

Get the Most from the Parent Portal – ANSWERS AT A GLANCE

HOME BASE

Each school has its own, unique web address to the Parent Portal. Your school is the best place to start when searching for how to get the most from your portal. These answers at a glance address some of the key questions about the Parent Portal in Home Base, but much more detailed answers with screenshots and other resources are found online in our downloadable publication “Parent Portal Guide: How-To for Parents” found at: www.ncpublicschools.org/docs/homebase/resources/handouts/parent-portal-guide.pdf

Q: What is Home Base and what is PowerSchool and where does this portal fit in?

A: Home Base is home to a suite of web-based technology tools. It houses several major components, including PowerSchool, Schoolnet, OpenClass and Truenorthlogic. The Parent Portal is an integral part of PowerSchool and is accessed via your school district’s unique PowerSchool URL.

Q: How do I get started in the Parent Portal for the first time?

A: Check your school or district’s website for links for “Parents” or “Home Base.” Also, download our Quick Training Guide: <http://www.ncpublicschools.org/docs/homebase/training/general/parent-access.pdf>

Q: Why don’t all schools have the same level of access to parent portal?

A: Student access and parent access to Home Base can be activated at any time, but it’s up to the district to decide when.

Q: My friend can see much more about her student’s grades and assignments than I can. Why?

A: Parent portal information is populated when the teacher publishes Gradebook information.

Q: Why can’t I get into the Parent Portal when my friend is able to?

A: If PowerSchool is under maintenance, Parent Portal is unavailable. Also, districts can turn off access during transition from summer to back-to-school.

Q: How can I make sure I’m getting all that I can in my Parent Portal?

A: You can set up the type of notifications you get and how often. This information is sent via email.

Q: Will my child still have access if I do not create an account?

A: Students will be provided information to access their data even if parents do not request access.

AT A GLANCE: How to Get the Most from the Parent Portal

PARENTS: We know your plates are full, even sometimes spinning in multiple directions. Home Base can make your job easier as a parent when it comes to staying in close contact with your student's schools. Here's a quick How-To on using the Home Base Parent Portal in the best, easiest, quickest ways possible.

ASK – Ask your school about logging into Home Base. NOTE: School districts decide which parent portals are up and running at elementary, middle and high school levels. The upper two levels usually come on board first; elementary later. It's your district's or charter school's call.

CREATE – You'll create a unique login that lets you easily check school grades, progress, projects, due dates and more for all of your students. It's convenient, too; families with multiple students can set up their accounts to view all of their students at one time, with one login. Access the parent portal on any computer, tablet or smartphone (with the free downloadable app for IOS and Android).

USE IT – Commit to using the parent portal in order to view assignments, messages, attendance and announcements. Each school district or charter has a unique Home Base login area. Many districts have direct links to "Parent Portal," "Parent Info," or "Home Base" on their websites, making your access even more convenient.

KEEP SAFE – Remember: Never share your login or passwords with others. Security and privacy measures are in place to protect personal information for you and for students in Home Base.

SUPPORT DIGITAL LEARNING – Support your students as they advance in their digital learning, and discuss some of the possibilities that will open up to them as they share and collaborate with their teachers and classmates online.

IF YOU NEED SUPPORT – Parent portal provides self-service password resets. Please contact your school district or charter school for other questions or issues.



Find out more at www.ncpublicschools.org/homebase



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