WHAT IS THE HOME BASE PARENT PORTAL?

- **Home Base Parent Portal** gives parents and students access to attendance, grades and detailed assignment descriptions, school bulletins and even personal messages from the teacher.

- **Home Base's Parent Portal** provides single sign-on access. With single sign-on access parents will create **ONE username** and **password** to manage their account information, link any and all students (for whom you have parental or legal rights), and set email and notifications preferences for each student linked to the account.

CREATING A HOME BASE PARENT PORTAL ACCOUNT

Step 1: Create A Parent Account

- You must have an access ID and password. They are included in the verification letter from the school you receive after submitting the "Application for Access" form. If you are creating an account for more than one of your children, you will need the access ID and password for at least one child enrolled in a school.

1. Open an Internet browser (Chrome, Firefox, Safari, etc.)

2. Go to **Randolph County School System's Parent Portal** http://randolphco.powerschool.com

   Parent Sign In

   Username

   Password

   Having trouble signing in?

   Sign In

   Create an Account

   Create a parent account that allows you to view all of your students with one account. You can also manage your account preferences. Learn more.

   Create Account

3. Click the **CREATE ACCOUNT** button. ⟶

4. The **Create Account Screen** appears.

   Create Parent Account

5. Fill in the information to create your account.
   - Type your **First Name** and then **Last Name** on next line.
   - Type your **email address**.
   - Type the desired **username** and **password**.
   - Make sure you follow the password requirements. ⟶

   First Name

   Last Name

   Email

   Desired Username

   Password

   Re-enter Password

   Password must:
   - Be at least 7 characters long

- You may be prompted to select a different username if the one you choose has already been used.
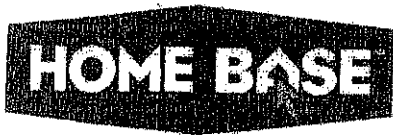
HOME BASE

Step 2: Link Students To Your Account

1. In the **LINK STUDENTS TO ACCOUNT**, enter the **student's name, access ID** and **access Password.** You **must** use the information provided to you from the school for each child.

Link Students to Account

Enter the Access ID, Access Password, and Relationship for each student you wish to add to your Parent Account

Student Name	Access ID	Access Password	Relationship
1. Your Child's Full Name	Provided by the school	Provided by the school	-- Choose
2. Your Child's Full Name	Provided by the school	Provided by the school	-- Choose

2. Select your **RELATIONSHIP** to him/her for each of your children.

-- Choose

-- Choose

Repeat steps 1 & 2 to add additional children to your account. (You can up to 7 on this screen)

3. Click the **ENTER** button.

Enter

*   If you receive an error message, you will need to make any corrections it suggests and fill in the passwords again.

4. If successful, you will be directed to the **PARENT SIGN IN SCREEN.**

Congratulations! Your new Parent Account has been created. Enter your Username and Password to start using your new account.

Parent Sign In

Username

Password

Having trouble signing in?

Sign In

LOGGING INTO TO PARENT PORTAL
(Once you have your account set up)

1. Open an Internet browser (Chrome, Firefox, Safari, etc.)

2. Go to **Randolph County School System's Parent Portal:**
http://randolphco.powerschool.com

3. At the **Parent Sign In Box** enter your **username** and **password.**

4. Click the **SIGN IN** button.

NOTE: Do not use someone else's password

Parent Sign In

Username

Password

Having trouble signing in?

Sign In

Create an Account

Create a parent account that allows you to view all of your students with one account. You can also manage your account preferences. Learn more

Create Account

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Home Base Parent Portal Start Page

When you sign in to Parent Portal, the START PAGE appears. This page serves as the central point from which you begin your PowerSchool Parent Portal session. The start page consists of the following main areas:

1. HEADER:

The header appears at the top of the Home Base Parent Portal which includes the following information:

HOME BASE PARENT PORTAL   Welcome, Todd Henderson | Help | Sign Out

- **POWERSCHOOL LOGO**: Click to return to the **start page** from anywhere within the application.
- **WELCOME, [Your Name]:** The first and last name of the person signed in. Your name should appear. If it does not, contact the school. (In an effort to ensure that your account is secure and your information protected, the date and time of the last time you signed in appears when you hover over your name.)
- **HELP**: Click to access the PowerSchool Parent Portal **online help**. Assistance is just a click away!
- **SIGN OUT**: Click to **sign out** of PowerSchool Parent Portal.
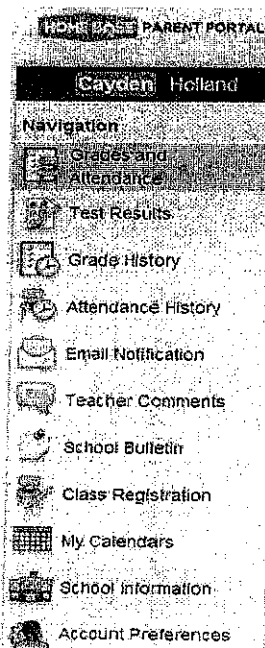
2. NAVIGATIONAL TOOLBAR:

The navigation toolbar appears at the top of the start page, and is common to every page in the application. The navigation toolbar includes the following information:
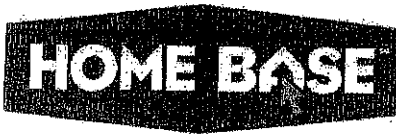
Cayden Holland

- **STUDENT TABS**: The first names of the students associated to your parent account appear in alphabetical order. Click the name of the student for whom you want to view information. The page refreshes and displays information for the selected student. If you click the name of a student and the message "Student information is not available at this time." appears, contact your child's school.

- **NOTIFICATION ICON**: Login security feature; displays date and time of your last system login.

- **PRINTER ICON**: Click to print a printer-friendly version of the page you are viewing. Additionally, the page includes the name of the selected student and the school and school district for that student.

3. HOME BASE PARENT PORTAL START PAGE

NAVIGATION MENU: The navigation menu serves as the **central point** from which to navigate the pages of the Home Base Parent Portal. The navigation menu includes the following links:

- **Grades and Attendance**: View student grades and attendance for the current term.

- **Grades History**: View student grades for the previous terms.

- **Attendance History**: View attendance history for the current term.

- **Email Notification**: Set the e-mail notifications.

- **Teacher Comments**: View any teacher comments.

- **School Bulletin**: View the current school bulletin (announcements).

- **Class Registration**: Register for classes and view course requests.

- **My Calendars**: Subscribe to homework and event calendars.

- **Account Preferences**: Manage your Home Base Parent Portal account preferences.

HOME BASE PARENT PORTAL

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Navigation
- Grades and Attendance
- Test Results
- Grade History
- Attendance History
- Email Notification
- Teacher Comments
- School Bulletin
- Class Registration
- My Calendars
- School Information
- Account Preferences

Home Base Parent Account

HOME BASE

EXPLANATION OF ABBREVIATIONS	GRADING SCALE
Q1: 1st quarter	A 93-100
Q2: 2nd quarter	B 85-92
Q3: 3rd quarter	C 77-84
Q4: 4th Quarter	D 70-76
S1: 1st semester	F 69 or below is an F
S2: 2nd semester	
F1: Final Grade	

FORGOT MY USERNAME OR PASSWORD

If account sign-in information has been forgotten, it can be retrieved by using the auto-recovery feature on the sign-in page.

1. Open a web browser. (Internet Explorer, FireFox, Chrome, etc.)

2. Go to this web address: http://randolphco.powerschool.com

3. Click the link >>**Having Trouble Signing In?**

Parent Sign In

Username

Password

Having trouble signing in?

Sign In

4. The **Recover Account Sign In Information** screen appears.

Recover Account Sign In Information

To recover your account sign in information, provide the information below.

5. You can request your **Password** or **Username** to be Sent to you by email. You choose the option.

Forgot Password? Forgot Username?

Username

Email Address

6. After you choose the method to retrieve account information, click the **ENTER** button.

Enter

7. Check your email for a message from PowerSchool. The message will provide either your **password** or **username** depending on which tab you chose.

If you are experiencing sign in issues or have questions or comments about PowerSchool, please contact your school directly. For security reasons, Pearson employees are unable to assist with sign in, password or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding.

PARENT PORTAL FAQs

What is PowerSchool?
PowerSchool is the student information system that the Randolph County School System uses to manage information such as grades, attendance, demographics and schedules. Since PowerSchool is web-based, the information can easily and safely be shared with parents.

What is the Parent Portal?
The PowerSchool "Parent Portal" is a feature of the PowerSchool Student Information System that provides parents/guardians with immediate access to grades and attendance information.

What is the web page for the "Parent Portal"?
https://randolphco.powerschool.com/public/

I am having trouble with the "Parent Portal" account. Where do I get help?
Parents should contact their school directly or visit the "Parent Portal" page on Randolph County School System website.

What happens if I can't locate the letter that has my child's access codes on it?
Parents will need to contact the school to receive the access ID and password.

What if I can't remember my username and password?
Click 'Having Trouble Signing In' on the login page: https://randolphco.powerschool.com/public/
You will be asked to enter your username to reset your password. You will need to enter your e-mail address if you have forgotten both your username and your password. Information will be sent to your e-mail address.

Where does my child log in for the "Student Portal"?
Students and parents use the same web site to sign in: https://randolphco.powerschool.com/public/

Once I have created my "Parent Portal" account, how do I add my student to my account?
Once your "Application for Access" has been approved, you will receive a letter from the school with instructions for setting up an account and adding children to the account. Instructions are also available on the Randolph County School System website at www.randolph.k12.nc.us. The "Parent Portal" link can be found on the home page.

Will my child still have access if I do not create an account?
Students will be provided information to access their data even if parents do not request access.

Is this system secure?
Yes, the system requires an individual user name and password. In addition, the PowerSchool "Parent Portal" has SSL encryption. The user name and password must be kept confidential by parents.

I do not have a "Parent Portal account". How do I get one?
Before you can receive instructions on how to set up an online "Parent Portal" account, add your child to the account, and begin accessing your child's information, you must complete an "Application for Access" form and submit it to your child's school. This form was sent home with each student on March 28, 2014. If you did not receive the form or have misplaced yours, it is available on the Randolph County School System website at www.randolph.k12.nc.us. There is a link to the "Parent Portal" page on the home page.

If you plan to mail the form to your child's school, you must have the form notarized. If you plan to deliver the form to your child's school, you do not need to have the form notarized, but you will be asked to provide a photo ID to appropriate staff at the school.

After your "Application for Access" has been approved by the school, you will receive a verification letter from the school that includes your unique access ID and password. You will use these to create your account and add your child to the account.

How do I access the "Parent Portal"?
A username and password are needed to log into the Parent Portal. Go to https://randolphco.powerschool.com/public/ and enter the ID and password you created after receiving your verification letter from the school. You will not receive verification from the school until after you submit the "Application for Access" form to the school.

The username and password are case sensitive. If you forget your password or login, you can retrieve it by clicking on the "Having trouble signing in?" link on the log in page.

Do I need to log off the "Parent Portal" when I am finished?
Please click the "Sign Off" button in the upper right corner of your window, and then just close your browser. This practice ensures no one will be able to access your child's private information.

I have multiple children in the district. Can I access all their accounts under just one username and password?
Yes. The single sign-on will allow for all of your children to be seen under one account. Multiple children may be added to one parent account. When you first log in, you'll be able to enter the student ID and password for multiple children. The access ID and password for each child must be obtained from the school that each child attends.

My husband/wife and I are separated/divorced; can we have individual parent accounts to access our child's info?
Yes, parents create their own account with their own username and password. Verification letters are sent to the parent/guardian at the student mailing address currently on file in our Student Information System. If you did not receive a letter, the access ID and password for each child must be obtained from the school that each child attends, but children can be linked to separate parent accounts. If you did not receive a verification letter with a password and access ID, please fill out the "Application for Access" form and deliver or mail it to the child's school. In-person delivery requires a photo ID. If you mail the form, it must be notarized.

Do I need a new username and password each year if my child is returning to the same school?
No. All login info will remain the same as long as your child is an active student within the Randolph County School System.

What happens to my access to the "Parent Portal" when my child transfers schools within the district?
Your child's information will remain attached to your account if he/she transfers within the Randolph County School System.

What happens to my access to the "Parent Portal" once my child leaves the district?
Access is automatically disabled if the student transfers out of the district or graduates.

Can other people see my son's/daughter's information?
No. Only parents/guardians are issued access to the "Parent Portal". As long as you protect your username and password, others will not be able to see your child's information. If you want to grant access to others (grandparent, aunt/uncle) to view your child's grades via "Parent Portal", you will need to provide them with the student's access ID and password that was provided to you by your child's school. It will be the responsibility of each parent/guardian to distribute (or not distribute) this access as they see fit.

Can I print what I see?
Yes. Use the printer icon at the top right of most pages.

I am not getting emails from PowerSchool "Parent Portal". Why?
There could be multiple reasons for this:
1. Did you sign up for Email Notifications on the Email Notification page? Please double check the email address you entered, because if one character (letter/number/space) is off, you will not receive emails.
2. Did you check your email's BULK or SPAM folder? Check to see if the messages are going there and choose to mark them as NOT SPAM. You will need to consult your email's help menu or manual to learn how to do this as it is different for every email program.

My email is not working when I click on the name of a teacher to send them a message. Why is this happening?
If you use a webmail program like gmail, yahoo or hotmail, your browser can't log you into your email to send this message. You will need to email the teacher outside of the PowerSchool "Parent Portal". If you mouse over the name of the teacher you want to email, look in the lower left corner of your screen and you will see his/her email address.