

PowerSchool Parent Access Frequently Asked Questions

PowerSchool Overview

PowerSchool is Milford Public School's student information system, used to record and track student records, including grades and attendance. It's an award-winning system that allows educators and administrators to effectively and conveniently manage student records. It also allows us to share attendance and grade information with our parents.

This guide details how to use the 'Parent Access' of PowerSchool.

LOGGING ON

To access the log in screen, **Go to Milford Public Schools Web Page at: <http://www.milfordpublicschools.org>.**

Click on the PowerSchool Log in button.

Use the log in name and password used to access your child's information that was issued to you.

Visit the web site for Milford Public Schools and to get registration information before you can get your student's log in and password.

If you encounter problems logging in, or have forgotten your password, please come into your child's school to have it reissued.



Grades and Attendance

The first thing you will see upon logging-in to our system is the “Attendance and Grades” at-a-glance page. This provides easy access to recent grades, and classroom attendance. Attendance is taken for each period, and this class-by-class attendance is available for parents to see. The “current” grade, or standing in the class, are listed under the appropriate semester (S1=semester 1), and clicking on this link will bring up a detail page for grades in that class.

ATTENDANCE DETAIL

The detail for attendance will show a reasonable span of time around the current date. You will be able to see absences, tardies and other codes.

A “dot” in the table indicates the child is not scheduled on that day. A clear space indicates the student was present.

A legend for this screen is available at the bottom of the page.

CLASS SCORE DETAIL

If you click on the score for a class, you will then see the Class Score Detail screen, outlining assignments. Different teachers will provide different levels of detail for each assignment and category.

We are currently not using the icon/link for Email Notification, Teacher Comments, School Bulletin, Class Registration, and My Calendars. Several of these are available on our Web Page.

Other Frequently Asked Questions

May I change my PowerSchool password?

No, the system randomly generates the passwords and these are non-changeable.

I'm having trouble logging on. Do you have some suggestions?

Please check the following options first:

The most frequent problem parents have is the system not accepting the user name/password combination. PowerSchool passwords are a combination of letters & numbers. Please enter your password exactly as it was spelled in the letter from your child's school. Sometimes a capital "I" looks like a one "1", a capital "B" looks like an eight "8", a capital "O" looks like a zero "0", etc. Please try various combinations before reporting a problem.

Try logging on from another computer. Computer settings may be different from one computer to another.

If you continue to have trouble logging on, send an email to

julie_wa@milfordpublicschools.org for Elementary Students or
bwingard@milfordpublicschools.org for High School

Students, providing the following information: your name and phone number, your child's name and school, and the exact error message you're receiving. A school district employee will get back with you.

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

As long as you protect your password, others will not be able to see your child's information. Each child/parent is issued a unique identification log in and password.

Why will I have a different log on for each of my children?

The PowerSchool log on assigned to you takes you directly to one child's information. Unfortunately, we do not have a way to allow one log on to be entered, then provide you a choice for which of your children's information to display. We apologize for this inconvenience but this is a limitation in the software.

May I view my child's grades online at any time or is it limited to just certain times of day?

Parent access to PowerSchool is available 24/7 (24 hrs/day, 7 days/week). At some times throughout the school year, PowerSchool may be unavailable for short periods of time due to routine maintenance and periods of high volume usage.

What is the proper procedure to follow if I have questions regarding my child's grades in a class?

It is best that you contact your child's teacher directly, either by email or voicemail. This will result in the quickest resolution to your question.

Why does it bring up the log on screen every so often when I'm in PowerSchool?

PowerSchool requires parents to re-log on after 10 minutes of inactivity. Simply logging back on returns parents to the active screen they were on.

I replied to the PowerSchool auto-email with a question, but have not received a response. Why?

The PowerSchool auto-generated email is created and sent by the PowerSchool server, not by an individual. The server will not reply to your email sent to that address. If you have questions about your child's progress, please direct those questions directly to the faculty member.

What does the assignment "due date" mean?

The way in which teachers enter scores and due dates of an assignment varies and is somewhat based on individual preference. As shown in PowerSchool, due dates could mean any of the following:

1. The date the assignment was given
2. The date the assignment was recorded in the grade book
3. A future date when the assignment will be due and/or recorded.

Why does my student have a 0 (zero) in a class, but PowerSchool does not show a letter grade?

There is a chance that the class may not have met yet or simply a matter of timing between your access and the teacher's update. The other option is that the teacher has opened the grade book and entered an assignment, but has yet to record any scores for that assignment.

I've added up the total number of points my student has accumulated in a class and divided it by the total points possible and come up with a different grade than what's showing in PowerSchool. Will you explain?

This difference is probably related to the weighting applied according to the weighted grading scale in place. Tests and quizzes may be weighted differently than homework and projects.

Primary elementary school parents be able to view students' grades and attendance?

Parents for grades K-3rd will only see Attendance Information at this time.

Disclaimer

This system is provided as a convenience. Grades and other information provided by this system are not official records and may or may not be accurate due to human or technical error. Neither this institution nor Pearson School Systems accepts any responsibility for information provided by this system and/or for any damages resulting from information provided by this system. For official grades and student records, contact the school directly.