

ParentCaregiver Portal Frequently Asked Questions

Below you will find some commonly asked questions and the corresponding answers. Please keep in mind that while you are logged into the Parent/Caregiver Portal, you may also find answers by selecting the question mark (?) at the top of your screen.

What is PowerSchool?

PowerSchool is the student information system that Grand Erie uses to manage information such as grades, attendance, demographics, courses, etc. Since PowerSchool is web-based, some of this information can easily and safely be shared with parents/caregivers and students via an online portal.

Can I access the Parent Portal from anywhere?

Yes. You can access the Parent Portal from any device with an Internet connection.

I have children in more than one Grand Erie school. Can I access their information with one Parent/Caregiver Account?

Yes. You may add multiple student Access ID's to a single account. To add another student to an existing Parent/Caregiver Access account, simply login and go to Account Preferences. Then select the Student tab at the top of the web page, and click the Add button.

Can other people view my children's information?

No. As long as you protect your password, others will not be able to see your child's information. To protect/monitor against unauthorized access, the system will also display a log of registered users who have access to your child's information.

I forgot my login information. How do I retrieve my username/password?

If you forget your login information, click the Forgot Username / Password link on the login page and walk through the recovery steps as described.

Will school staff provide me with my login information over the phone?

No. For security reasons, your login information will not be provided over the phone. This must be done in person or via the online login / password recovery process.

What are the computer requirements to use this system?

Almost any computer with an Internet connection can access Parent Portal. It is recommended that you use a newer Internet browser. The Parent/Caregiver Portal is also viewable on mobile devices.

Do I need to logout of Parent/Caregiver Portal when done?

Yes. When you are finished using the portal, please logout or shut down your computer. This is considered best practice to ensure information remains private and protects against unauthorized access.

Will my child's private information be secure?

Yes. The Parent/Caregiver Portal is hosted through PowerSchool, our secure student information system. Your child's records can only be accessed by authorized school officials, and those with whom you share your password.

My spouse and I are separated/divorced, can we create separate accounts for the same children?

Yes, as long as each parent/caregiver has a unique email address, additional Parent/Caregiver Access Accounts are permitted.

I am a foster parent. Will Grand Erie provide me with Parent/Caregiver Portal access to CFS children in my care?

Legislation dictates that Parent/Caregiver Portal information can only be forwarded to the legal guardian. Therefore, for all children in the care of Child and Family Services, the Access ID's will only be sent to each child's legal guardian (their assigned CFS Worker). CFS Workers will determine with whom to share this student information, as per their professional judgment and legislated authority.

Although Grand Erie values the care and commitment many of our foster families give to children who are in the care of Child and Family Services, Parent/ Portal information can only be released to CFS guardians.

Can I view my child's assignments and course level grading?

No. Only report cards and Grad/Credit summaries are accessible through the Parent Portal.

I am unable to connect to the Parent Portal. How do I troubleshoot?

First, check to ensure that your Internet service is working properly.

Next, validate that you are using the correct ID, password and URL:

<https://powerschool.granderie.ca/public/>

If you are still unable to connect, please contact the school office.

Who do I contact for technical or documentation support?

For all Parent Portal support questions, please contact the school office.

How do I cancel my Parent Portal account?

Please contact the school office. You will be required to verify identity for account closure.