Cape Elizabeth School Department
PowerSchool Family Portal Frequently Asked Questions

Frequently Asked Questions

ALL SCHOOLS

What is required to connect to the PowerSchool server?

Users need the following to connect:
1) A computer or mobile device with a connection to the Internet
2) An updated web browser
3) A login id and password for one or more student(s)

May parents change their PowerSchool password?

Yes – Once you have created a Single Sign On account and you are logged in – use the Account Preferences icon and select the Profile tab. From that page you can edit your username and/or password.

May students change their PowerSchool password?

Pond Cove Elementary School
No – Elementary students do not have their own account. Please DO NOT share your parent account with them. They will receive their own account when they enter the middle school.

Middle School & High School
No – If you forget your password, check in with the guidance office.

Are PowerSchool logins and passwords case sensitive?

Yes

I'm having trouble logging on. Do you have any suggestions?

Please check the following options first:

Make sure you have created your account
Make sure you are using the correct username and password – if you have forgotten your username and/or password – please use the "Having trouble signing in?" link on the portal login page. From that page you will be able to retrieve your username and password.

If you continue to have trouble, call the Guidance Office at 799-7265. They will assist you. You may need to provide **the following information**: your name and phone number, your child's name, and the exact error message you're receiving. A PowerSchool administrator will get back with you.

When I log into PowerSchool, I get an error that says "Login Page Expired. Please re-login" or other error messages

Try any of the following to reconnect to PowerSchool

1. Try your username and password again - this usually fixes these issues.
2. Completely exit from your browser and try again.
3. Empty your cache.
4. Try another browser.
5. Update your browser to the latest version available.

Why will I have a different log on for each of my children?

The new Single Sign On functionality allows for all of a parent/guardian's students to be associated with one log in. You will need your **original parent username and password** for each child when setting up your single sign on account.

Sometimes I get kicked off of the system – why ?

We value the security of your data. Users will be automatically be logged out after a 10 minute period of inactivity. The Parent/Guardian and the Student cannot be logged in at the same time. And, as with most cloud applications, poor Internet connectivity can cause disruption and a drop in service.

Can other people see my child's grades and information?

As long as you protect your password, others will not be able to see your child's information. Each child/parent is issued a unique identification log in and password. Remember to log out when you are finished reviewing the information in PowerSchool.

May I view my child's grades online at any time or is it limited to just certain times of the day?

Parent access to PowerSchool is available 24/7 (24 hrs/day, 7 days/week). At some times throughout the school year, PowerSchool may be unavailable for short periods of time due to routine maintenance and/or periods of high volume usage.

Pond Cove Elementary School
Pond Cove posts grades as pdf files twice a year, in January and in June. All previous grades sheets are always available on the portal.

What is the proper procedure to follow if I have questions regarding my child's progress in a class?

Pond Cove Elementary School
We encourage parents to make contact with their child's teacher directly, either by email or voicemail. This will result in the quickest resolution to your question.

Middle School & High School
We encourage parents to have a discussion with their child first and recommend that the student contact the teacher to answer any questions. If there continue to be questions, we recommend that you contact your child's teacher directly, either by email or voicemail. This will result in the quickest resolution to your question.

MIDDLE SCHOOL & HIGH SCHOOL ONLY

What does the assignment "due date" mean?

The way in which teachers enter scores and due dates of an assignment varies and is somewhat based on individual preference. As shown in PowerSchool, due dates could mean any of the following:

1. The date the assignment was given
2. The date the assignment was recorded in the grade book
3. A future date when the assignment will be due and/or recorded. If you have questions about this, please ask your student to check with the teacher.

What does the symbol "- - " mean on the default grade screen for a class?

There is a chance that the class may not have met yet or simply a matter of timing between your access and the teacher's update. The other option is that the teacher has opened the grade book and entered an assignment, but has yet to record any scores for that assignment.

Do all teachers post grade and attendance information to the PowerSchool server?

Yes. All middle school and high school teachers are using PowerTeacher Gradebook.

Do all teachers use the same grading scales?

High School
Some courses are Pass/Fail courses. Others use the traditional grade scale.   At CEHS letter grades are not given, that is why you see the percent grade listed twice.

I've added up the total number of points my student has accumulated in a class and divided it by the total points possible and come up with a different grade than what's showing in PowerSchool. Will you explain?

This difference is probably related to the weighting applied according to the weighted grading scale in place. Tests and quizzes may be weighted differently than homework and projects.

I know that teachers sometimes weight different categories of grades. How does this affect how a grade is calculated?

Some teachers calculate grades by total points, and others use categories such as tests, quizzes, daily work to organize and give different weights to grades; how teachers weight grades is an individual decision. To understand a specific grade calculation, please contact the individual teacher.

How often can we expect attendance to be updated?

Attendance is updated daily.

Disclaimer

The PowerSchool Family Portal is provided as a convenience and as an educational support tool. Current term grades and other information provided by this system are not official records and may or may not be accurate due to human or technical error. For official copies of transcripts and other student records for other institutions, please contact the school directly.