

## **Parent Portal Frequently Asked Questions:**

### **1. How do I get a parent portal account?**

You can access and print the parent portal application form from the Parent Portal link on the KCS home page (<http://www.kendallschools.org/schooltoolparentportal.html>). To print the application, select the Parent Access form. This form can be opened and printed through Adobe Acrobat Reader.

If your computer does not have Adobe Acrobat Reader, you can download Adobe Acrobat Reader for free from <http://get.adobe.com/reader/>

Please return the completed form to the Mrs. Hardenbrook, Kendall Elementary School.

### **2. I not received my parent portal password.**

The parent portal password is generally issued when your parent portal account is created. However, you can also issue yourself a new or replacement password by following the directions below:

- On the Kendall Schooltool Page - <http://schooltool.kendallschools.org/schooltoolweb/> enter your email address in the username box, then select the blue login button.
- The words “[New User or Forgot Your Password](#)” should appear in blue.
- Select these blue words. They will take you to a new page where you will enter your email address.
- Once you submit your email address, you will be emailed your password to enter the parent portal.
- You will then be able to login to the Parent Portal by using the password sent to you.

### **3. I cannot login to the parent portal.**

If you know your password and have completed several login attempts without success, you have likely locked yourself out of your account. Please send an email to [shardenbrook@kendallschools.org](mailto:shardenbrook@kendallschools.org) to request an unlock to your account.

Please also follow the directions below to make sure you are logging into your account properly:

- Make sure you have a valid email address.
- Submit the Parent Access Form, located on the Kendall CSD website at <http://www.kendallschools.org/schooltoolparentportal.html>. This should be mailed to Mrs. Hardenbrook, Kendall Elementary School for processing.
- Wait one week to allow for account setup.
- You will receive an email from Schooltool with your initial password.
- Return to the Kendall Schooltool page at <http://schooltool.kendallschools.org/schooltoolweb/>
- Please enter your email address that Kendall has on file for you and the password Schooltool emailed to you.
- Depress the blue Login button.

#### **4. I am logged into the parent portal but I am not seeing any information about my child.**

Once inside the parent portal, you should see the tabs titled Student, Campus, Account, Messages.

- Make sure you have selected the Student tab.
- Next, click on the blue triangle next to your child's name.
- This should take you into the information pertaining to your child.
- The Contacts tab identifies the contact information KCS has for your child.
- The Schedule tab identifies the daily schedule for your child.
- The Attendance tab identifies the attendance record for your child.
- The Discipline tab identifies any disciplinary issues your child has been involved in.
- The Grades tab identifies marking period, progress report, and final grades for the quarter and school year .
- The Assessments tab identifies New York State Assessment scores for the current school year.
- The Assignments tab refers to the Jr/Sr High Grade book. This tab is helpful in identifying missed assignments and monitoring course progress.