PowerSchool Job Aid
Instructions for Parents

Using Parent Portal to Update Student Information

Version 2.0
December 6, 2017
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 parent/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- **Timeliness of changes**: Online accessibility makes it easier to spot and update out-of-date and incorrect information.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/](https://powerschool.sandi.net/)
- The **Grades and Attendance page** will open by default. From the Navigation menu on the left, select **Update Your Information**.

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

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**Update Your Information: Smith, Jane**

Use this page to update information for you and/or your child, Jane Smith. The information shown on each tab is currently on record at your child's school. Please change any information that is incorrect, turn on the checkbox at the bottom of the page, and then click the Save button. Or click the I don't have any changes button if all of the information is correct on this page. When you are finished reviewing the information on all tabs, please submit your changes to the school for review and approval.

**Demographics** | **Address** | **Student Contacts** | **Additional Information**
---|---|---|---

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 8, *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**.
- 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 8, *Saving and Submitting your Updates*.

<table>
<thead>
<tr>
<th>Demographics</th>
<th>Address</th>
<th>Student Contacts</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Address</td>
<td>Street</td>
<td>8441 MACAWA AV</td>
<td>* Apt/Suite</td>
</tr>
<tr>
<td>City</td>
<td>SAN DIEGO</td>
<td>* State</td>
<td>CA</td>
</tr>
<tr>
<td>Zip</td>
<td>92123</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Mailing Address</td>
<td>Copy from Household Address</td>
<td>Street</td>
<td>8441 MACAWA AV</td>
</tr>
<tr>
<td>City</td>
<td>SAN DIEGO</td>
<td>* State</td>
<td>CA</td>
</tr>
<tr>
<td>Zip</td>
<td>92123</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Home Phone</td>
<td>(819) 991-8412</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Current Caregiver</td>
<td>Parent/legal guardian</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Foster Living Situation</td>
<td>(select one if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless Living Situation</td>
<td>(select one if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Living Situation</td>
<td>(select one if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Updated</td>
<td>Who Modified:</td>
<td>When Modified:</td>
<td></td>
</tr>
</tbody>
</table>

**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.
- Check the box to acknowledge the information is true and correct.
- 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**.
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 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 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 8, *Saving and Submitting your Updates*. 

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**Check the box to acknowledge the information is true and correct.**

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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**.
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 8, *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**: Continue reviewing
- **OPTION 2**: 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.
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.

![Image of PowerSchool interface showing a green checkmark next to submitted information]
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:

- Continue reviewing
- Confirm there are no changes

Select Confirm there are no changes.
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 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.

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**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 the changes that 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.