The Sapphire Community Portal A Guide for Parents and Students



Since 2002, Sapphire Software has provided exceptional software application solutions for school districts' needs. To prepare students for success in our technology dependent world, schools must help students, staff, and communities better manage information. The objective is "schools without walls" where knowledge is readily available to both student and teacher. It's a concept that hinges on optimizing and integrating technology within the school community.

Sapphire Software recognizes a need in school districts for a new way to manage and disseminate information. Sapphire Software provides K-12 schools with scalable, secure, and customizable community portal software that increases productivity and improves communication for teachers, administrators, parents, and students. It provides for a "paperless" environment for the school to transmit and for the parent to view any documents related to their child's education.

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The names and information portrayed in this guide are used in a fictitious manner. No identification with actual persons is intended or should be inferred.

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The New Sapphire Community Portal

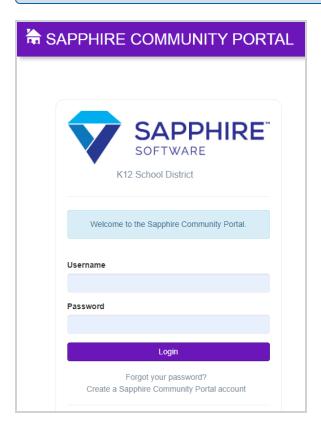
The new Sapphire Community Portal is here! The new Community Portal is easier to navigate and can now be accessed from any internet-connected device, including tablets and mobile phones.

After you log in with your existing Username, Password, and PIN, you will be prompted to update your Password, and in some cases, your Username. Students will continue to use the same Password and Username. After that, PINs are no longer needed.

If you have an account, enter your **Username**, **Password**, and **PIN**, and click **Login**.



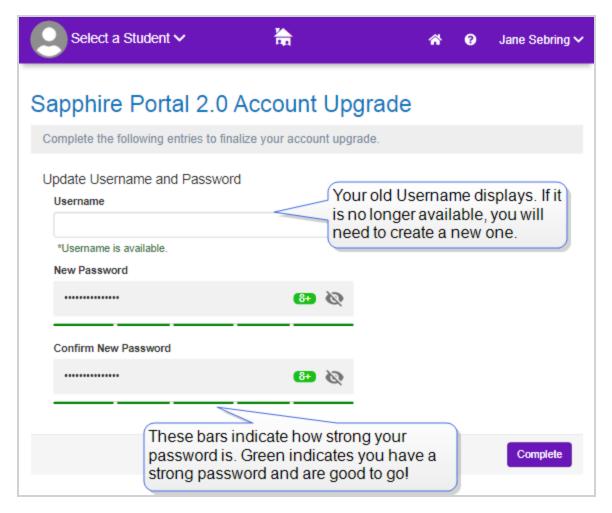
Note: If you forget your password, click the **Forgot your password** link and type in your Username, PIN, and answer to your security question. A new password will be emailed to your email address.



The Sapphire Portal Account Upgrade screen opens. Your Username displays, and a
message indicates if it is available. For security reasons, some users may have to create a
new Username. If the message below the field reads Username is not available, enter a new
Username.



- 2. Parents must create a **New Password**. Your Password must be a combination of at least eight letters and numbers and cannot be one that you used before. The color of the bars at the bottom of the field indicates the strength of the password. If red, the password will not be accepted. If yellow, it will be accepted but could be stronger. If green, your password is strong.
- 3. Enter the new password again in the **Confirm New Password** field.
- 4. Click **Complete**. You are logged into **Sapphire Portal**. You will also receive an automated email notifying you that your account was upgraded and your password changed.



Applying for an Account

If you do not have an account, you must apply for one. Usually, the application process is done once for each user and does not have to be repeated each year.

You can apply for up to six students at a time per account, even if the students are in different buildings. Families may have more than one account. To apply for a parent account:



- 1. Click Create a Sapphire Community Portal Account.
- 2. Enter your district's keyword. If you do not know your keyword, contact your district to obtain it.
- 3. Read the **User Agreement**. If you agree to the terms and policies, check the **I have read and agree to the above policies** box and click **Continue**.
- 4. Fill out the application and click **Save Form** and **Continue**. The information entered helps the district verify that you are entitled to access the student's information. You can choose your user name and password.
- 5. Print and sign the resulting form and return it to your district. Some school districts may require you to present the signed form along with a photo ID for verification.

Security and Browser Information

The Sapphire Community Portal follows strict security guidelines for your safety and privacy. Please choose a password that is difficult to guess. Keep your password private and do not store it where others may find it.

When using the Portal you can click to **Log Out** at the top right of any screen. Use this every time you are finished using the Portal. Closing the browser window does not mean you have logged off. The Portal has a built-in security system that logs you off the system if it has seen no activity for 60 minutes. Inactivity is defined as not saving or navigating to a different screen. Changes made after this time out are not saved. If the system logs off due to inactivity, any action you take within an open window will send you back to the login screen.

Security is handled in a number of ways. One is through the use of cookies. If you have trouble logging in, check to make sure that you have cookies enabled.

The Portal occasionally has to open new browser windows to display certain information (reports, for example). For this reason, please turn off any pop-up blocking software while using Sapphire Software sites or allow the site as an exception.

When moving between screens, avoid using the browser's back button, and instead use the provided navigation.

Sapphire Software is certified for use with many browsers. Use the latest version of a modern browser, such as Firefox, Chrome, Safari, or Edge.



Note: Beta browsers will not be supported until after they are officially released and have been fully tested with Sapphire Products.

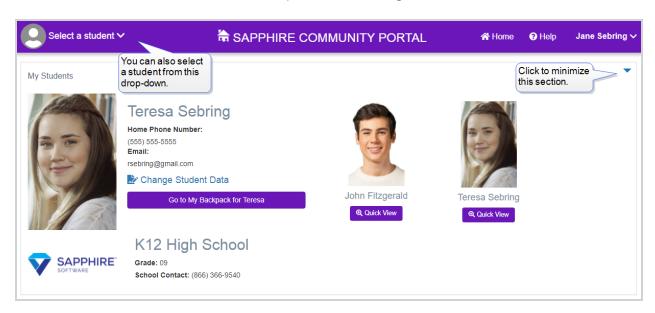


Home Screen

After you log in, if you are a parent or guardian with access to multiple students, they all display on the home screen. The oldest student displays in the forefront. If you do not have access to multiple students, your student's home screen opens.

Parent Home Screen with Multiple Students

- 1. Click Quick View beneath any of the students to view a summary of their school information and access the Change Student Data screen.
- 2. Click the **Go to My Backpack** button to access the student's backpack.
- 3. The student's home screen opens with Announcements, Upcoming Assignments, and other current information. Click **Home** on any of the other screens in the Portal to come back to this screen. Click the **Select a student** drop-down to change to a different student.



Most of the information that a parent and student can view is the same, with these differences:

- A parent account can have access to multiple students; a student account only has access to their own information.
- Parents may be able to see some documents in the Student Document Center that students cannot.
- Students may be able to view and contribute to Class Forums, while parents may not have access.
- In most cases, only students will have access to online tests.

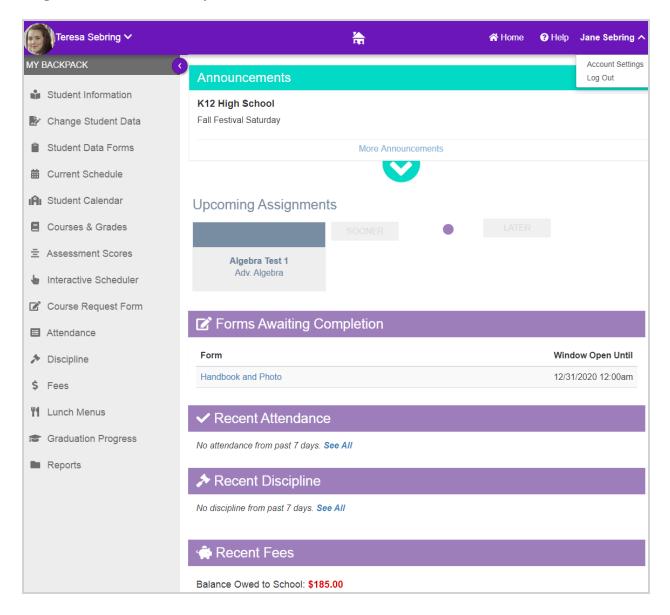
Home Screen - 8 -



Student Home Screen

The student's home screen may include school and district-wide announcements, lunch menus, and notices specific to your student, such as forms awaiting completion, school fees, and upcoming assignments.

To navigate to another student, click the drop-down arrow next to the student's name, and other options become available. Click your name in the top right corner to access **Account Settings** or **Log Out** of the Community Portal.

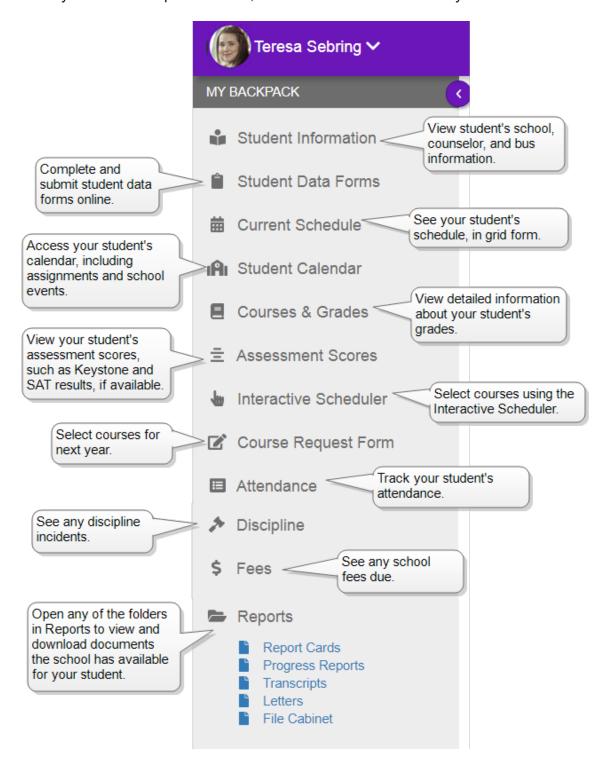


Home Screen -9 -



Navigation

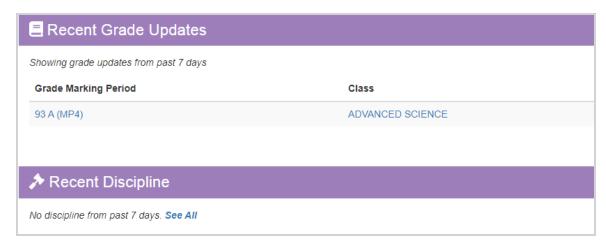
You can navigate the Community Portal using the left menu and internal links. Below is an example of how the left menu, or **MY BACKPACK**, might look. Each school determines the items available, and if you have multiple students, each student's left menu may be different.



Navigation - 10 -



Hyperlinks appear as blue text. If you click a hyperlink, another screen or a new window opens.



After you select a student, their student information and photo displays at the top of the screen. If you have accounts for multiple students in the district, you can click to change to a different student.

At the top right corner of the screen, click next to your name to access **Account Settings** or **Log Out**.

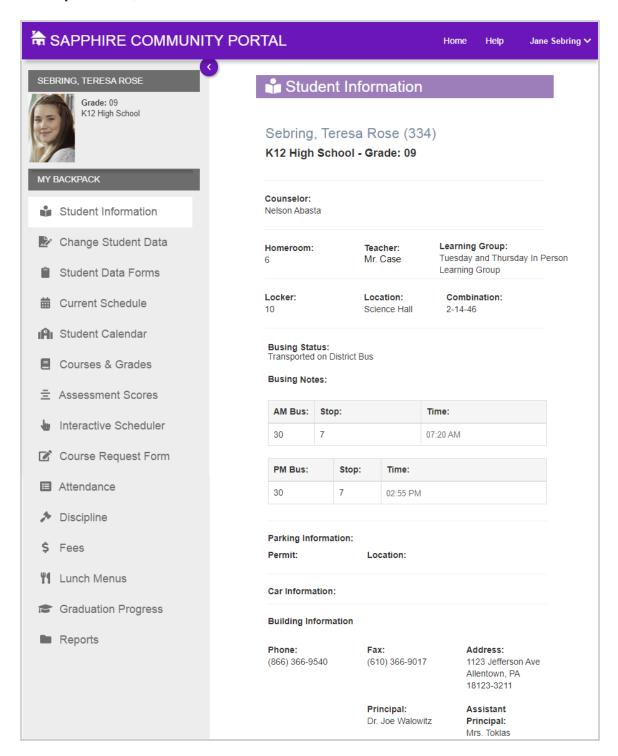
Click to change to a different student.

Navigation - 11 -



Student Information

is the first item in the MY BACKPACK list. Click it to open a screen with general information about the student, such as their Homeroom, Learning Group, Transportation, and School.



Student Information - 12 -

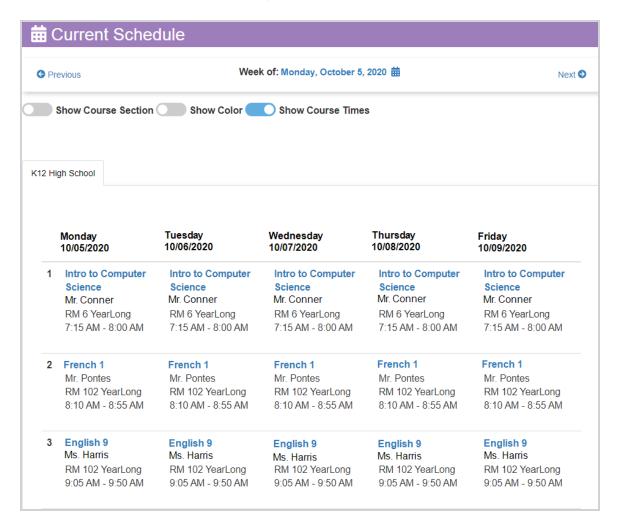


Current Schedule

Click **Current Schedule** from **MY BACKPACK** to see your student's schedule, including class name, teacher, location, and duration (semester or year-long).

The current week displays by default. Click Previous or Next to see a different week.

To see what time the class meets, click **Show Course Times**. Click **Show Course-Section** to see course numbers and **Show Color** to display a colored schedule, which can be helpful for younger students. To view details of a class, click on the title.



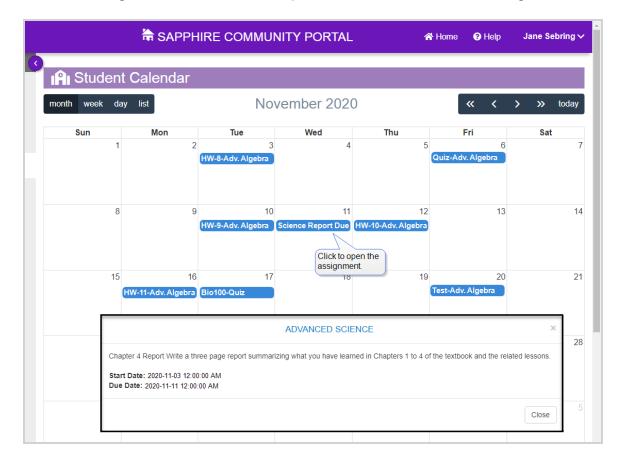
Current Schedule - 13 -



Student Calendar

Click Student Calendar from MY BACKPACK to view assignments on the student's calendar.

Click an assignment, and a window opens with details about that assignment.



Student Calendar - 14 -



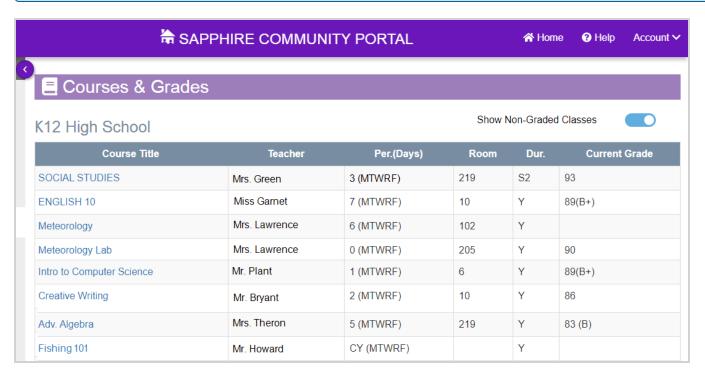
Courses & Grades

This is one of the most commonly visited screens.

Click Courses & Grades from MY BACKPACK to display the course title, teacher, period and days, room, duration (semester or year long), and current grade for each class on the student's schedule.



Note: A **Current Grade** may display as a percentage, letter grade, both, or blank depending on the teacher's preference.



Student Class Page Details

To view details of a class, click the title. The course screen opens. Depending on your district's configuration and what the teacher has added, this may display grades, assignments, and course information, such as teacher contact information, announcements, and a class forum where teachers and students can post information and questions.

If a marking period grade displays as a hyperlink (blue, underlined text), you can click it to display a Student Grade Report. It lists each assignment affecting the grade. At the teacher's discretion, it may also contain information such as possible extra credit, assigned and due dates, assignment comments and descriptions, and categories.

Courses & Grades - 15 -



If ** appears below the grade, then the grade shown will be reported on the report card and transcript.

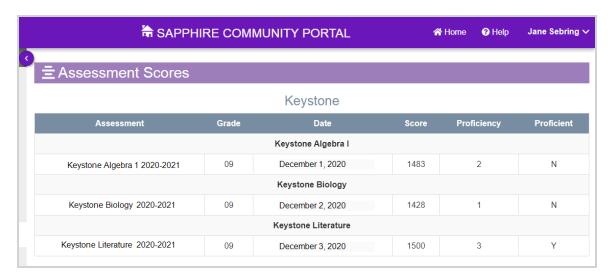
When students view this screen, they can access additional information, such as Class Forums, Online Tests, and Assignments.

Courses & Grades - 16 -



Assessment Scores

Click **Assessment Scores** from **MY BACKPACK**, if available, to view **Assessment Scores** for tests such as Keystone, PSSA, and SAT.



Assessment Scores - 17 -

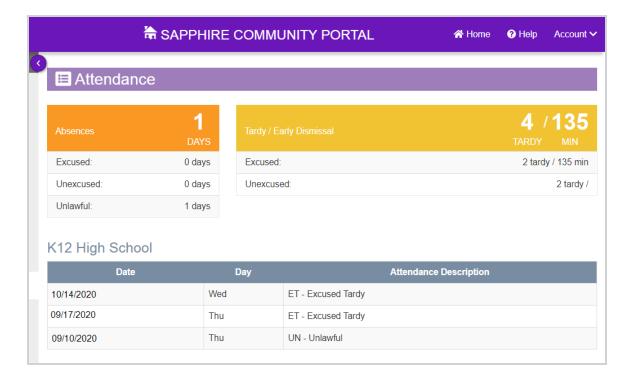


Attendance

Click **Attendance** from **MY BACKPACK** to view attendance records from the current school year. **Attendance Descriptions** vary depending on each school's setup.



Note: If a student is under age 18, an Unexcused absence is marked as Unlawful. After a student turns 18, an Unexcused absence is marked as Unexcused.



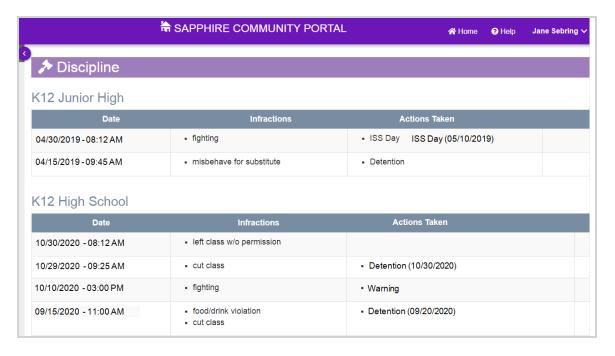
Attendance - 18 -



Discipline

Click Discipline from MY BACKPACK to open the Discipline screen.

A list of Dates, Infractions, and Actions Taken, if any, displays.



Discipline - 19 -

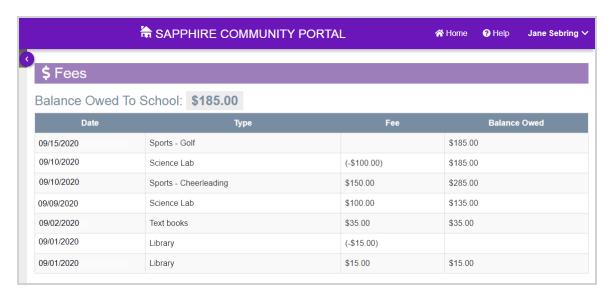


Fees

Click \$ Fees from MY BACKPACK to view school Fees.

The **Balance Owed To School** displays, along with a list of each **Fee**, **Date**, **Type**, and **Balance Owed**.

If an amount in the **Fee** column is a negative number in parentheses, for example (-\$100.00), it is a payment or credit.



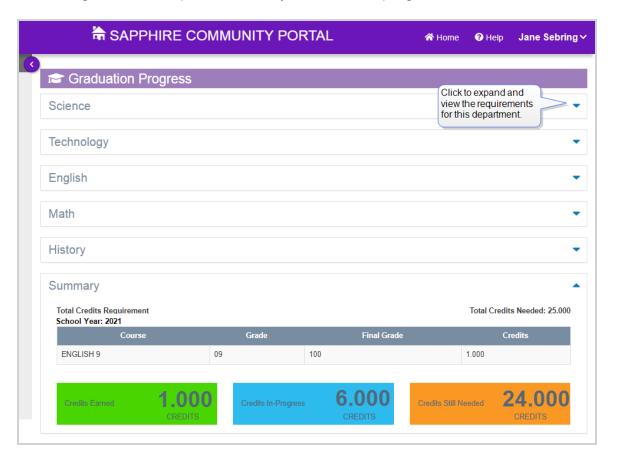
Fees - 20 -



Graduation Progress

If **Graduation Progress** is an option, click **Graduation Progress** from **MY BACKPACK**. This screen displays course requirements that are needed, met, or in progress, including the number of credits.

Click • to expand a department to see details for that department. Scroll down to see a **Summary** of all the graduation requirements for your student's program.



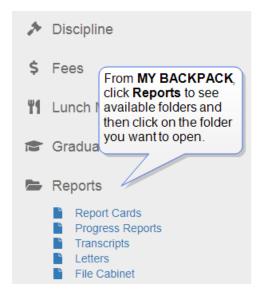
Graduation Progress - 21 -



Reports: Grades, Letters, and the File Cabinet

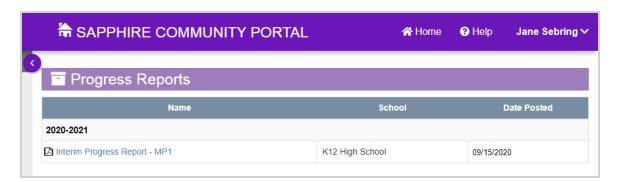
The **Reports** screen provides online document management and storage for student records. It creates an archive of your student's career to date, including Report Cards, Progress Reports, Transcripts, Attendance and Discipline letters, and more. This section allows you to access documents typically sent to and from school during the school year.

Click Reports from MY BACKPACK and Reports opens with folders for Report Cards, Progress Reports, Transcripts, Letters, and the File Cabinet.



Click any of these items, and a list of available documents displays. You can open, download, or print any of these for your records. The school district determines what types of documents are available.

Click the **Report Cards**, **Progress Reports**, and **Transcripts** links to display documents related to your student's current and past grades. These usually display in PDF form.



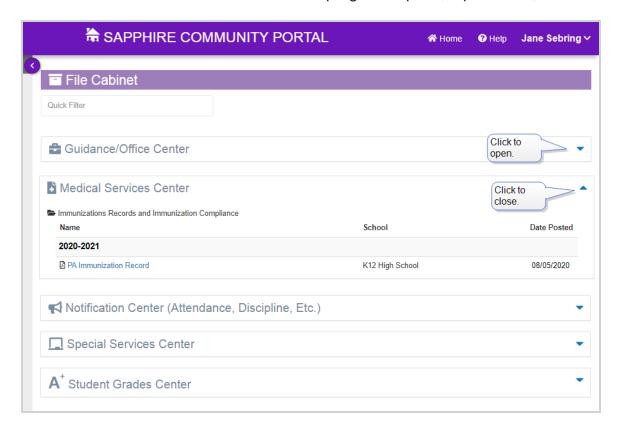
Click the **Letters** link to access letters sent from the school to the parents or student.



Click the **File Cabinet** link to access all documents available for this student. Use the **Quick Filter** at the top of the screen to search for specific documents.

The **File Cabinet** is organized into different folders or **Centers**. These may include:

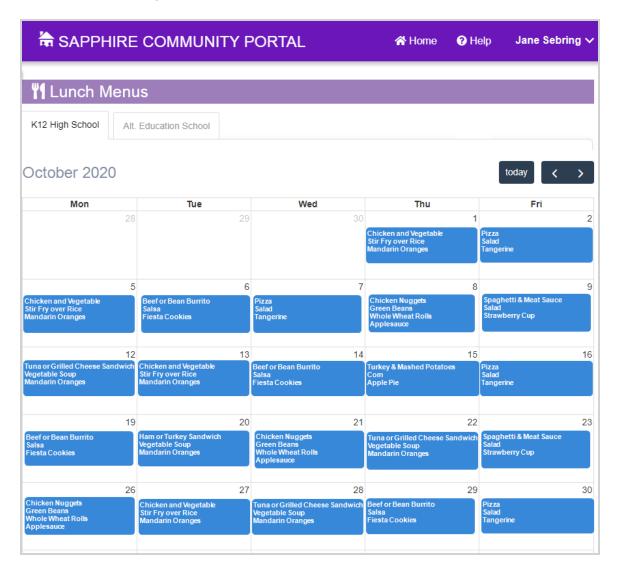
- Guidance/Office Center: notes to parents, letters of recommendation for colleges or jobs
- Medical Services Center: immunization and other school medical records
- Notification Center: notifications to the student, discipline and attendance letters to parents
- Special Services Center: any official student services documents, such as the student's Individual Education Plan (IEP) or Gifted IEP
- Student Grades Center: access to interim progress reports, report cards, and transcripts





Lunch Menu

Click **Lunch Menus** from **MY BACKPACK** to open the **Lunch Menus** screen. Select a school from the drop-down.



Lunch Menu - 24 -



Making Changes on the Portal

With a Sapphire parent account, you can change your settings, add other students to your account, and make changes to some of your student's information (subject to school review). Parent accounts can have access to multiple students.

Some high schools make the Interactive Scheduler and the online Course Request Form available.

Sapphire student accounts have access to one student only and usually cannot change student information, complete forms, or request courses. However, student accounts can access class information, such as assignments, tests, and forums, while parent accounts cannot.

Change	Access
Student Data	Student's MY BACKPACK
Account Settings	Account Settings
Request Access to Students	Account Settings
Request Courses on the Course Request Form	Student's MY BACKPACK
Request Courses using the Interactive Scheduler	Student's MY BACKPACK
Complete Student Data Forms	Student's MY BACKPACK
Change Notification Settings	Account Settings
Complete the COVID-19 Screening Survey	Student's Home Screen



COVID-19 Daily Screening

If your school uses it, the COVID-19 Daily Screening survey is emailed from your student's school as a link to parents or guardians about the student's potential symptoms of and exposure to COVID-19. It was developed using questions recommended by the Centers for Disease Control and Prevention (CDC) for Facilities COVID-19 Screening.

The three-question survey can be accessed through a mobile device and does not require logging into the Community Portal if it is accessed from the email.

If the survey is not completed for the day, a reminder and link to it also appear at the top of the Community Portal home screen. Each survey is only available for the current date.



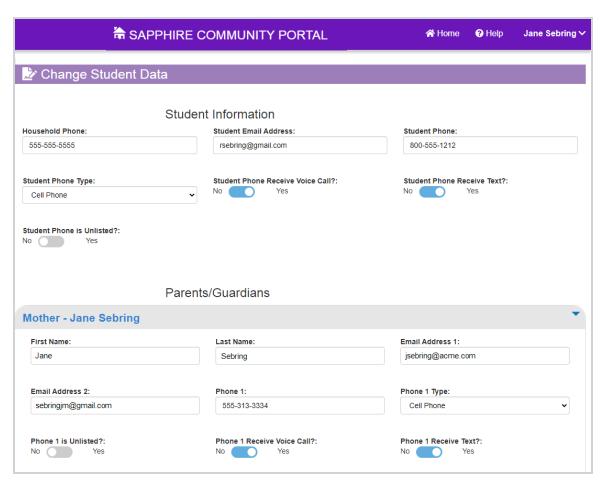
- 1. Click the link to access the screening. If you have multiple students in the school district, please complete the screening for each student.
- 2. Answer Yes or No for each question.
- 3. Click **Submit** to complete the screening.



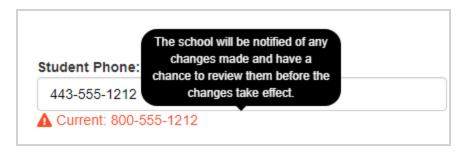
Change Student Data

Click Change Student Data from MY BACKPACK. Contact information for the student and their parents or guardians displays.

You can request a change to the contact information on any line on this screen. The school reviews requests before the changes go into effect.



If you change information on this screen, the current information displays and a notification window pops up when you move over the field.



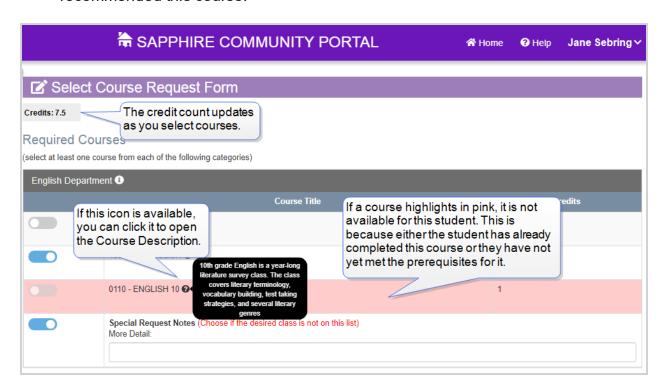
Change Student Data - 27 -



Course Request Form

If your school makes a Course Request Form available, you can access and fill it out on the portal. After you complete the form, it downloads as a PDF file that can be printed, signed, and returned to the school. Most schools make course request forms available for only a limited time during the school year.

- Click Course Request Form from MY BACKPACK. The Select Course Request Form screen opens.
- 2. Select the form for your student's grade next year and click **Fill Out Course Request Form**. The Course Request Form opens.
- 3. Go to the **Required Courses** section and select at least one course from each category.
 - If a course highlights in pink, it means that this student cannot request this course. This
 may be because they have already completed the course or have not yet completed a
 prerequisite for it.
 - If a course highlights in green, it means that a teacher has either pre-assigned or recommended this course.

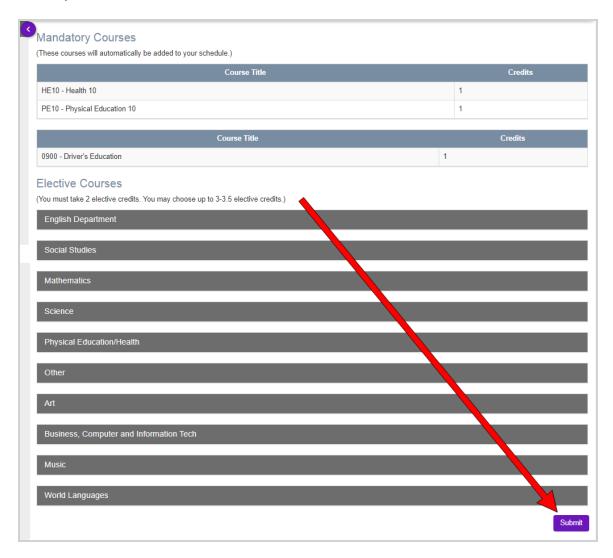


4. Scroll down to review **Mandatory Courses**. These are courses the school automatically adds to the schedule and might include lunch and courses like Physical Education.

Course Request Form - 28 -



- 5. In the **Elective Courses** section select the number of courses as directed on the form. To view the electives offered within a department, click on the department to expand. To hide them, click again.
- 6. When you are finished, click **Submit** at the bottom of the screen.



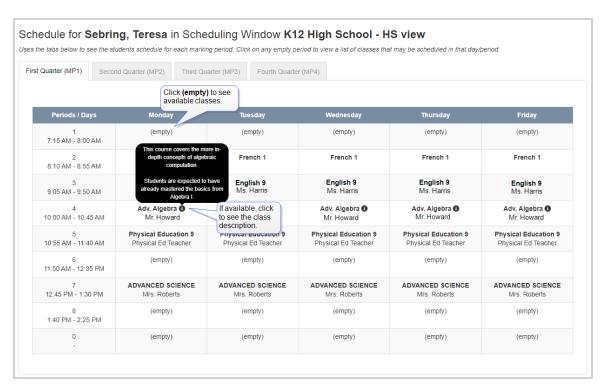
Course Request Form - 29 -



Interactive Scheduler

Sapphire's Interactive Scheduler, also called the college-style scheduler, is a tool that allows high school students and parents to select courses on their active schedule. If your school has made the Interactive Scheduler available, you can access it from the Student Backpack menu.

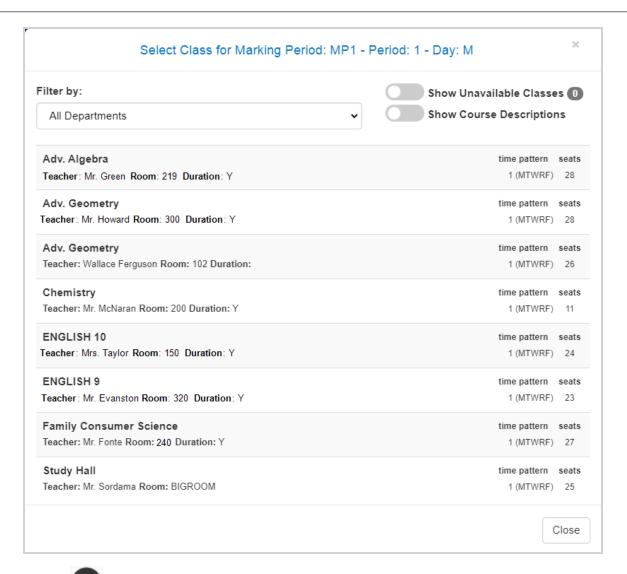
- 1. Click Interactive Scheduler from MY BACKPACK. The student's schedule opens.
- 2. Click **(empty)** to open the **Available Classes** window for that time slot. The **Select Class** window opens with information about classes that are available for the selected marking period, period, and day and includes the teacher, location, and available seats.



- 3. Use the **Filter by** drop-down to filter classes by department.
- 4. Select **Show Course Descriptions** to view additional information.
- 5. Select **Show Unavailable Classes** to display any other classes that meet during this time slot. Unavailable classes display in gray; they can be viewed but not selected from the Community Portal. Hover over an unavailable class, and a message appears stating why it is listed as unavailable.
- 6. Click an available class to add it to the schedule or click **Close** or **x** to close the window without adding a class. The class is added to the schedule with the class button) available.

Interactive Scheduler - 30 -





- 7. When is available, you can click it to remove the class. A window opens asking *Do you really want to remove?*
- 8. Click Confirm to remove or Cancel to keep the class.

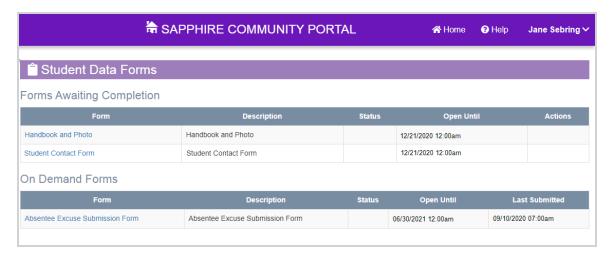
Interactive Scheduler - 31 -



Student Data Forms

The Sapphire Community Portal lets you fill out information online for your student, eliminating the need to keep track of and complete paper forms. Some forms will be available from the student's home screen and all are available from the Student Data Forms screen.

- Click Student Data Forms from MY BACKPACK to open a form. The Student Data Forms screen opens with two sections:
 - Forms Awaiting Completion include one-time forms, such as a form acknowledging receipt of the student handbook.
 - On Demand Forms include forms that can be used multiple times, such as absentee excuse forms.
- 2. Click a form title to open it.



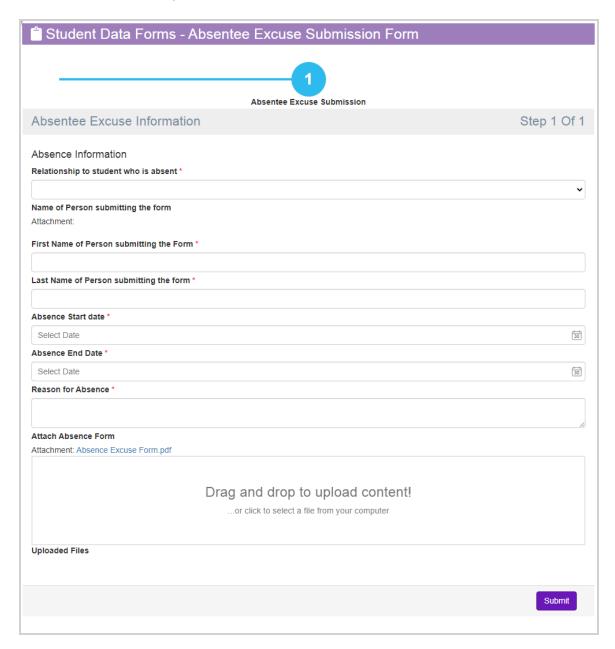
- 3. Fill in the blanks on the form. Fields marked with a red asterisk are required.
- 4. If a form has multiple screens, click **Next** to move to the next screen. Some forms might have

Student Data Forms - 32 -



an area to upload files. You can either select or drag and drop a file.

5. When the form is complete, click **Submit**.



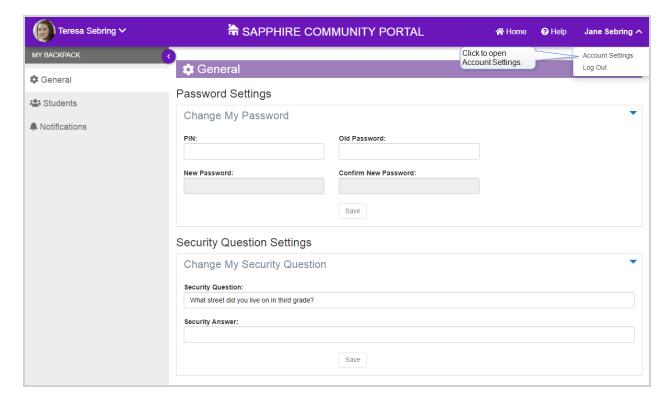
Student Data Forms - 33 -



Account Settings

Access **Account Settings** from the top right drop-down next to your user name.

- 1. Click the drop-down next to your name to access Account Settings.
- 2. Click Account Settings.
- 3. Account Settings opens on the General screen, where you can change your Password, Security Question, and Security Answer. On the left you can also access the Students and Notifications screens, if available.
- 4. Click **Save** if changes are made.



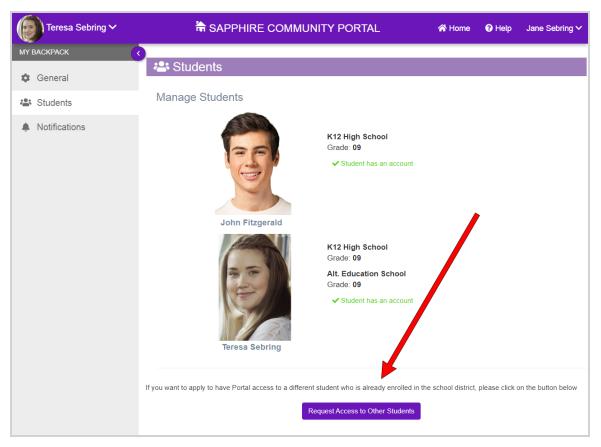
Account Settings - 34 -



Manage and Request Access to Students

You can request access to additional students in your family who are already enrolled in the school district on the **Account Settings Students** screen. This allows you to view multiple students from one account. It is subject to the approval process of your district.

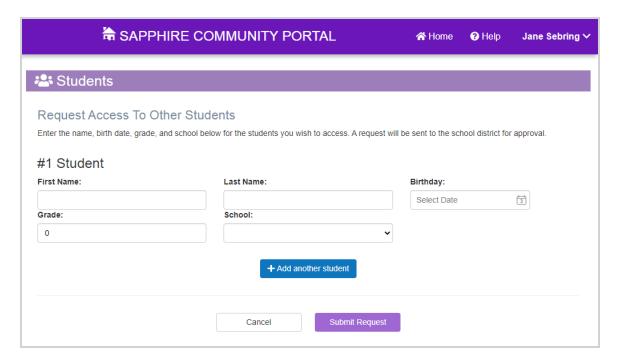
- Click Account Settings. The General screen opens.
- 2. On the left menu click Students . The Students screen opens.
- 3. Click **Request Access to Other Students** at the bottom of the screen. The **Request Access** to **Other Students** screen opens.



- 4. You can only request access to a student if they are registered in this school district. Enter the student's **First Name**, **Last Name**, **Birthday**, and **Grade**.
- 5. Select the **School** in which they are registered from the drop-down.
- 6. Click **+Add another student** if you want to add a second student. You can request access to up to four students at one time.
- 7. Click **Submit Request**. A message returns on screen, confirming that your request is submitted. You'll also receive an automated email confirming your request for access to



additional students has been submitted to the Sapphire Community Portal. After your request is approved, you'll receive a second confirmation email.





Notifications

If your district uses the Sapphire Notification System, you can establish a workflow to receive these messages. This system sends notifications for emergencies, announcements, attendance and discipline events, and other events. You can subscribe or unsubscribe to different notifications that your school district or school may send.

Your contact information must have at least one valid email account or phone number to receive notifications. You can use a phone number that accepts text messages. See Change Student
Data to add or change this information.

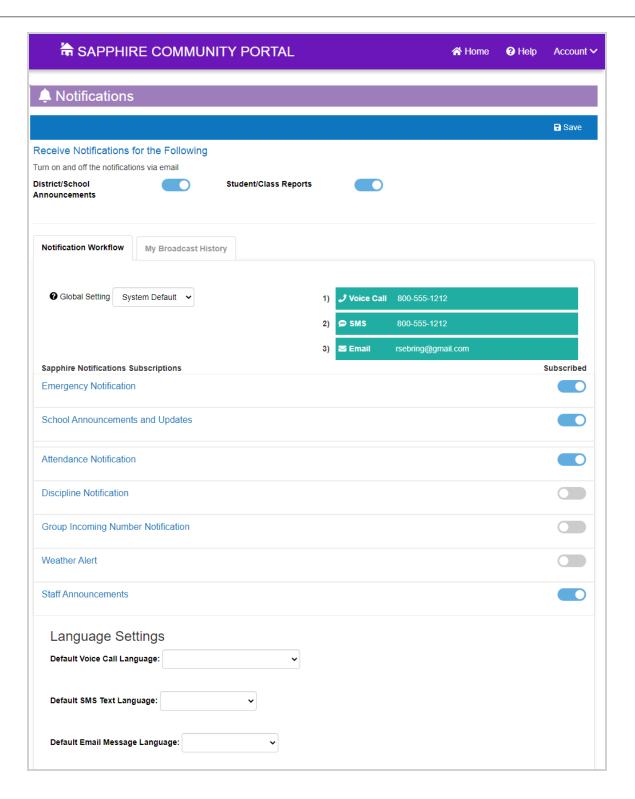
- 1. From Account Settings, click Notifications. The Notifications screen opens.
- 2. In the top section of the screen, select whether to receive email notifications for **District/School Announcements** and **Student/Class Reports**.
- 3. Go to the **Notification Workflow** tab.
- 4. The Global Setting drop-down is set to System Default. This is the school district's default and you don't have to set up your own. However, you can create your own workflow for the Notification System on this screen. A workflow tells the Notification System how and in what order the system should contact you. For example, you can tell the system to call your cell phone first and if there is no answer, to send a text message and an email. In the Global Setting drop-down, select My Default.
- 5. If you want to create a different workflow for each type of announcement, select **Custom** from the **Global Setting** drop-down.
- 6. The second part of the screen allows you to subscribe or unsubscribe to different types of announcements sent through the Notification System.



Note: You *cannot* unsubscribe from the Emergency Notification.

Notifications - 37 -





Notifications - 38 -



Sapphire Community Portal Student Screens

Most of the information that a parent and student can view is the same. However, students, especially those in higher grades, may have access to information that parents cannot see or contribute to. This may include:

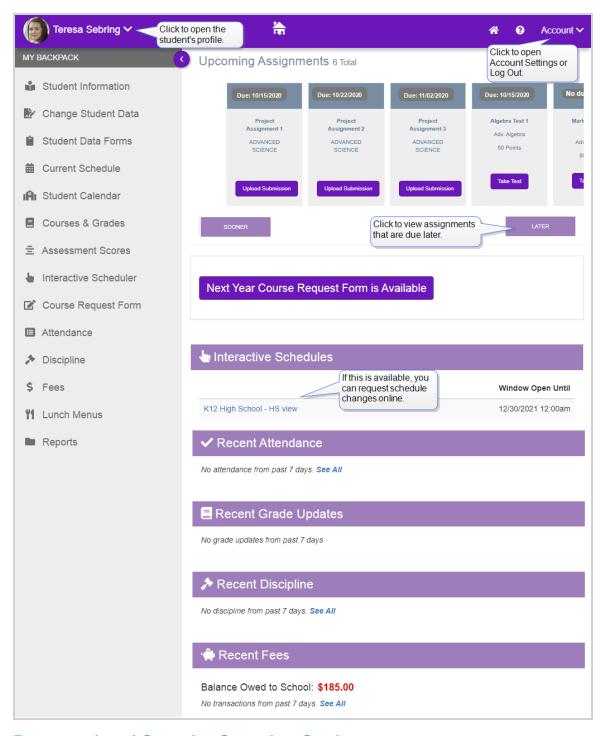
- Assignments
- Online Tests
- Class Forums
- Class Glossaries

See Navigation for tips on getting around the portal.

Student Home Screen

The home screen may include Upcoming Assignments, Interactive Schedule options, Announcements, Attendance, and Fees.



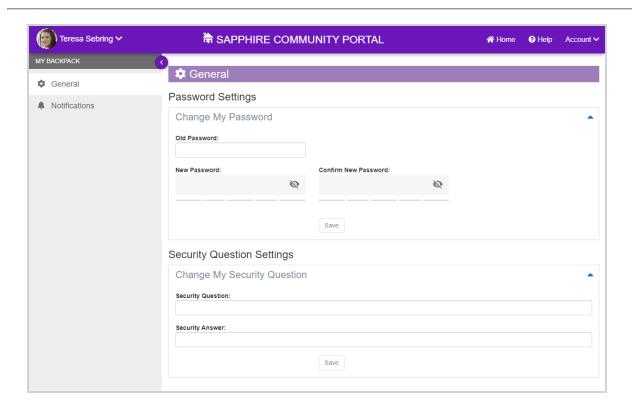


Password and Security Question Settings

Click Account in the top right corner of the screen and then click Account Settings. The General screen opens allowing you to change your password or security question.

See Notifications for information about changing your notification settings.

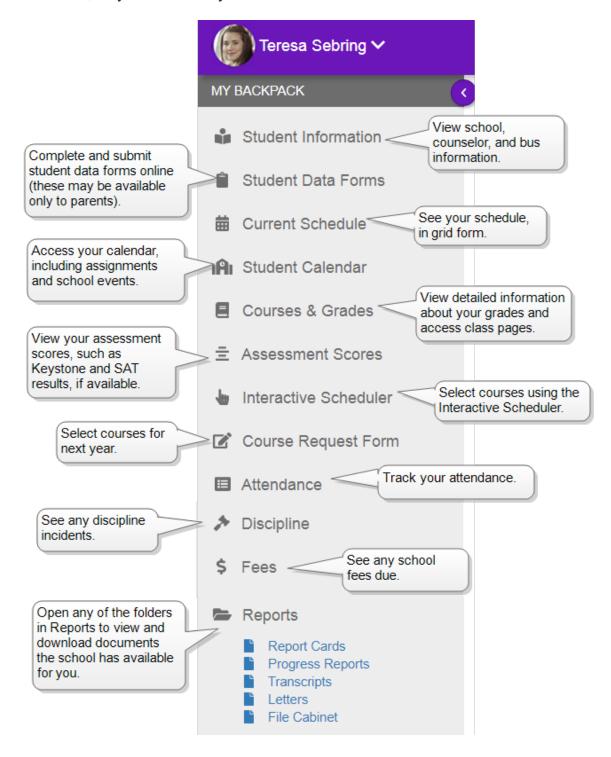






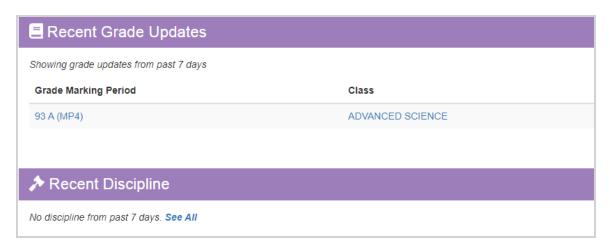
Navigation: Student View

You can navigate the Community Portal using the left menu and internal links. Below is an example of what the left menu, or **MY BACKPACK**, might look like. Each school determines the items available, so your menu may be different.





Internal links appear as blue text, which are hyperlinks. If you click on a hyperlink, another screen or a new window opens.

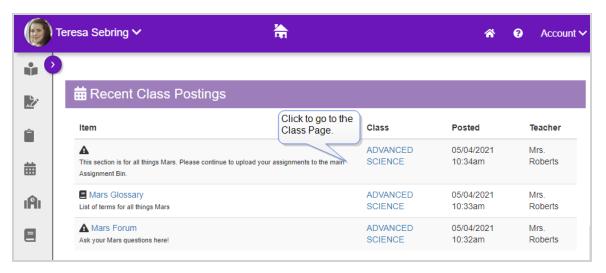


At the top right of the screen click to access **Account Settings** or **Log Out**.



Class Page

If a **Recent Class Posting** or new assignment displays on the home screen, you can access the related **Class Page** from there.

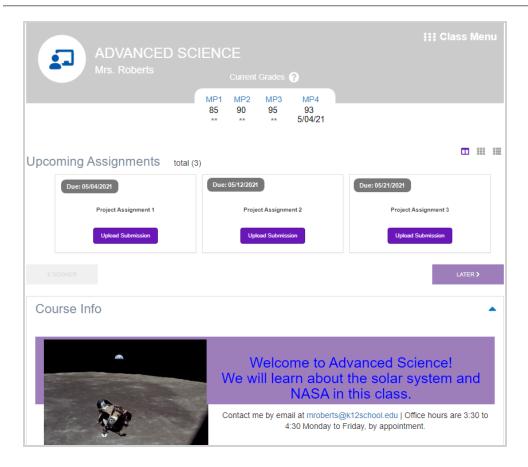


You can also click Courses & Grades and then click the class you want to open.

Depending on your district, school, and teacher preferences, the **Class Page** may include Announcements, Assignments and the Assignment Bin, Class Grades, Course Subsections, Forums, Glossaries, Tests, and Quizzes.

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Announcements



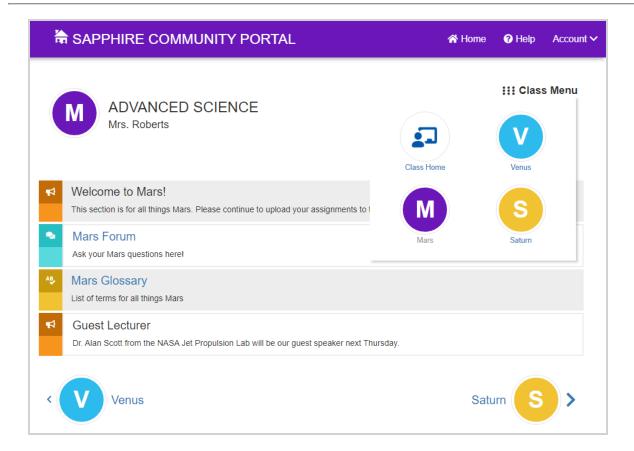
This icon alerts you to an announcement for the class.

Subsections

Your teacher might set up a subsection that is separate from the class home page and has information that is specific for an area of study within the class. You will find subsections at the bottom of the Class Page. You can also access subsections from the Class Menu. Click a subsection to open it.

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Class Assignments

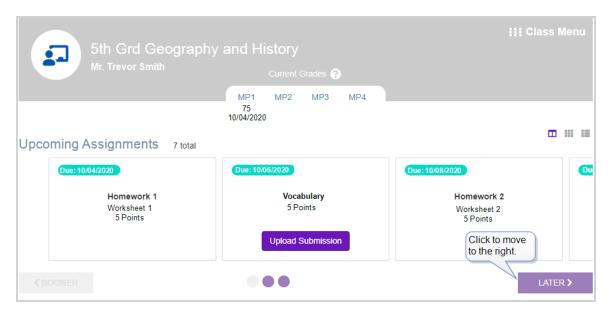
Your teacher can post assignments for you to complete and submit.

View Assignment Options

You can view all your assignments from the home screen or view those for a class from the class screen. There are three options to view **Upcoming Assignments**.

Option 1 - Carousel View

Click **1** to see assignments in carousel view.

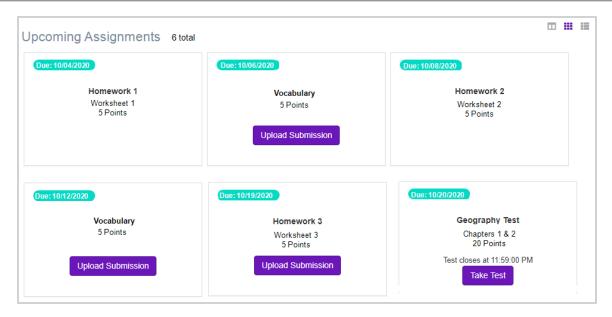


Option 2 - Block View

Click to view assignments in block view.

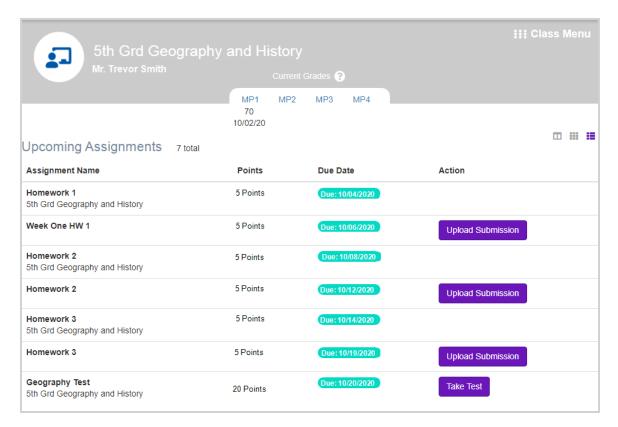
Class Assignments - 47 -





Option 3 - List View

Click **t** to view assignments as a list.

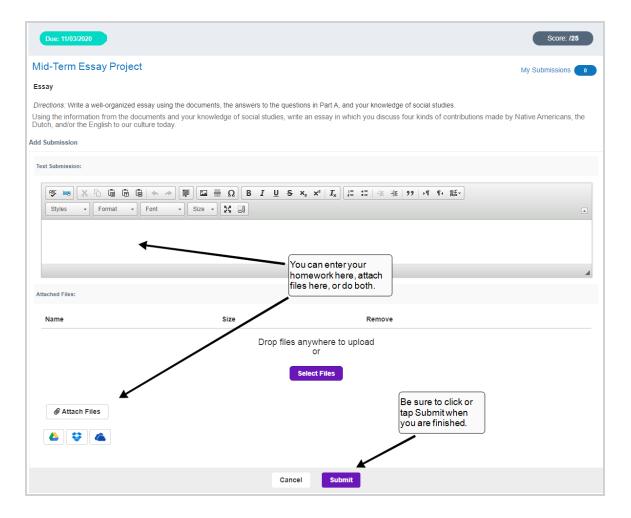


Class Assignments - 48 -



Submit an Assignment

- 1. If you have an assignment, click on it. The assignment opens.
- 2. Complete the assignment on this screen or by uploading a file.
- 3. When you are ready to send the assignment back to your teacher click **Submit**. A window opens confirming that you wish to submit.
- 4. Click **Ok** and the assignment is submitted. After you submit your assignment, the teacher can view it.



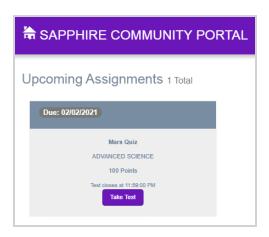
Class Assignments - 49 -



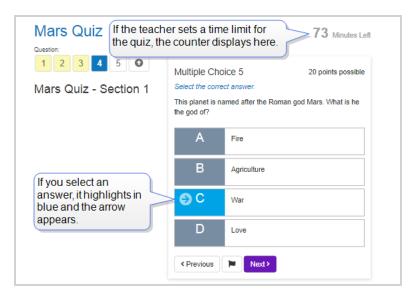
Tests and Quizzes

Upcoming Assignments, including tests and quizzes, can be seen from the student's home screen.

1. To start a quiz or test, click **Take Test**. The test opens.



- 2. Answer each question as directed. When you select an answer, it highlights in blue with an arrow.
 - If your teacher sets up a quiz to give immediate feedback, then feedback is displayed after you submit your answer, and you will not be able to change it.
 - If the quiz has a time limit, the time counter displays at the top of the screen.
 - After you answer a question, click Next > to go to the next question or < Previous to return to an earlier question.



- 3. After you complete the quiz, click Submit.
- 4. To confirm, click **Submit Test**. The message Your test has been submitted! returns.

Tests and Quizzes - 50 -

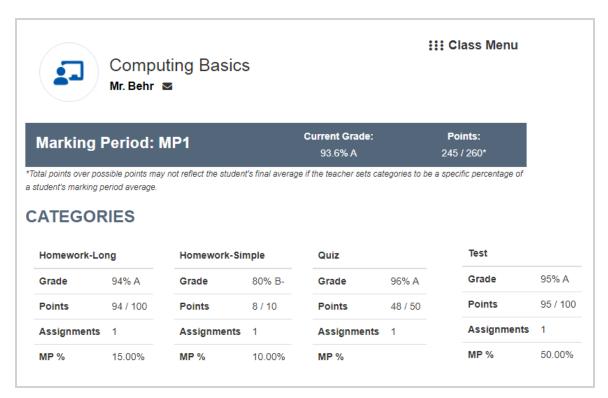


Class Grades

After you complete an assignment and your teacher grades it, you can see your current grade on the **Courses & Grades** screen. When new grades are posted, they are also linked from the home page.

Click Courses & Grades and then click the Course Title you want to access. The Class Page opens.

The top of the Grades screen displays the **Marking Period** and **Current Grade**. If a marking period grade displays as a link (blue, underlined text), you can click it to display a Student Grade Report. It lists each assignment affecting the grade. It may also contain, at the teacher's discretion, information such as possible extra credit, assigned and due dates, assignment comments and descriptions, and categories. If ** appears below the grade, then the grade shown is what will be reported on the report card and transcript.



Scroll down to see **Assignments**. Use the **Show by** drop-down to view Assignments by either **Category** or **Date**. Depending on your teacher, this section may also include the maximum amount of extra credit, class average, assignment description, and teacher comments.

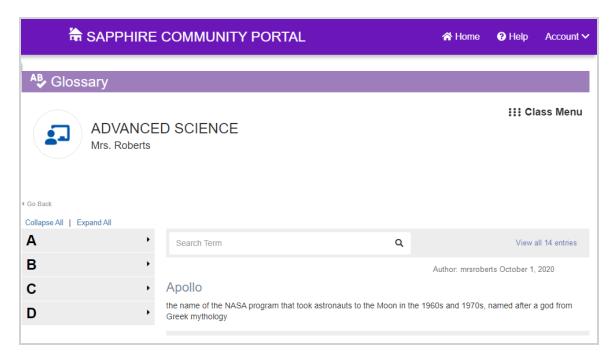
Class Grades - 51 -



Glossary

A **Glossary** is indicated by and contains terms related to this class. A class may have multiple glossaries. Click the glossary name to open it.

Click **Expand All** to view all terms.



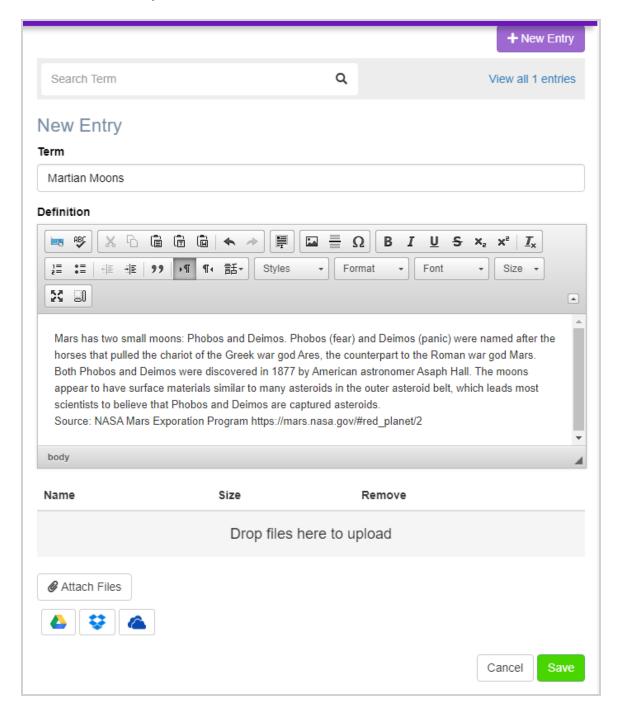
Add to the Glossary

- 1. If students are allowed to enter glossary terms, you can enter a term by clicking **+New Entry**.
- 2. The **New Entry** screen opens.
- 3. Enter the name of the **Term**.

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- 4. Add the **Definition**. You can use the text editor to format your definition or attach a file to it.
- 5. Click **Save** to add your Term or **Cancel** to exit.

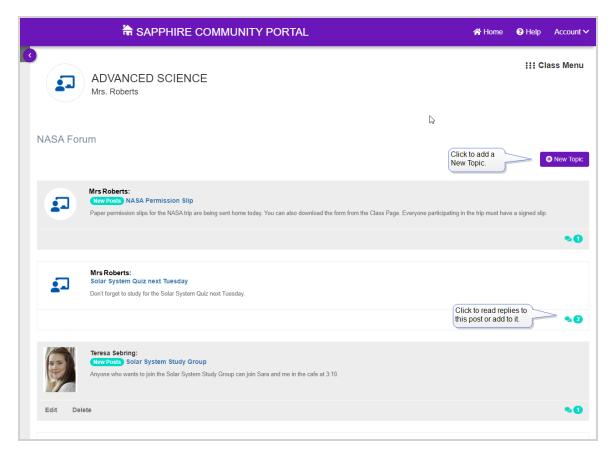


Glossary - 53 -



Class Forum

The **Class Forum** is indicated by and is an online discussion area where the teacher and class can hold conversations in the form of posted messages. A class can have multiple forums, and a forum can have multiple topics and then multiple posts within each topic. Your teacher can monitor, edit, and delete posts made by students.



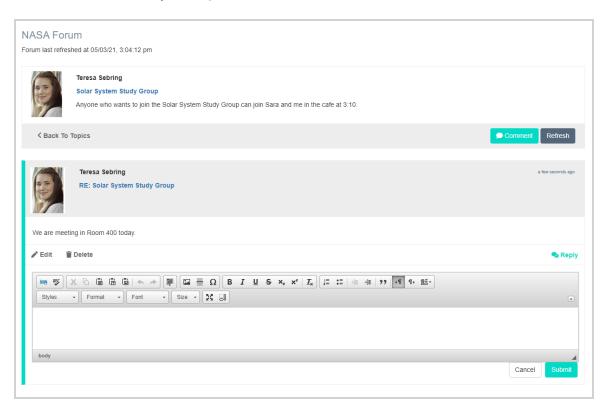
- 1. To participate in a Class Forum, click **+New Topic** to add a new topic to the Forum or **Reply** to participate in an existing topic.
- 2. The editor opens for you to add comments, links, or files. You can use the text editor to format

Class Forum - 54 -



your input.

3. Click Submit to add your input or Cancel to exit.



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Frequently Asked Questions

This section provides answers to users' common problems. If you have a question, check here first. Chances are someone else has already asked it!

What if I forget my password?

Click the **Forgot your password?** link on the Community Portal login screen and type in your user name and answer to your security question. Your new password will be emailed to you.

How often is information on the Community Portal updated?

Information is updated in accordance with district policies.

What student information will I have access to via the Community Portal?

The Community Portal allows parents to view any information deemed acceptable according to the school district's policies. Typical information available includes student schedules, current grades, homework assignments, attendance information, building announcements, and links to external websites approved by the teacher.

If my student changes schools within the district, will I have to apply for a new account?

No. Your account does not change with a change of school. In fact, the parent would not have to change anything in their parent account from the time their student is in first grade until they graduate from high school.

My spouse and I would like to have different accounts and different email addresses from which we will view our children's records. Is this possible?

There is no restriction on the number of accounts (each based on a separate email address) that a family can have. Each account can have access to any number of children.

What are all those cookie error messages about?

If you can't log in to the Community Portal, it may be because cookies are disabled in your web browser. A cookie is a small text file from a website that your browser saves to retrieve the information for use later. Your browser saves and retrieves cookies automatically. There are several types of cookies, and you can choose to allow some, none, or all of them. If you do not allow cookies at all, you may not be able to view some websites. Please see your browser's help resources for instructions to enable cookies.