



Username and Passwords

- **How many Usernames and Passwords will I receive?**
 - You will receive one Username and Password for each student
 - Note that IDs will be mailed to you only after you sign a User Access Request Form, acknowledging that you will abide by the security provisions of the program
- **Can I see information for more than 1 student at a time?**
 - No. Information for only 1 student is displayed at a time. To see information about another student, select Logout from the top right hand corner of the screen, and then sign in with the Username and Password for the next student.
- **Will custodial guardians share Usernames and Passwords?**
 - Yes. In the case where one student has multiple Guardians, the same Username and Password will be issued to all Guardians.
 - Note that the system allows only one Username to be logged in at a time. In the unlikely event that a Guardian attempts to log in while another is already Guardian is already logged in, the first Guardian will be logged off the system.
- **Will students be granted Usernames and Passwords?**
 - At this time, there are no plans for students to have access to PowerSchool. Only Guardians will be granted Usernames and Passwords.

Access

- **What if I don't have access to a computer?**
 - Guardian access is available through the Internet, so any computer that has access to the Internet can be used
 - The Immanuel Media Center has computers that are available for Guardian access during normal school hours. A reference card on the front desk explains how to sign on to a computer and access the system.
 - There are many local businesses and organizations that offer Internet access, some free of charge. Many local libraries offer free Internet access.
 - Regardless of how you access the Internet, you will still need to have a Username and Password to access information from the Online Student Information System

Grade Information

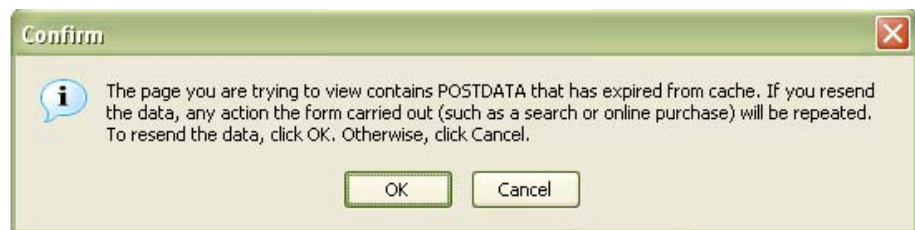
- **Why doesn't the average of the class score details for a course equal the final grade?**
 - Individual assignments shown on the Class Score Detail screen, which you access by clicking on a grade or percentage on the Grades and Attendance screen, do not show the weight assigned to each item. For example, a test may count more than a worksheet in calculation of the final grade. Contact the teacher to determine the weighting used for a particular course assignment.

Support

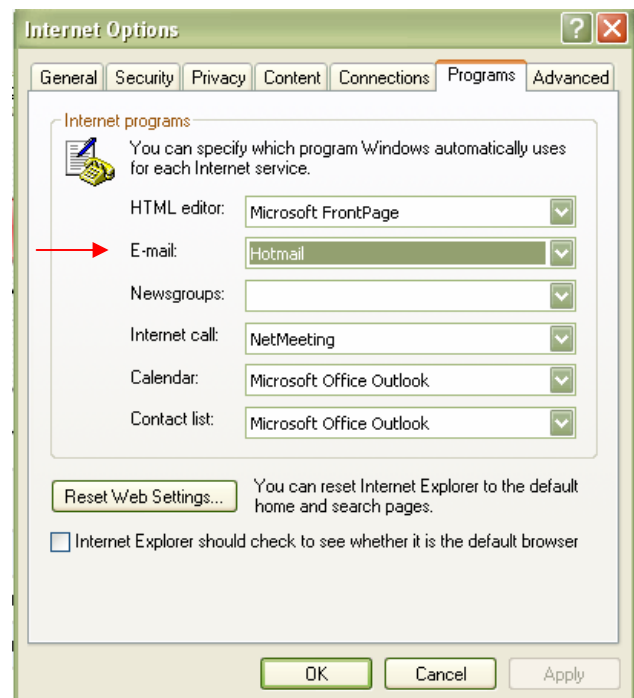
- **How do I get technical support if I have questions?**
 - Send an email to powerschool@immlutheran.org for technical support
 - Include your Guardian Username (but not your password) and contact information
- **How do I change my password?**
 - Send an email to powerschool@immlutheran.org with your Guardian Username (do not include your current password), requesting a password change. A new password will be mailed to your home.

Error Messages

- **I get an error message or logged off when I select the back function in the web browser. What's wrong?**
 - The best way to navigate to other functions in the system is to select the desired function from the icon panel at the top of the PowerSchool menu panel (which includes items such as "Grades and Attendance")
 - When you click on links, such as a class summary grade to see details, and then click on the back arrow to return to the previous screen, the system wants to refresh the data to ensure that accurate information is displayed. This is a common issue with web-based applications, and the system may inadvertently log you off in order to ensure that current data is displayed. You may see an error message similar to the one below. If you do, click cancel, and then select the desired menu item from the PowerSchool menu panel. If you click OK, you will need to sign into the system again.



- **When I click on a teacher's name to send an email, the program starts to set up a new email program or signs into a different system. What's happening?**
 - You can use PowerSchool to send an email to a teacher by clicking on a highlighted name. The email program that is specified by your web browser will be started if it is not already active, and a new email will be created with the teacher's email address in the TO: line.
 - If your web browser has not been set up to start email, your browser program may start the setup process. To do this manually in Internet Explorer, select Tools, Internet Options, and then the Programs tab to specify your email system (as shown in the diagram). Select the E-mail: box and specify your email application. You may need to complete other steps to properly configure the application.
 - Note that the email is sent from your email application (i.e., Hotmail, Yahoo, etc.) and not PowerSchool.



Computer Requirements

- **What are the minimum computer system requirements to access the system?**
 - Regardless of computer type, you need Internet access and an industry standard web browser (e.g., Internet Explorer). Dial-up access is sufficient, but broadband (e.g., DSL) access will provide better performance. Adobe Acrobat Reader is recommended for reading documents on the Immanuel web site. Email access will enable communications with teachers. Computer hardware requirements are not significant. Minimal configurations include:

Windows

Pentium, 128MB of RAM
50MB of available disk space
Windows 98, 2000, or XP

Macintosh

50MB of available disk space
Mac OS 8.6, OS 9.2.2 or OS X