

PARENT PLUSPORTALS FAQs

How do I get a PlusPortals Account? You will need to have a valid email account on file with the school office to receive a link to activate your PlusPortals account. Due to filters in place with the ISP (Internet Service Provider), we can not accept email addresses ending in tampabay.rr.com.

How do I get to the PlusPortals website? Click the [PlusPortals link](#) on the front page of our [school website](#).

What if I forget my password? If you forget your password, click on the “Can’t Access Your Account?” link on the login page. Type in your username (your email address) and reset your password.

What happens if I change my email address? If your email address changes, you will need to [contact Mrs. Hohman](#) to update your information. Once your new email is on file with us, you can log in to PlusPortals with it using the “Can’t Access My Account” button. This will prompt you to set a new password for the updated email address. If you are still unable to login, please [contact Tech Support](#).

What information shows up on PlusPortals?

- **Home Page:** Displays current class averages, recent scores, and office attendance
- **Demographics Tab:** Displays family contact information
- **Attendance Tab:** Displays the office daily attendance with details
- **Schedule Tab:** View student’s scheduled classes with teacher names
- **Classes Tab:** View individual class information, announcements, calendars, and more
- **Scores Tab:** View student’s current average and assignment grade information by class
- **Reports Tab:** Displays teacher-generated, student progress reports by class

How can I learn to navigate PlusPortals? The following link has interactive videos to help you navigate the PlusPortals: <http://www.rediker.com/support/parent-plus-help>

What homework is listed in the Homework/Assignment section of PlusPortals? Teachers may list their homework assignments in the PlusPortals. Not all homework assignments may be visible in the PlusPortals.

Can I access PlusPortals from my phone or iPad? Yes, you can access the PlusPortals from any device with an Internet connection. You can visit the site and log in with any web browser. There is a phone app for Android or iOS available through iTunes or Google Play – search for “ParentPlus”.

How can I email staff through PlusPortals? Use the “Email & Messages” link to email teachers. Click “New Email” and “Add Recipients” to view a list of teachers. Click to choose one or more recipients. Emails are sent from your own email address.

How do I make a change to my demographic information? Updating or confirming contact information can **only** be done on a computer and not a mobile device.

1. Login to [PlusPortals](#)
2. Click "Demographics"
3. Confirm all contact information is correct OR update your information by clicking the "EDIT" button on right-hand corner
4. Edit and save any changes

If you still need assistance in updating information, please [contact Mrs. Hohman](#), Director of Admissions.