

# T. Baldwin Demarest School

## FREQUENTLY ASKED QUESTIONS ABOUT THE PARENT PORTAL

As we continue to launch T. Baldwin Demarest School's Parent Portal, which provides parents access to students' interim reports and report cards, the following common questions have surfaced. If you are experiencing a problem with the Parent Portal, check here for an answer first. If you cannot find the answer, please send email to Mrs. Rosica at [Rosica@nvnet.org](mailto:Rosica@nvnet.org).

**Q: What is the web address for the Parent Portal?**

**A:** <http://parents.genesisedu.com/oldtappan>

**Q: Why haven't I received emails from T. Baldwin Demarest about the Parent Portal, and/or why haven't I had a username and password sent to me?**

**A:** There could be several reasons for this. However, the most common is that the message may have been pushed into your SPAM or JUNK folder in your email. Another reason may be that you are looking for the sender to be T. Baldwin Demarest, but instead the sender is Genesis. The third common reason for not getting emails associated with the Parent Portal is that your email provider (e.g., hanmail, naver, yahoo.co.kr) are not permitting Genesis to be a sender to your inbox. If this is the case, you must contact your email provider directly, making a request to allow our emails through to your inbox. You may also consider creating a compatible email account with a provider that does not block Genesis (e.g., gmail, aol, yahoo).

**Q: Why can't I see the whole report card or interim report (Charles DeWolf Students)?**

**A:** First make sure that you have clicked the grading tab. You may have to scroll down or across the screen to view all of the student's grades.

**Q: What if I forgot my username?**

**A:** Your username is the email address you provided to T. Baldwin Demarest School.

**Q: What if I want to change my email address that is associated with the Parent Portal?**

**A:** If you need to change your email address, log in to the portal and on the top of the page there will be a tab for contacts. You can change your email and other information here.

**Q: What will I see when I log in?**

**A:** When you log in, you will see two tabs on the upper left part of your screen. You will see a Schedule tab and a Grading tab. The scheduling tab will eventually be filled with your child's school schedule. The Grading tab will allow you access to the interim reports and the report cards. To view a full-screen interim report, click on the blue link above the report card.

**Q: How do I view records if I have more than one child at T. Baldwin Demarest School?**

**A:** On either the Home or the Grading screen, you can move between your children's records by using the pull-down menu at the top of the screen. It is titled Select Student.

**Q: Why is the Parent Portal sometimes unavailable?**

**A:** During the school year, there will be times we need to close the portal. The majority of the closures will take place during the two weeks leading up to a reporting period. This allows time for the teachers to enter grades and comments. There may be other times during the school year that portal is closed. It will also be closed during periods over the summer, as we create schedules for the middle school students.

**Q: What if I do not have access to a computer or cannot get the information I want to see?**

**A:** Documents will always be made available to you in the main office at T. Baldwin School. If you phone ahead, we will be able to prepare the documents that you are requesting.