to the PowerSchool system?

PowerSchool is a web-based system and users will need the following to connect:

- A computer with Internet access
- A web browser; popular browsers are Internet Explorer, Safari, Netscape Communicator, Opera, and Firefox
- A user account provided by the MISD Technology Department

How can I obtain a PowerSchool parent account?

Only the student's parent and/or guardian may request access to the PowerSchool system. Parents/guardians must attend an orientation meeting and complete the Access Request form. Upcoming orientation meeting dates are posted on the district's PowerSchool Parent web page (<http://www.mcgregor-isd.org/Pages/PSParentPg.html>). Parents/guardians must submit a completed Access Request form to the MISD Technology Department via mail (address above) or by returning it to the campus office. Within five business days of receiving the completed form, the Technology Department will create an account and mail the information to the parent/guardian. Please see the "System Access Guidelines" for further details (posted on the PowerSchool Parent web page).

Can I change my account's user name and password?

You cannot change your user name or password. Keep this information confidential and secure. MISD will not be responsible in the event your account information becomes the possession of another person.

What if I have a question or forget my password?

Please contact the MISD Technology Department (254-840-4377) if you have questions regarding your online access and/or errors when logging in to the PowerSchool system. Account information **will not** be given out over the phone, email, or via fax.

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

The PowerSchool web site is encrypted with 128-bit security encryption. As long as you keep your account user name and password confidential, others will not be able to see your child's information. Parents/guardians are given a unique account name and password for each student they request access for.

How often can I expect attendance to be updated?

At the high school and junior high school campuses, attendance is recorded each period. At the elementary campus, attendance is recorded once a day. Campus offices modify attendance as necessary throughout the school day and label each absence and tardy with the proper attendance code. This process requires time and may not be accurate until the following school day. If you have questions about your child's attendance, please contact the campus office.

How often should I expect grades to be updated?

There are many factors that determine how quickly a teacher can grade assignments and enter those scores in the PowerSchool system. Daily assignments can be graded more quickly than a research paper. All teachers will do their best to post grades in a timely manner with a target of updating grades at least once per week. If you have questions about your child's grades, please contact your child's teacher.

What if I don't have Internet access at home?

Parents that don't have Internet access at home may have access at their place of work or at a relative's home. Parents may also want to visit the public library and use their computers to access their student's information online.