



MATTHEW BARRETT, Ed. D
Superintendent of Schools

ELLEN M. FALISKIE
Assistant Superintendent

ROSE E. EMMETT
Business Manager / Board Secretary

FAQ Contact Verification Parent Portal

For security reasons, Contact Verification on the Parent Portal is ONLY valid using a computer(PC). Extra computers are available at each building for your convenience. Please visit the building main office. In addition, computers will be available at all Open Houses and Orientation.

1. What happened to my previous Parent Portal Account?
All Parent Portal Accounts have been removed, new accounts issued.
2. If two parents reside in the household, both parents will be assigned a Parent Portal Account.
Contact Verification is per student, only one parent will need to perform Contact Verification on their children.
3. Will I be able to change my account user name? The one you assigned will be difficult to remember.
Once you are logged into the system, click on the person icon on the upper right hand side, MY ACCOUNT, passwords and system login information may be changed. Remember to click UPDATE Account Information.
4. I am receiving an error message while trying to login using the information provided.
Verify that you are using the link from Gradebook Parent Portal. Your login will be unsuccessful at Gradebook STUDENT Portal.
5. You cannot partially complete the contact verification, cannot SAVE and complete at a later date. Once you start Contact Verification you must either finish or start the entire process again later.
6. You must complete all sections with an asterisk. If you do not, the system will not accept and complete the process.

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7. After I login to the Portal, I have to enter a valid Email address. However, I receive this error: "Email in use".
A parent email can only be used for one parent. If two parents reside in the household each parent will need a unique email address.
8. Contact Verification will not allow access using a CELL PHONE
Please use a computer to login and make changes.
9. I have forgotten my Parent Portal Password, how can this be reset?
Please phone your building secretary for assistance.
10. I am unable to view the "Contact Verification Button?"
After successful login, click on student ID number, upper right, Contact Verification button is on the left hand side.
11. How do I change my physical OR Mailing address?
*Address changes cannot be completed on the Parent Portal.
Please phone the building secretary with your new address. They will need proof of residency document with your physical address such as a utility bill, driver's license, tax bill or lease agreement.*
12. Has my child's Student Gradebook login changed?
No, Students in Grades 6 to 12 will continue to use their Gradebook Student accounts as issued. Students utilize Gradebook Student to view homework assignments, grades and information teachers post.

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