The @school Parent Portal

What is the @school Parent Portal?

The @school Parent Portal offers parents and guardians real time access to their child's information at school – assessments, attendance school activities, class activities. The Parent Portal is an easy to use communications tool that allows parents to take a more active role in their child's education.

Who may access the Parent Portal?

Parent(s)/guardian(s) who have a username and password. Each parent/guardian is issued with their own log-on and password.

Only parents/guardians at schools using the eTAP student management system can access @school. The school must also purchase the @schoolmodule of eTAP.

Can other people see my child's information?

Parents/guardians will be provided with log-on details for their own children only. As long as you protect your username and password, unauthorised people will not be able to see your child's information. If you think your password has been compromised, please change it.

@school uses security protocols to protect child information from general internet intrusion. The information is safe and secure. All access is also logged.

How often can I expect information to be updated on the Parent Portal?

Attendance information is updated each morning and afternoon after the school roll has been taken. Unexcused absences will be updated when the attendance officer has received the appropriate notice for the absence.

Other information will be updated as teachers and office staff add it to the site.

What happens to my access to the Portal once my child leaves the school?

Your access will be disabled approximately three months after your child leaves the school. You will receive a warning about this when you log ononce you child has left. It is important to print off any information you want to keep from the portal before the account is disabled.

What kind of computer equipment do I need to view the Parent Portal?

Almost any computer with an Internet connection can access the Portal. It is recommended that you use a recent version of the most common internet browsers – eg Internet Explorer, Firefox, Safari.

Logging on – User ID's, Passwords and Emails

Where can I get access to the Parent Portal?

You can access the parent portal at www.atschool.co.nz from any computer with access to the internet. If you do not have access to a computer you can visit any public library or in most cases the school to access @school.

What do I need to log on to the Parent Portal?

1. You need a logon and password provided by the school.

2. Go to www.atschool.co.nz or if available use the panel in your school website to enter your logon and password.

3. You will need to agree to the terms presented on the first screen when you have logged on. If you do not agree to the terms please do not log on and contact the school and have them remove your child from the parent portal system.

How should I manage my User ID and Password?

Once you have your User ID and password details we recommend the following:

1. Change your password to one you use on other sites – one you will remember and do not write this down. Click on 'Change password' at left of the opening screen when you first log into the Parent Portal to change your password.

2. Write your User ID down in a safe, accessible place as this cannot be changed. Do not write the password down next to it. If you ever need to know what the User ID is, it is available on the 'Change password' screen.

If you need to, you can change the email address assigned to your Parent Portal account. Do this on the 'Change password' screen.

Can I change my User ID and password?

You cannot change your User ID but you can change your password. Change your password by clicking on the 'Change password' option at left of screen when you first log into @school. You will also find your User ID details on this screen.

We recommend changing your password to one you use on other sites – one you will always remember and do not need to write down. We also recommend writing the User ID in a place you can access – but never write the password next to it.

When you want to logon to @school you will need to know your User ID and password details. However, if you have been sent an email from the school which contains a hyperlink to

@school, you can click on this to be taken to the site. You will need to enter your password to open the site (you do not need to enter the User ID – the hyperlink stores this, making sure you have access to your child's information).

What should I do if I have forgotten my password?

If you have your User ID and email address, click on the 'forgotten your password' hyperlink and type these into the fields. If your email address is registered against the User ID in the school database an email will be sent to you which will contain your password.

What should I do if I have forgotten my User ID?

It is important to write down your User ID in a safe, accessible place as this cannot to changed. If you have forgotten your User ID you will need to contact the school either in person or using the email address registered for your User ID. The school will provide you with the User ID in person or return email you the logon details.

Can I change the email address assigned to my User ID and password?

Yes, click on the 'Change password/email' at left when you first log into @school. This will update the records held at the school. If you want to change your email details but cannot log into @school you will need to visit the school office in person and change your registration details.

What should I do if I am locked out of @school?

For security reasons, you will be locked out of @school if an incorrect password is entered 10 times in a row. If you get a 'locked out' message you will not be able to logon until the next day. Try again then.

I'm having trouble accessing the parent portal from my home computer.

If you are having trouble accessing the website, please ensure you are using the correct username and password and that you are using the correct URL: http://www.atschool.co.nz

Always try the following first: Firstly, try to access other web sites through your browser. Go to a site you do not often visit. If the site does not appear,there is a problem with your internet connection.

If your web browser settings for privacy and security are set high, you may not be able to view the Portal information. Check your security settings under "Tools" and "Internet Options" and change them to default or normal settings.

Your web browser, may be remembering an incorrect password attempt in the background and this may need to be cleared. Close all web-browser windows open on your computer and open the browser again fresh. This will often solve the problem.

The school cannot provide technical support for home computer problems. If the problem persists, please contact the computer manufacturer' technical support services or a local support provider.

**Please do not contact the school office or technology department for technical support questions regarding your home computer.

When I click on my child's report/file title it does not appear on screen.

Some assessment reports in @school are PDF format and require you to have a PDF reader installed on your computer. This is free software you can download from here: http://get.adobe.com/reader/. Once you have loaded the software the reports will open.