PowerSchool Handbook

Using Parent Portal to Update Student Information

Version 3.0
February 7, 2024

INTEGRATED TECHNOLOGY
SAN DIEGO UNIFIED SCHOOL DISTRICT

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About This Handbook

This handbook was created by the San Diego Unified IT Training Department as reference material for Parents or Guardians of UTK-12 students as a guide for updating their student's enrollment information. It is updated periodically by the San Diego Unified IT Training Department. If you have any questions about how to execute these tasks in PowerSchool, please contact your student's school.

Dates and terms depicted throughout this handbook are used as examples and may not reflect the current school year or Term.

About Parent Portal Updates

A new feature in the PowerSchool Parent Portal will allow parent/guardians to submit changes to select information for their student(s) online or confirm that all information is correct, and no changes are needed. Submissions made by parent/guardians are placed in a queue for review and approval by school site staff. Once approved, any changes are applied to PowerSchool.

Benefits of this new feature in PowerSchool

- **Convenience for parents/guardians**: Changes or confirmations are made online instead of visiting the school office and filling out paperwork.

- **PLEASE NOTE:** Parent/guardians must still provide the school with the required documentation for changes to student name and Household Address. Schools will not approve and accept updates until documentation is provided.

- **Accuracy of information:** Because changes are updated electronically, errors from manually entering information are eliminated.

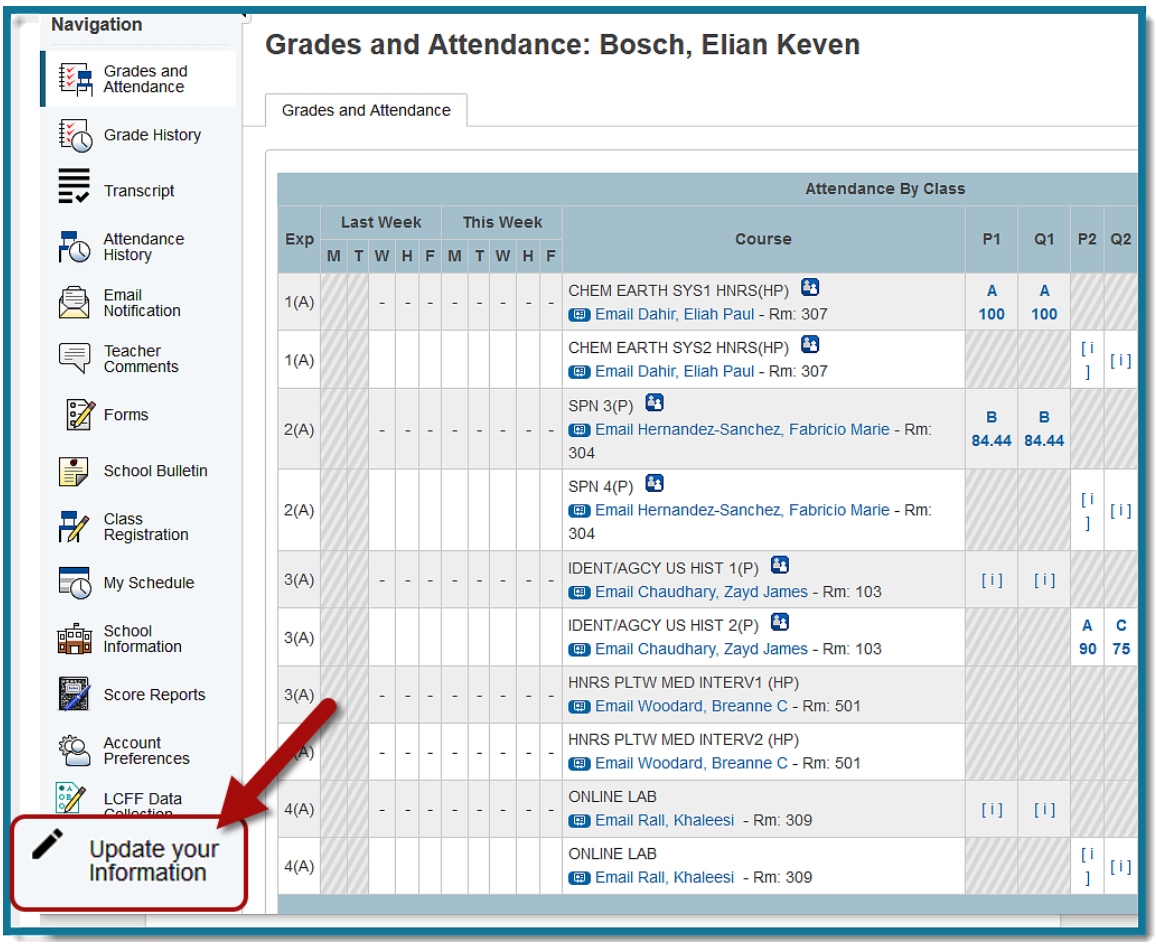
- **Timeliness of changes:** Online accessibility makes it easier to spot and update out-of-date and incorrect information.

Less paperwork for all involved: Schools use PowerSchool to review and approve changes made by parent/guardians instead of processing paper forms

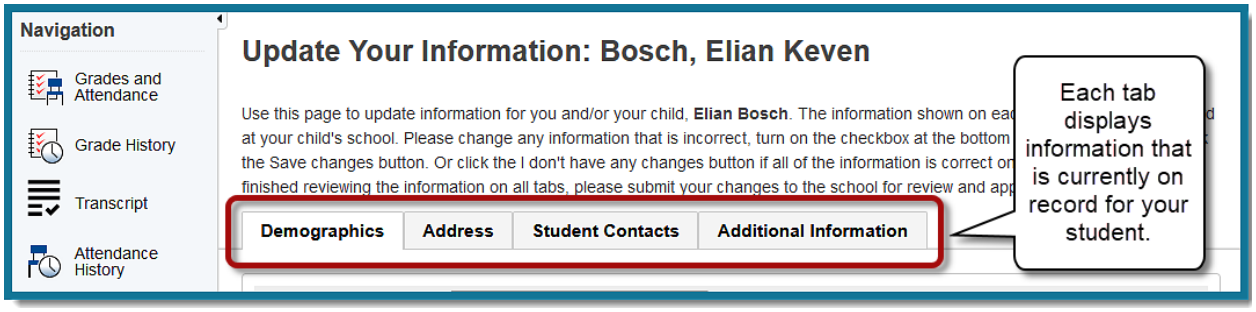
Updating Your Student's Information

To update your student information from within the Parent Portal, do the following:

- Log in to **PowerSchool Parent Portal**: https://powerschool.sandi.net/
- The **Grades and Attendance page** will open by default. From the Navigation menu on the left-hand side menu, select **Update Your Information**.



On the **Update Your Information** page, each tab displays information that is currently on record for your student.



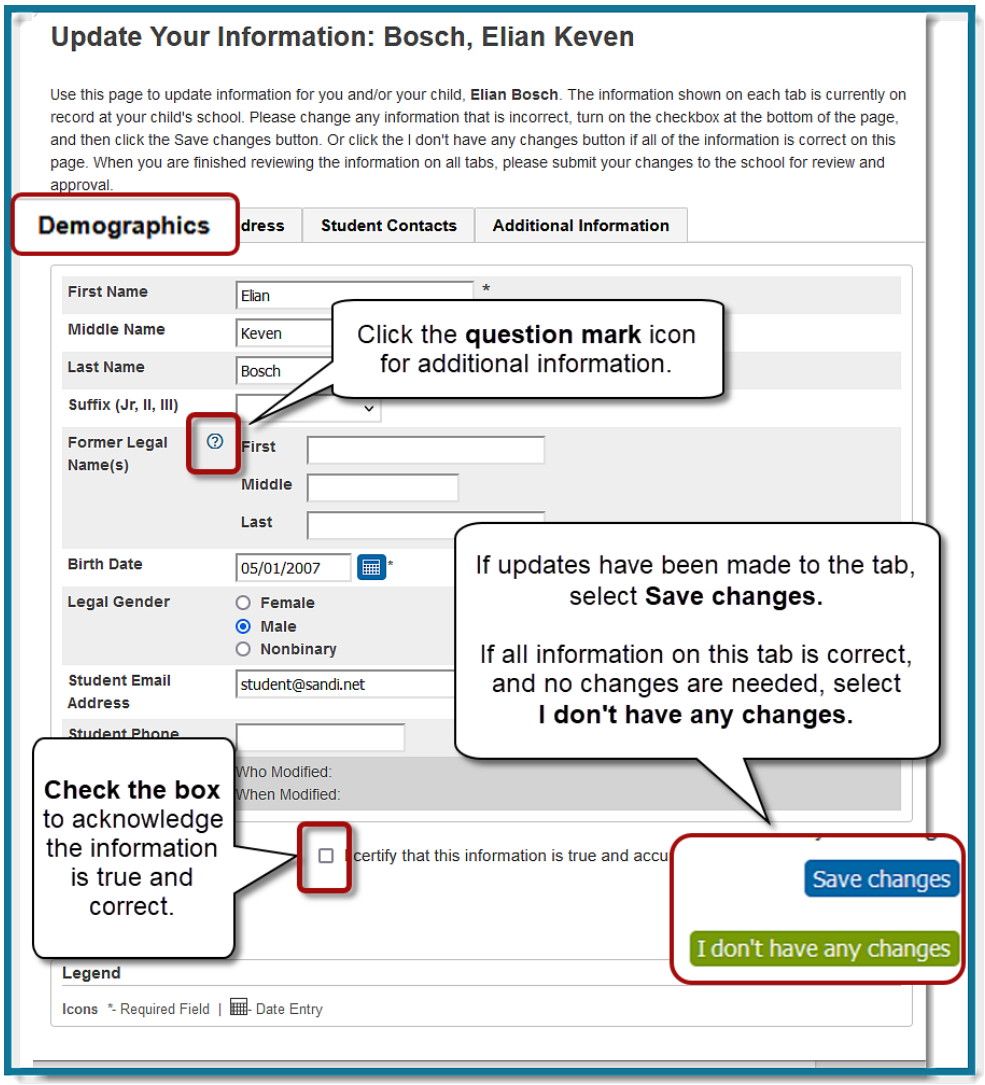
Updating Demographics

This tab is used to view and/or update **Student Name**, **Birth Date**, **Gender**, and **Student Email Address**.

IMPORTANT! Some information on this tab requires legal documentation in order for the school site to approve the update.

- Click the **question mark icon** for additional information on how to update this field.
- Check the box to acknowledge the information is true and accurate.
- If updates have been made to this tab, select **Save changes**.
- If all information on this tab is correct, and no changes are needed, select **I don't have any changes**.

For more information on how to submit your changes to the school, see page 10, ***Saving and Submitting your Updates***.



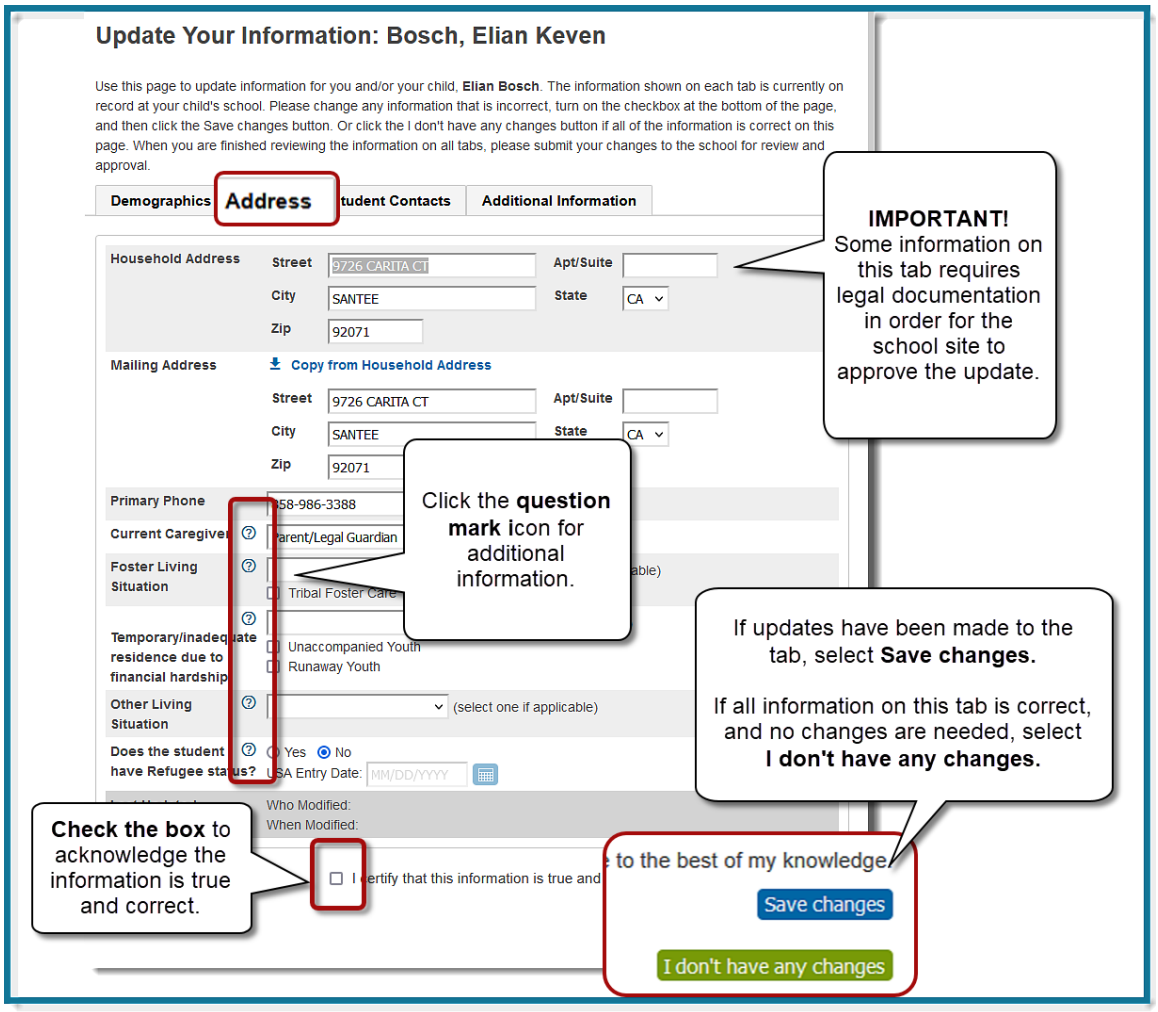
Updating Addresses

This tab is used to view and/or update **Household Address**, **Mailing Address**, **Home Phone**, **Current Caregiver** and, if appropriate, **Current Living Situations**.

IMPORTANT! Some information on this tab requires legal documentation in order for the school site to approve the update.

- Click the **question mark icon** ⓘ for additional information on how to update this field.
- Check the box to acknowledge the information is true and accurate.
- If updates have been made to this tab, select **Save changes**.
- If all information on this tab is correct, and no changes are needed, select **I don't have any changes**.

For more information on how to submit your changes to the school, see page 10, ***Saving and Submitting your Updates***.



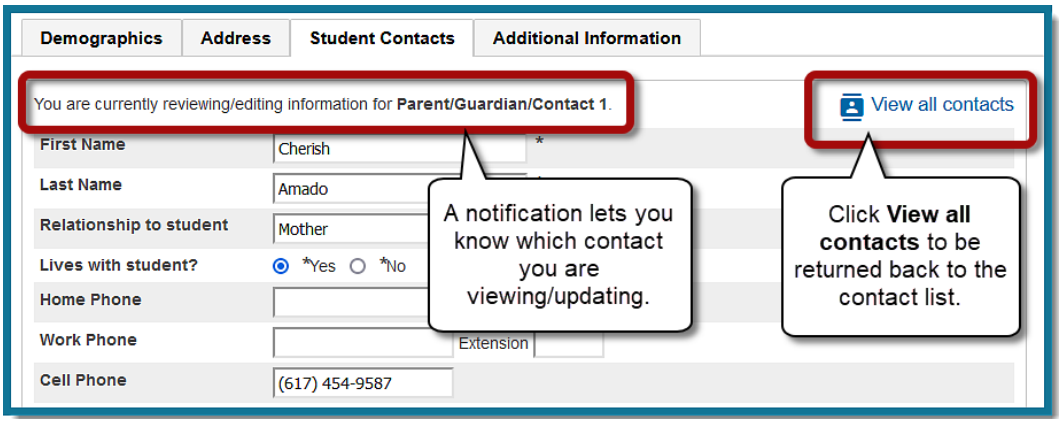
Updating Student Contacts

This tab is used to view and/or update contact **Name**, contact's **Relationship to Student**, contact **Phone Numbers**, and **Additional Information**.

- Click the ***blue*** *link* to view and/or update the information for the selected contact.

A new screen will appear with the selected contact's information.

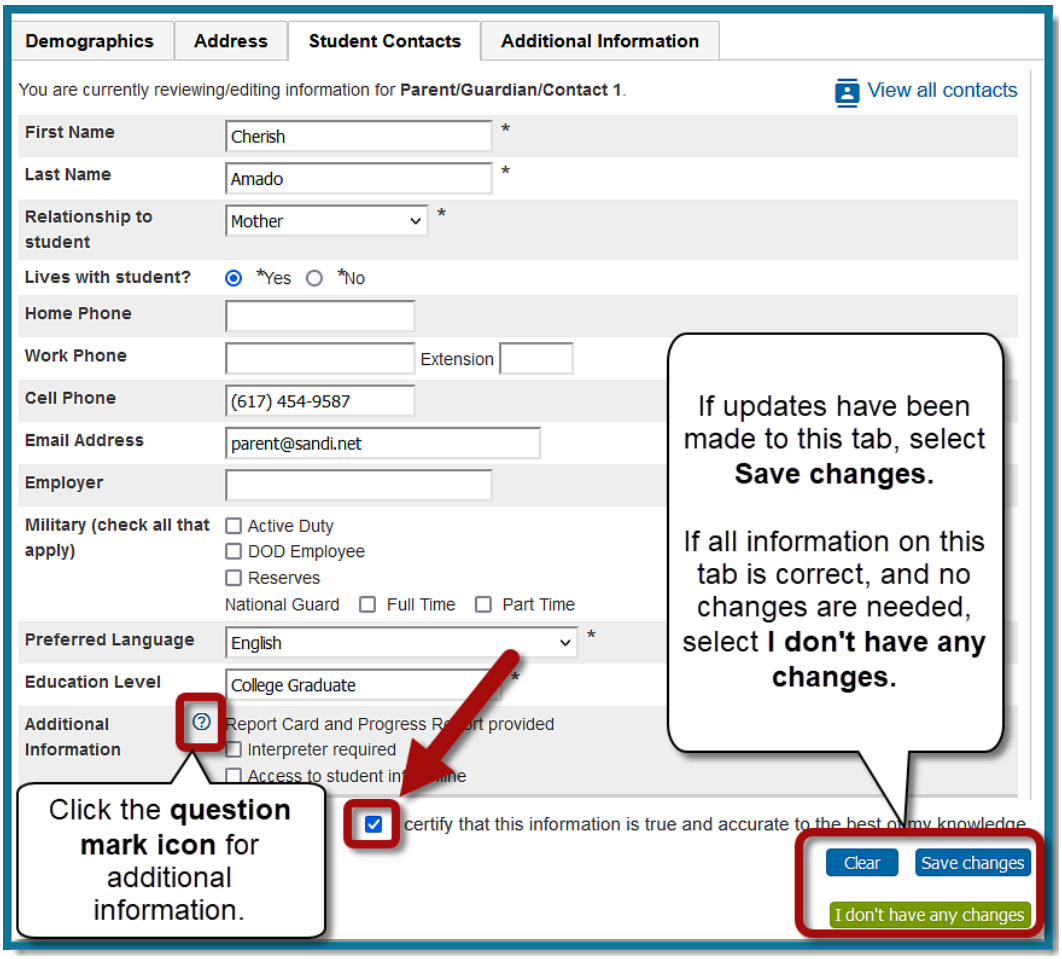
- A notification lets you know which contact you are updating.
- Click **View all contacts** to be returned back to the contact list.



Click the **question mark icon** for additional information.

- To ***delete a contact***, click the **Clear** button at the bottom of the page. This step will clear all fields and remove the contact from the student's record.
- **Check** the box to acknowledge the information is true and accurate.
- If updates have been made to this tab, select **Save changes**.
- If the information on this tab is correct, and no changes are needed, select **I don't have any changes.**

For more information on how to submit your changes to the school, see page 10, ***Saving and Submitting your Updates***.

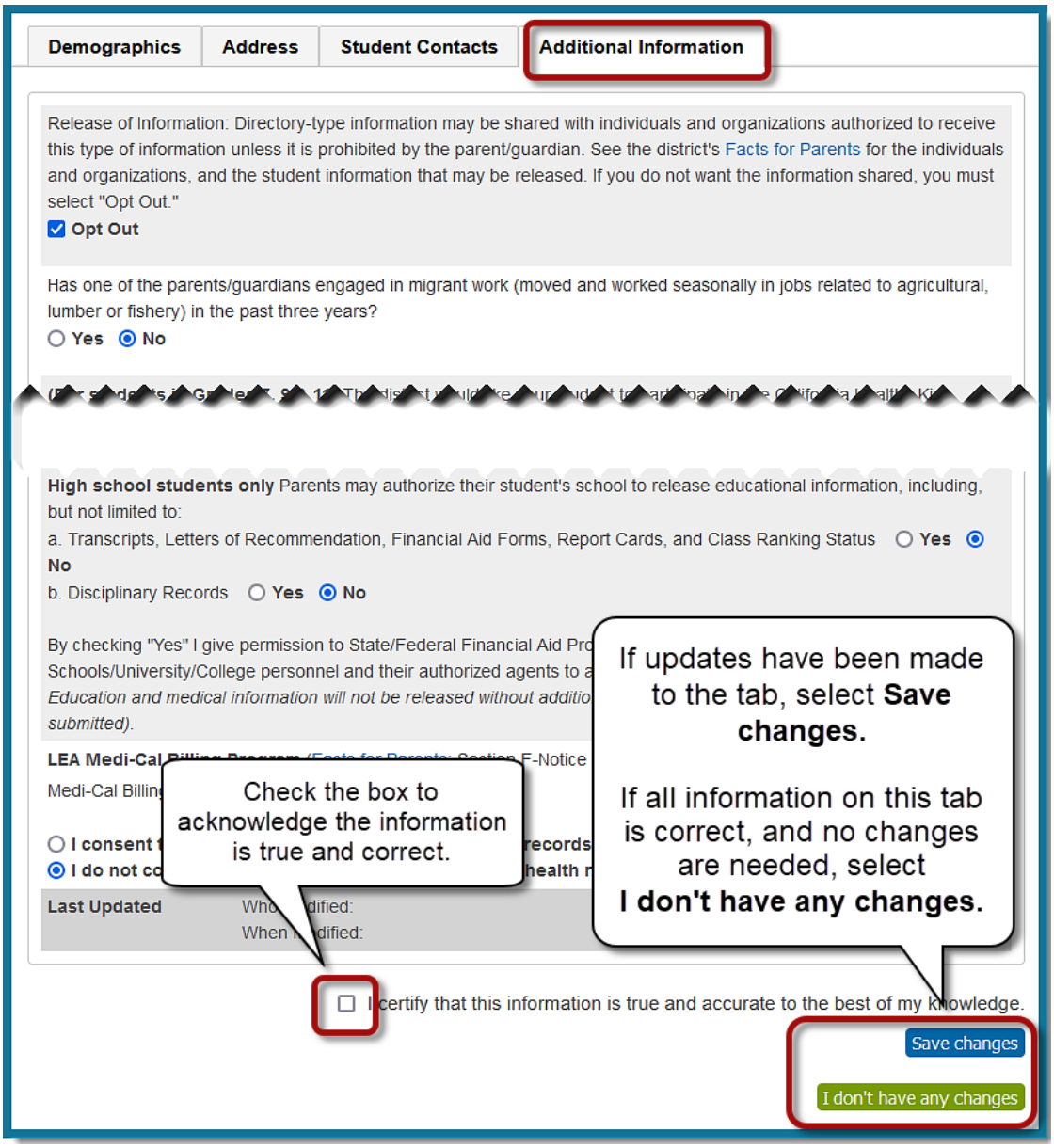


Updating Additional Information

This tab is used to update additional information on record for the student.

- **Check the box** to acknowledge the information is true and accurate.
- If updates have been made to this tab, select **Save changes**.
- If all information on this tab is correct, and no changes are needed, select **I don't have any changes**.

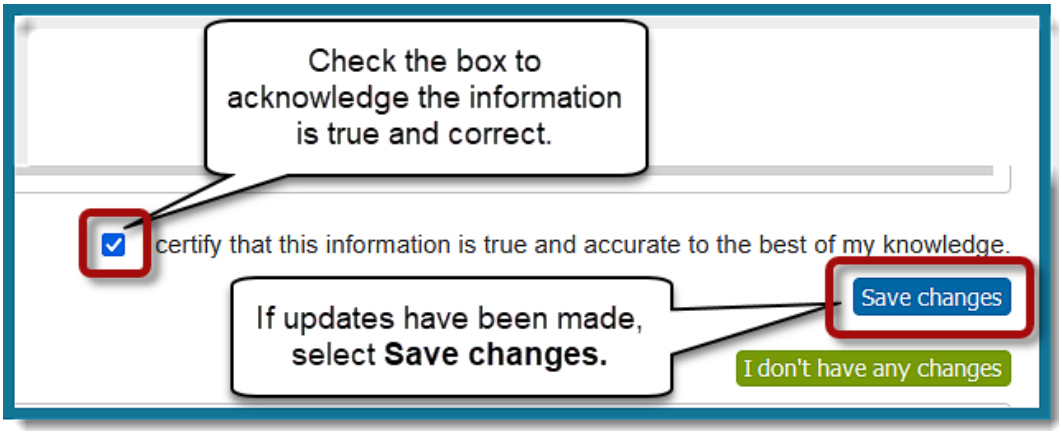
For more information on how to submit your changes to the school, see page 10, ***Saving and Submitting your Updates***.



Saving and Submitting Your Updates

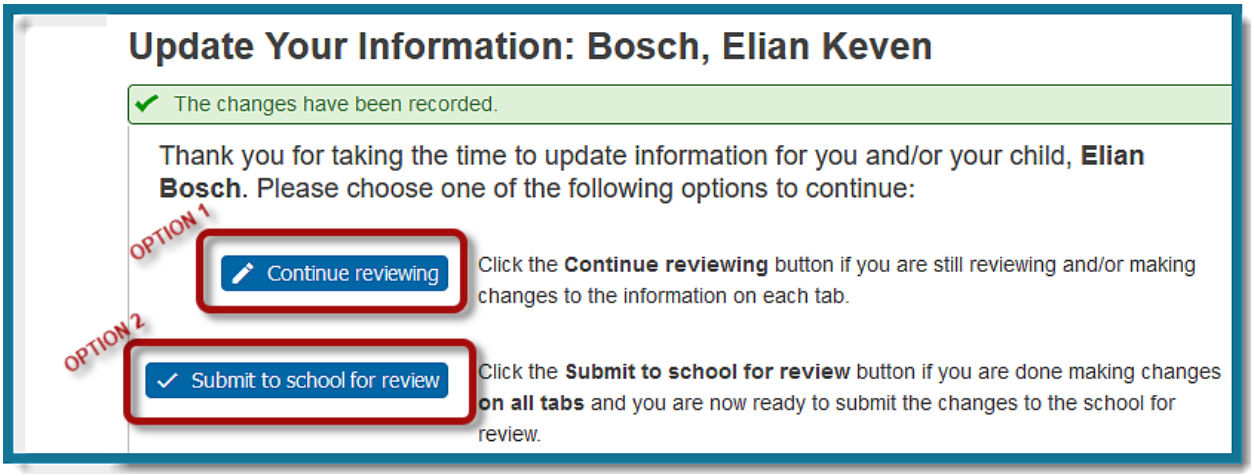
If you have made changes to information on a tab:

- **Check the box** to certify your information is true and accurate.
- Select **Save changes**.



A confirmation message will prompt you to choose one of the following options:

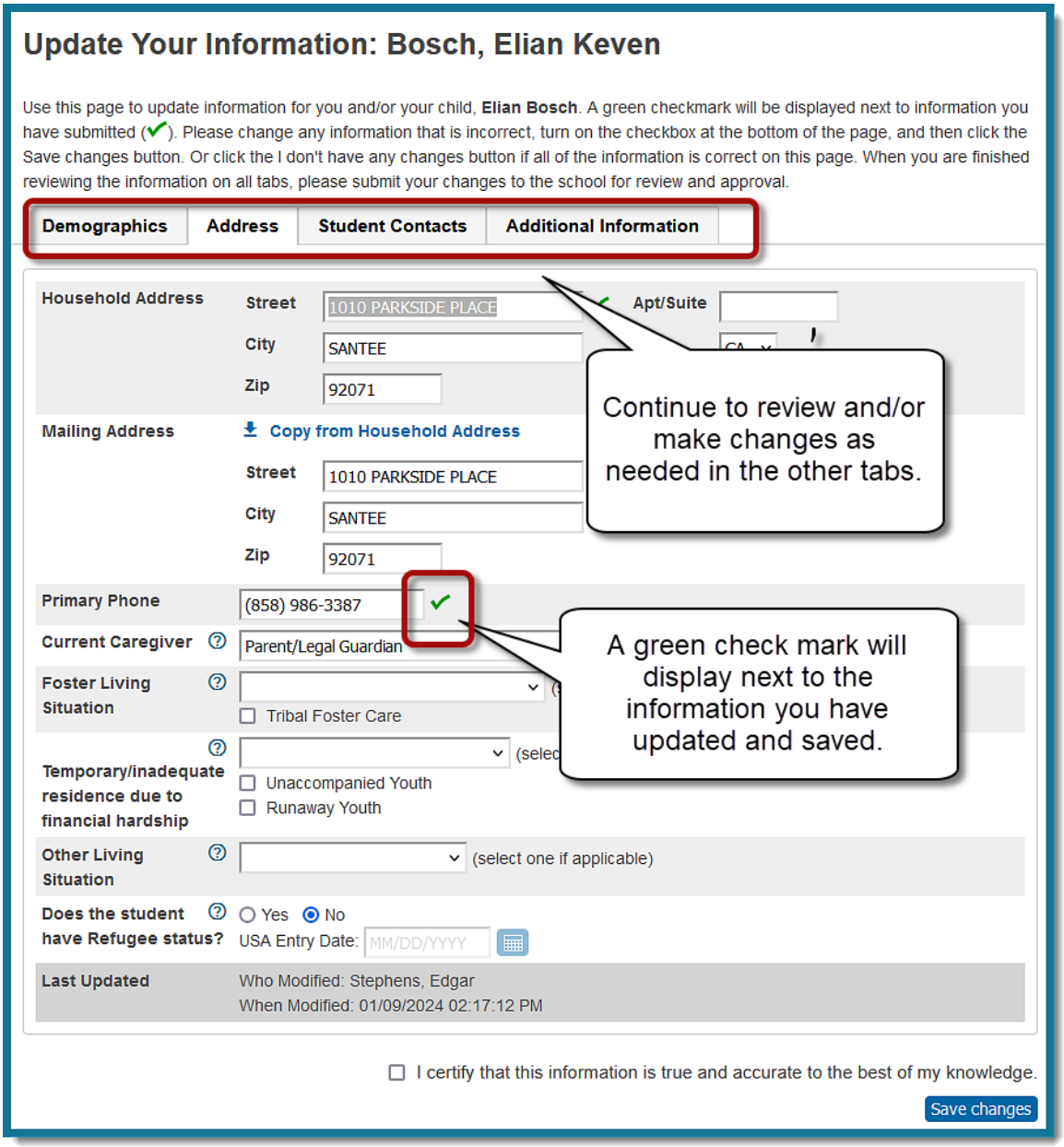
- **OPTION 1:** Select **Continue reviewing**.
- **OPTION 2:** Select **Submit to school for review**.



OPTION 1: Continue Reviewing

If you want to continue to review and/or make changes to your student's information, select the **Continue reviewing** button. You will be returned to the tab you last saved; a green checkmark will display next to the information you have updated.

- Continue to review and/or make changes to the other tabs.
- After changes have been made on a tab, Check the box, **I certify that this information is true and accurate to the best of my knowledge**.
- Click **Save changes**.



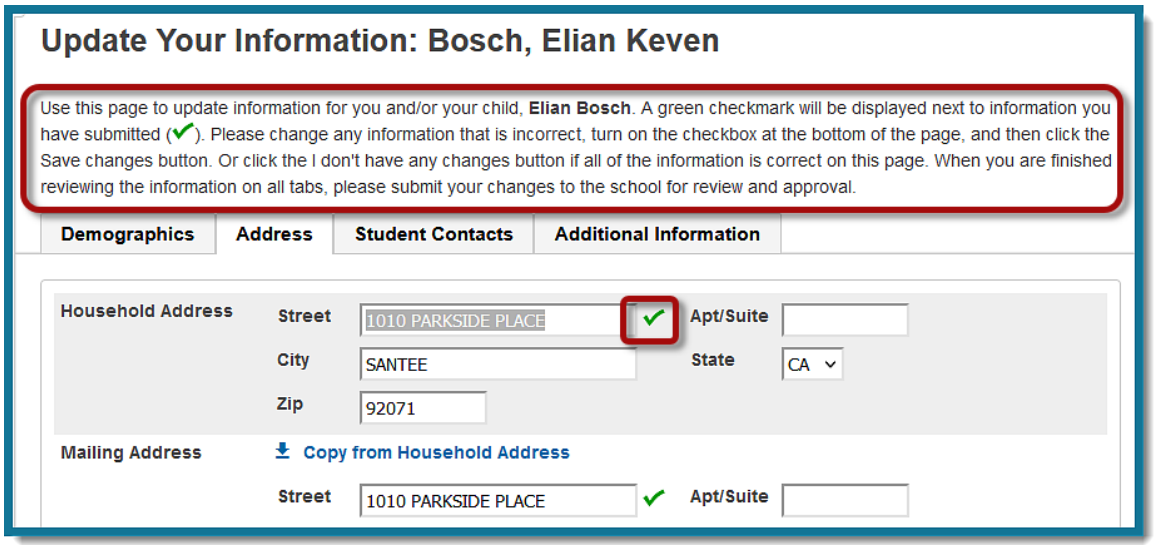
OPTION 2: Submit to School for Review

Once you are finished with updating your student's information, select the **Submit to school for review** button. You will be returned back to the last tab you saved a green checkmark will be displayed next to the information you have submitted.

- All fields are disabled, and the **Save changes** or **I don't have any changes** buttons are no longer available. You are unable to make further updates until the information you submitted has been reviewed by the school.

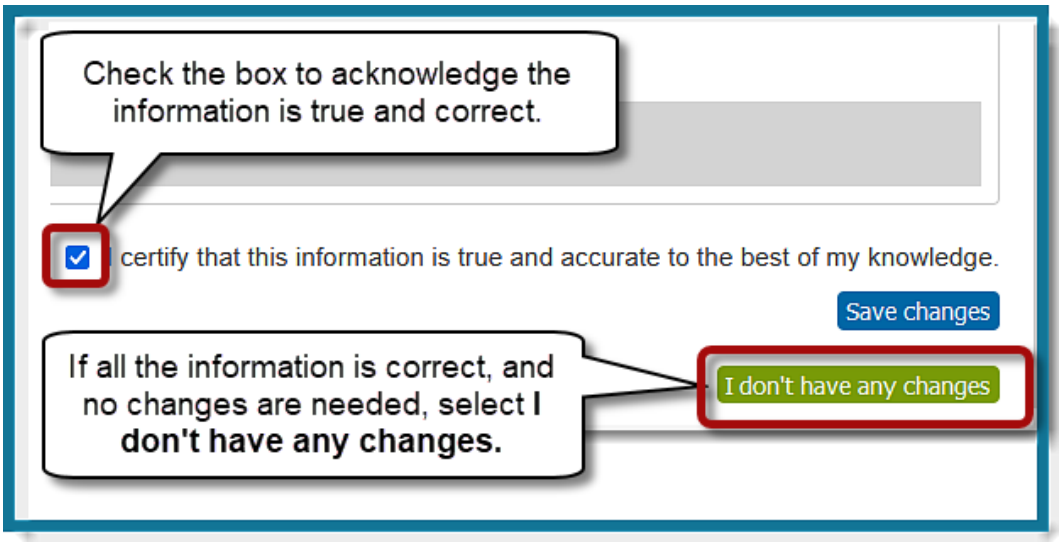
- You will be notified via email when your information has been reviewed by the school.

IMPORTANT! You are required to provide documentation to your school when submitting information such as your student's name or address.



If all information is correct, and no changes are needed:

- **Check the box** to acknowledge the information is true and accurate.
- Select **I don't have any changes**.

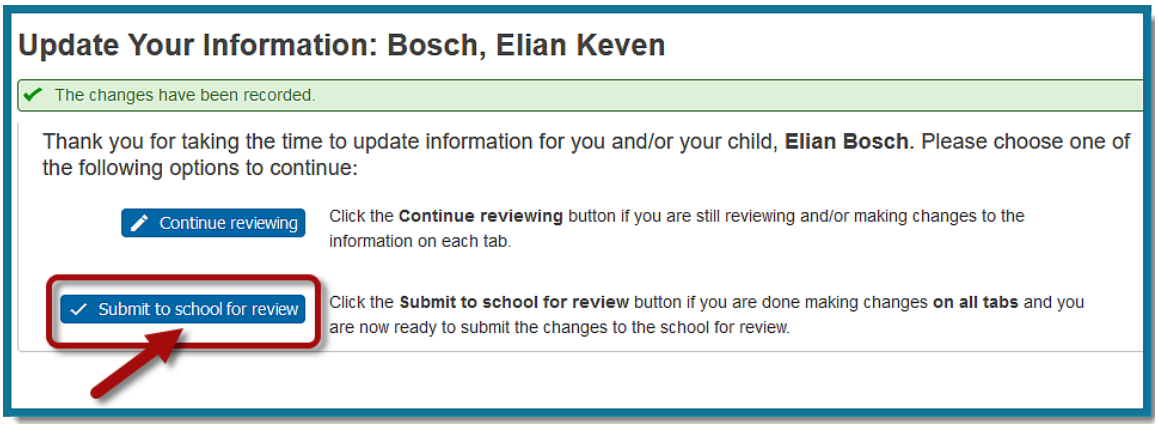


A confirmation message will prompt you to choose one of the following options:

a. Select **Continue reviewing** if you still need to make a change to information on another tab**.**

b. Select **Submit to school for review.**

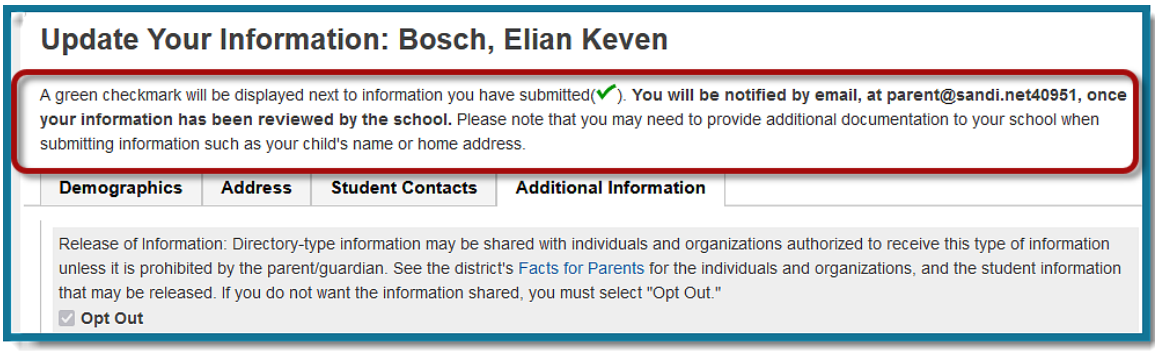
- Select **Submit to School for review** if you are done with making changes on *all tabs.*



You will be returned back to the tab you last visited.

All fields are disabled, and the Save changes or I don't have any changes buttons are no longer available. You are unable to make further updates until the information you submitted has been received by the school.

- You will be notified via email when your information has been received by the school.



After Submitting Your Updates

After you submit your updates to the school for review, be sure to provide them with the required documentation if you've made changes to your student's name or Household Address.

NOTE: *School staff will not accept changes to student names or household addresses without the required documentation.*

You will receive an email notification when your updated information has been reviewed and the appropriate changes have been applied to PowerSchool.

From: NoResponsePowerSchool@sandi.net

Sent:

To: msmith5@gmail.com

Subject: Changes to PowerSchool information

Dear Mary Smith,

We have reviewed the updated information you provided via PowerSchool and applied the appropriate changes for your student, Jane Smith. Please feel free to review the updated information in the PowerSchool Parent Portal at https://powerschool.sandi.net/

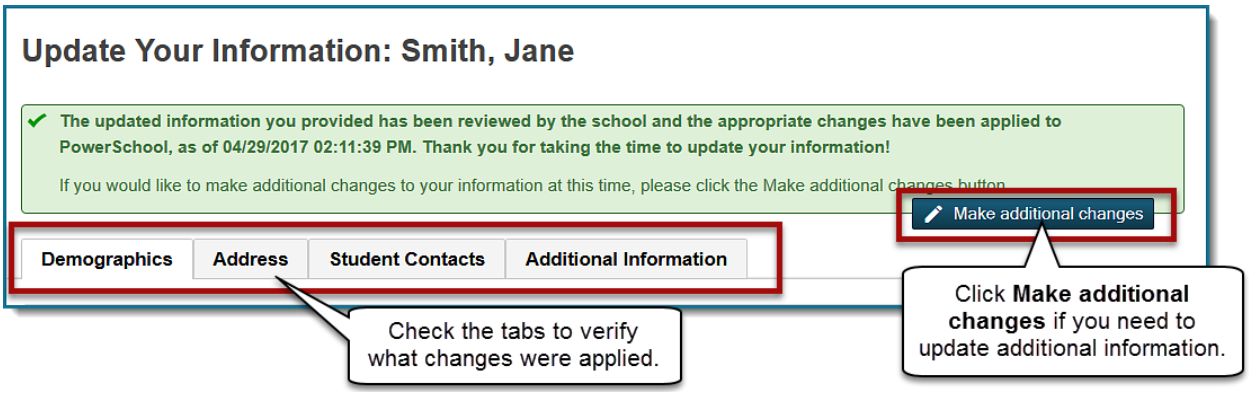
Please note that you may need to provide additional documentation if you updated information such as your child's name or home address.

Thank you for taking the time to update information related to you and your child. We sincerely appreciate your assistance to ensure that we have the most accurate and up to date information at Serra High.

Sincerely,

Serra High
5156 Santo Rd
San Diego, CA 92124
(858) 496-8342

San Diego Unified School District
www.sandiegounified.org

Be sure to check the Parent Portal to verify that the changes were applied to PowerSchool.

- Changes that were not accepted by the school will not be updated in the Parent Portal.
- Click **Make additional changes** if you need to update additional information.