Communication re: Parent Portal Setup
August 5, 2014

Important First Step for Accessing Parent Portal on the New Website

On July 1, the Knox County Schools unveiled its new website that offers
- Easier navigation
- Compatibility with mobile devices and tablets
- Updated technology
- More robust search function
- And access to real-time student grades, attendance and other information through a parent portal

New Parent Portal: Q&A

How do I access the parent portal?
The transition to the new website means that existing parent portal accounts are no longer available. The first step in establishing your new and improved portal account is to **complete the "Student Information Verification" form that will be sent home from your student's school**. Please take time to review this verification sheet and update accordingly. We apologize for any inconvenience these forms might cause, particularly if you have multiple children in the schools. It's important, however, to update the information carefully as the e-mail addresses you provide on this sheet will enable you to create your account later in the school year.

When will the parent portal be available?
The process of collecting and inputting parent e-mail addresses that will connect parents to their new parent portal accounts will require a significant amount of time for the school personnel, who will be inputting information for more than 50,000 people. Parents, therefore, can expect to receive instructions for setting up their accounts in **early October**.

How can I see my student's information now?
Students will be able to access their grades, attendance, etc., **beginning August 8** by using their current active directory logins, and parents can access their students' information using the students' login information. For help in locating your student's login information, please contact your student's school.

At a Glance: New Parent Portal Process
Here is a timeline for accessing student grades, attendance, schedules and more through the parent portal:

August 8:   Access to parent portal accounts is available for **students** and parents using students' login information.
Early August: Parents will be asked to provide e-mail addresses to their students' schools as the first step in establishing parents' parent portal accounts. During the fall, schools will input all e-mail addresses in preparation for parent portal set-up.
Early October: Instructions for how **parents** can set up accounts in parent portal will be sent to parents. Parents' ability to electronically establish accounts is directly tied to the e-mail addresses that parents provide to the schools in August. This extended period is required to ensure that this information be accurately entered into the system and cross checked with other information.