

EVERGREEN SCHOOL DISTRICT PARENT PORTAL

The Evergreen School District is offering Parent Portal to parents and guardians as a means to further enhance communication between school and home and to further promote educational excellence for every student. The Parent Portal allows parents/guardians to view their own child's school records online or through the Mobile Portal app. A Parent Portal account is created once and is used for as long as you have a child enrolled in the District.

By using the Parent Portal you may:

- ✓ View your child's grades
- ✓ Note any missing assignments
- ✓ Check on your child's attendance
- ✓ Receive important District messages
- ✓ Update your address or phone numbers
- ✓ Add or remove someone as an Emergency Contact

The Parent Portal may only be accessed by parents and guardians of enrolled students. Parents will see all children in their household and/or all students for whom they are the legal guardian. Portal security is high, ensuring that parents may only see information related to the students they are authorized to view.

Begin using the Parent Portal today by following these three easy steps:

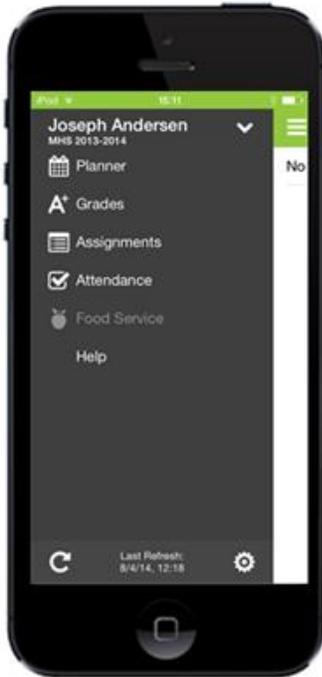
1. Stop by the school office with your **photo I.D.** and complete a "Parent Portal Acceptable Use Agreement."
(Please note that, due to Federal privacy regulations, each parent must sign in person if separate Portal accounts are desired.)
2. You will receive a letter containing login information and your personal access number.
3. Follow the instructions to create your own username and password. That's it!



A flyer and instructions for the Campus Mobile Portal apps are attached. You have the option of accessing the Campus Portal from your smartphone or other mobile device anywhere, anytime!

Campus Mobile Portal for Parents and Students

Parents and students can now access their Campus Portal information on Android and iOS devices using the Campus Mobile Portal app.



Daily Planner

View today's schedule and assignments due for each class.



Assignments

Browse your assignments by specific class or due date.



Attendance

Review attendance events in summary and detail form.



Grades

Know your grades now. Forget about end-of-term report cards to know how you're doing.



Food Service

Check your account balance. Available in districts using Campus Food Service.

Where to Download the Campus Mobile Portal App

The Campus Mobile Portal can be downloaded through the Apple App Store, Google Play Store or Amazon Appstore.



How to Sign In

In order to connect your device to our district's Infinite Campus server, you need to enter our District ID.

Our District ID : WYDYNJ

Continue by entering your username and password you use on the web portal.

If you need help with your username or password, contact your school. If you forget the District ID, login to the web portal and click on the image below the Inbox:

Go Mobile - Need Your District ID?



Get Your District ID



Mobile Portal Apps Information and Troubleshooting

Device Requirements

Apple mobile devices (iPhone, iPod Touch) and Apple tablet devices (iPad, iPad Mini) require iOS 6.0+. Android mobile phones require Android 2.3+. For Android users, screen sizes deemed too small for the Google Play store are not supported.

Data Storage

The data you see in the app is stored locally on your device for offline use. When you log out of the app, data is removed. It is recommended that you use a password or other form of security to access your device.

Multiple Children

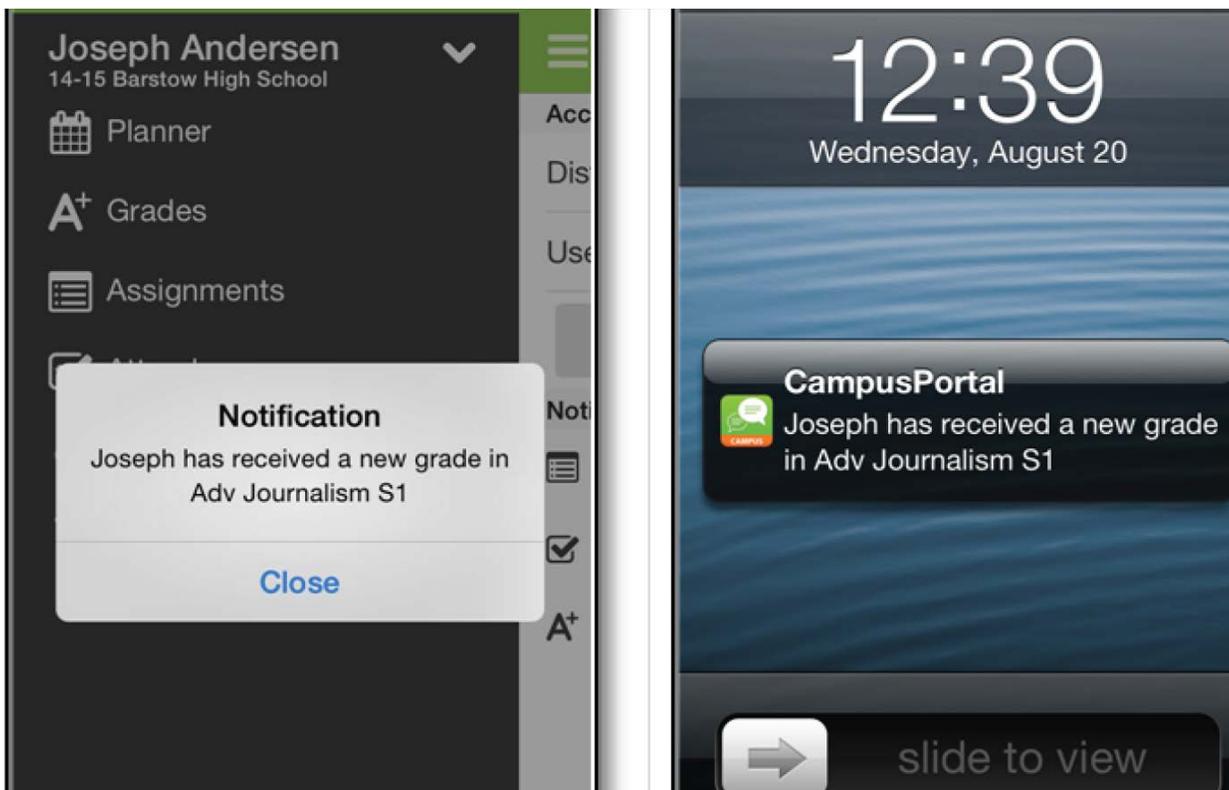
To view information for multiple children, select the name of the student currently displayed and a list of other possible children displays. Select the desired child from that list.

Inactive areas

Disabled areas will appear as inactive menu items (grayed out) in the Mobile app. Schools can choose which items to enable, so different information may be available for students in different schools. Be aware that schools may temporarily turn off menu items like grades or schedules during the summer or at the end of grading periods. If you have issues or concerns with the information in these areas, contact your child's school.

Notifications

Notifications alert you to a change in your student's data. An alert is sent for attendance changes, grade postings and assignment scores. Your device will receive alerts as changes occur. The images below show an example of notifications appearing on an iOS device:



Refreshing Data

A manual refresh of data can be done by selecting the refresh button in the upper left corner of the screen (Android) or bottom left corner in the menu (iOS) while connected to a network.

For iOS users, updates occur automatically every 15 minutes when you are logged into the app. If you close the app or are not logged into the app, there is no refresh that occurs and notifications are not sent.

For Android users, a manual refresh is required, or log out of the app and log back in.

Troubleshooting

If you are having issues with the app, try rebooting the device first to see if that corrects the issue. You can also uninstall and re-install the app, which may solve the problem.

Issue and Description	Possible Solutions
Cannot click on or access certain menu items.	Disabled areas will appear as inactive menu items in the Mobile app. Districts and schools can choose which items to enable, so different information may be available for students in different schools. Be aware that schools may temporarily turn off options like grades or schedules during the summer or at the end of grading periods.
Could not authenticate user. <i>Your username and password do not match a valid user account.</i>	Verify your username and password are correct. Reenter the District ID. If the password changed in the Campus Portal, change it on the app as well. Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials. Your username and/or password may have been disabled. Contact your school for a reset.
Could not complete data retrieval. <i>You may not be connected to a network.</i>	Connect to a network and try again.
District ID is not recognized. <i>The 6-digit code you entered when accessing the app may be incorrect.</i>	Verify the entered District ID is correct. Connect to a network. The cloud service validating your District ID is down. Try again later.

The Campus Mobile Portal App is “Crashing”

This may occur if there was an error that occurred when installing or updating the Campus Mobile Portal app. The first step is to ensure that the District ID, Username and Password are accurate.

If all login information is correct, follow these steps:

1. Uninstall the app
2. Power off the device
3. Power on the device
4. Reinstall the app from the app store

Additional Support

If you still experience problems with the app, contact the District Registration Office: (406)751-1111.