

POWERSCHOOL PARENT/STUDENT PORTAL FREQUENTLY ASKED QUESTIONS

- 1. How do I access the Parent/Student Portal?**

Open a web browser on your computer and go to: <http://209.7.33.8:8080/public> — or for quick access, use the link on the Hauser website: www.district96.org/hauser/
Type in your user ID and password
- 2. I don't have a computer at home. How can I get access?**

The Riverside, North Riverside, and Brookfield Public Libraries provide public access to computers and the internet. Please contact your library for hours of operation.
- 3. I typed in my user ID and password, but it won't log me in.**

The user ID and password are case sensitive. Be sure to type the correct uppercase and lowercase characters.
- 4. When I click on a teacher's name to send an email, it doesn't work.**

The hyper-links for teacher email require a mail application to be set up on the local computer. If you use a web-based email program, you can right-click on the email link, then copy and paste the email address into the "To:" field of your new message.
- 5. If I have questions or problems, who can I call?**

Please contact Hauser Assistant Principal, Stacy Westin. She will either assist you or refer you to someone who can.
- 6. How often will teachers update grades?**

Teachers will update grades at least once a week. This will be done by Tuesday of each week. Be aware that large projects may not be posted immediately.
- 7. What should I do if my child's teacher has not updated grades?**

Initially, please contact individual teachers directly (by phone or email) for any concerns. You are welcome to follow up with Hauser Assistant Principal, Stacy Westin, if necessary.
- 8. What should I do if I forget my user ID or password?**

Please call or email Hauser Assistant Principal, Stacy Westin. The parent letter will be re-sent to the address on file.
- 9. Can I change my password?**

The Parent/Student Portal does not provide for password changes.
- 10. Will students have a user ID and password?**

Unique student user IDs and passwords will be distributed to all students during the first week of school in Advisory. Please emphasize the importance of confidentiality. Students must not share their IDs and passwords with others. Although students have the ability to access the PowerSchool Parent/Student Portal on their own, you are encouraged to sit with your child regularly to review school information. Our goal for this initiative is to provide students and parents the opportunity to engage in meaningful communication regarding academic achievement.
- 11. What Parent/Student Portal features will be available to Hauser parents and students?**

Hauser parents and students will have access to grades and attendance, attendance history, grades history, teacher comments, and the school bulletin. A description of each is on the back of this page. Please check the PowerSchool bulletin daily for up-to-date information about Hauser programs. As we move closer to being paperless, this is an important way to be in the know electronically.
- 12. Are the user IDs and passwords the same as last year's?**

No, new unique user IDs and passwords will be issued for this school year.