



## SPS Parent Portal Frequently Asked Questions

### 1. What is the SPS Parent Portal?

SPS Parent Portal is an easy to navigate online system that will put your student's attendance and grades right at your fingertips. The system is accessible online through a web browser and is available anytime, allowing you the flexibility to use the system on your schedule. With the ability to setup notifications, you can configure emails to be sent to your inbox or mobile device. The SPS Parent Portal is integrated with our student information system keeping you up-to-date on what is happening in the classroom in real time.

### 2. Does the Parent Portal support my native language?

The Parent Portal does support multiple languages. The Springfield Public Schools will make as many of the native languages of our families available as we can.

### 3. Do all SPS schools have a Parent Portal?

All Springfield Public Schools have access to the Parent Portal.

### 4. Who can have a Parent Portal account?

Any parent or legal guardian of an SPS student can have a Parent Portal. A single student can have multiple parents/guardians viewing their information, each with a separate account.

### 5. How do I get an account for my student?

Contact your school's main office for details. The basic steps are outlined below.

Show valid identification

1. Read and sign Acceptable Use Agreement for SPS Parent Portal
2. Go online to setup your account and link your student(s)

### 6. Do I need a separate account for each of my students?

The Parent Portal conveniently allows each parent to have access to all of their students through one account. Follow the instructions for linking your students account provided in the Parent Portal Account Setup document.

### 7. I lost my access letter with my student's access ID and password. How can I get another copy?

If you need another copy of this access letter, you must visit your student's school with valid identification.

**8. How can I get help creating my Parent Portal Account? I have an access letter, but I am unable to complete the account setup.**

First, refer to the instructions provided to you when you received your access letter. They are also available on the SPS website Parent Page at [www.springfieldpublicschools.com/parents/parent\\_portal](http://www.springfieldpublicschools.com/parents/parent_portal) . If you are still unable to create the account, you can call or visit the school's main office or connect with Melissa Burrage, Parent and Community Engagement Coordinator, at 413-787-6747 ext 49110 or [burragem@springfieldpublicschools.com](mailto:burragem@springfieldpublicschools.com).

**9. Can I access Parent Portal on my mobile device?**

There is an app available for the iPad and iPhone through Apple's App Store. There is also an app for Android devices. More information is available on the Parent Portal.

**10. I have questions regarding information displayed about my student on the Parent Portal. Who should I contact?**

If your question relates to assignments or grades, please email the appropriate teacher by using the email feature in the Parent Portal, or setup a conference with that teacher.

For all other questions, including attendance, please contact the school's main office.

**11. How do I change my password?**

Click the 'Having Trouble Signing In' link on the Parent Portal login screen. Enter your username and email address and click 'Enter'.

If you no longer have access to your email account, you can create a new Parent Portal account with a different email address using the same Access ID and Password provided by the school originally. (Refer to question 7 if you lost your access letter).