

# New Parent Portal Feature: Home-to-school e-mail

## E-mail through go2.gwinnett goes live on March 27!

Maintaining the home-school connection will get even easier on **March 27** when the new e-mail feature goes live for parents using the Parent Portal.

On the current schedule page, you will find an e-mail link for your child's teacher(s). E-mails may be written and sent directly from the portal. The e-mail window will indicate when the message has been posted. *See important notes about this feature on the back of this flyer.*

Also new on the Parent Portal in 2012—  
You can find:

- Summary information about your student's textbooks and library materials (and any related fines or refunds); and
- Your student's current MyPaymentsPlus balance information.

**If you haven't registered for the Parent Portal, don't miss out. Contact your local school for details.**

**New**

The screenshot shows a table with columns: Period, Course, Course Name, Teacher, Email, and Grade. A red arrow points to the 'Email' column. To the right is a 'Grading Scale (2010-11)' table.

Period	Course	Course Name	Teacher	Email	Grade
00	00.0050000	THIRD GRADE (CONDUCT)	ROBERTSON, J	✉	E
01	23.0050010	LANG ARTS/3/READING	ROBERTSON, J	✉	D
01	23.0050020	LANG ARTS/3/SPELLING	ROBERTSON, J	✉	B
01	23.0050030	LANG ARTS/3/WRITING-GRAMMAR-MECHANICS	ROBERTSON, J	✉	B
02	27.0150000	MATH/3	ROBERTSON, J	✉	C
03	41.0150000	SCIENCE/3	ROBERTSON, J	✉	B
04	45.0050000	SOCIAL STUDIES/3	ROBERTSON, J	✉	C
05	27.0150011	MATH/3/ENRICHMENT	RICE, D	✉	n/a
05	36.0050000	PHY ED/ 3	WALLS, M	✉	n/a

Grading Scale (2010-11):

Grade	Scale
A	90-100
B	80-89
C	74-79
D	70-73
U	0-69
E	Excellent
S	Satisfactory
N	Needs Improvement
U	Unsatisfactory

Current Schedule: Total Number of Classes: 13

*You will find e-mail links to each of your student's teachers on the current schedule page.*

The screenshot shows the same schedule table as above. An email composition window is open over it. The window has fields for To, From, Subject, Parent Portal Email, and Comment. A 'Send' button is visible at the bottom.

To: ROBERTSON, J  
 From: t.westlake@pdq.org  
 Subject:  
 Parent Portal Email: WESTLAKE, STEWART M  
 Comment: 130/500  
 Ms. ROBERTSON,  
 Thank you for responding to my question about the CRCT. The online math practice has been very helpful.  
 Mrs. Westlake

*No need to specify an e-mail program.  
The function is all in the portal.*

The screenshot shows the same schedule table. The email composition window is now closed, and a 'Close' button is visible at the bottom of the window area. A message at the bottom of the window area reads: 'Message sent! Teacher replies will be e-mailed to t.westlake@pdq.org'.

*The e-mail window lets you know when the message has been sent.*

**go2.gwinnett.k12.ga.us**  
an online resource for parents

## Frequently Asked Questions About GCPS' Parent Portal

### What is the Parent Portal?

Gwinnett County Public Schools' Parent Portal offers parents and guardians online, timely, and secure access to their child's grades and attendance. It also includes details on the child's discipline record and test history. In a nutshell, the Parent Portal is an easy-to-use communication tool that allows you to take an even more active role in your child's education.

### How do I sign up?

Complete the registration form available at your child's school. You must return this form in person to allow the school to verify your identity.

- **If you have an e-mail address:** Your e-mail address will serve as your user ID. A few days after returning the form, you will receive an e-mail with the URL for the Parent Portal, directions for activating your account, and a multi-digit number or token that is specific to your child. You will create a password when you complete the online registration.
- **If you do not have an e-mail address:** GCPS will generate a random, 13-digit user ID for you. You will be provided with your user ID, the URL for the Parent Portal, and a multi-digit number or token that is specific to your child.

To complete the registration process, go to GCPS' Parent Portal at [go2.gwinnett.k12.ga.us](http://go2.gwinnett.k12.ga.us). Click on "Register New Account." In the space provided, enter your e-mail address or GCPS-assigned user ID, select the student date of birth, and copy and paste or enter your child's token. Once you answer questions validating your role as parent/guardian and complete the user agreement, you will be granted access to your child's information through the portal. (Note: You must register each child in your family separately, using the token specific to that child.)

### What is required (software/computer) to connect to the Parent Portal?

- A computer with an Internet connection
- An updated web browser (list of supported browsers available in the Parent Portal section of GCPS' web site, Internet Explorer version 6 or higher recommended)
- A user ID— either your e-mail address or a GCPS-issued user ID
- The password you create during the registration process
- A token (multi-digit number) specific to your child. If you have more than one child attending school in Gwinnett, you will register for each child with a different token. With your token, you will receive complete directions for adding additional students to your account.

### What can I see on the Parent Portal?

Parents and guardians can access the following information from the home page of the Parent Portal: Attendance, Grades, Course History, Test History, Schedules, Discipline, Book Status, and MyPaymentsPlus Balance.

### Are my child's records available for others to see?

No. Only authorized users (parent/guardian) with a user ID and password have access to a student's records. We ask that you keep your user ID and password confidential.

### Are grades posted for all grade levels and for all classes?

Current grades for students in grades 2–12 will be posted daily as they are updated by your child's teacher(s). Grades for non-core classes (art, music, PE, etc.) and some special programs may not be recorded until the end of the grading period. Current year course history is available for elementary and middle school students. Full high school history (grades 9–12) also is available for high school students.

**What URL address do I use to access the Parent Portal?**  
[go2.gwinnett.k12.ga.us](http://go2.gwinnett.k12.ga.us)

### What should I do if I forget my user ID or password?

- **If you have an e-mail address:** On the log-on page, click on the link labeled "Forget your password?" Another page will display. Enter your e-mail address. If the e-mail address is on file for the student number, your account information will be e-mailed to you. If you are unable to reset your password after completing these steps, contact your local school's main office.
- **If you do not have an e-mail address:** Contact your local school's main office.

### How can I get help navigating the portal?

Parents are encouraged to watch the training video available on the school system website. One of the best ways to learn your way around a website is to visit the site and explore it at your own pace.

### I didn't receive the activation token/information. What should I do?

Contact the local school.

### When can I access the Parent Portal?

The Parent Portal is available to registered parents/guardians 24 hours a day, seven days a week.

### Can I access the Parent Portal from anywhere (home, work, library, etc.)?

Yes. Access the Parent Portal from any computer with Internet access.

### What do I do if I am unable to connect to the Parent Portal?

- First, check to ensure that your Internet service is working properly.
- Next, validate that you are using the correct user ID and password and URL ([go2.gwinnett.k12.ga.us](http://go2.gwinnett.k12.ga.us)).
- If you still are unable to connect, contact your local school during school hours for additional help.

### What do I do if my student's information is not accurate or if I have a question about grade(s) or attendance?

It is always best to contact your child's teacher if you see a discrepancy.

### How often will the information in the portal be updated?

Much of the information, including attendance and grades, will be updated daily. Test history will be posted as standardized test results become available.

### **New Feature: Can I e-mail my child's teacher through the portal?**

*Yes!* Starting March 27, you can e-mail your child's teacher through the portal. Please note these important details about the e-mail function:

- E-mails from parents to teachers via the portal will be limited to 500 characters. This function will not support graphics or attachments.
- Teacher replies will be sent to the e-mail address that you designated as your portal account user ID. If your user ID is no longer a current e-mail address, you will not receive a reply.
- If your user ID is no longer a current e-mail address, contact the school to update to a valid e-mail address.
- If GCPS generated your user ID because you do not have an e-mail address, this function will not be available to you.