

Guajome Park Academy Parent Portal

Frequently Asked Questions

- ***What do I need to set up an account on the Parent Portal?***

You will need the parent letter that was sent home in a separate mailing that contains three important pieces of information (Student Permanent ID Number, Primary Home Phone Number, Verification Code) and a copy of the document “Creating New Accounts on the Guajome Parent Portal” which is available on the parent page of the Guajome web site under Parent Documents.

- ***If I have trouble setting up my account, who should I call?***

The account set up process is very straightforward if you follow the directions in the parent letter and the Creating New Accounts document. If you do have a problem or a question though, please send a description of the problem to the email address noted at the bottom of the parent letter – gpphelp@guajome.net – and we will get back to you as quickly as possible.

- ***I heard that my student(s) can set up their own account. Can they do that now?***

The portal does allow both parents and students to create their own accounts and we encourage each person that will be accessing the portal set up their own account. We are asking, for the first two weeks of availability, that only parents create their own accounts so that we can better manage and fine-tune the rollout as needed. While the portal will support the all of our parent and student accounts, to avoid the “everyone at once” set up rush, best practices are that we rollout access in phases. We will be notifying parents and students, via the web site and in class, when the students can set up their own accounts.

- ***I have two students at Guajome. Do I need to set up two accounts, one for each student?***

No, you only need one account to view both students. Once you have your account set up with one student, just login for that student and in the upper right corner of the main page there is a “Current Student” drop down list. Drop down the list and select “Add additional student not currently listed”. Use the key information from the letter for your second student to link their information to your account.

- ***Can anyone set up an account and see my student’s information?***

If they have the information in the parent letter, yes, they can set up an account. We have no way of preventing you from sharing that information with others, so it is up to you to manage that information in a confidential manner. If you want to limit access to your student’s information, keep the letter in a safe place and share the information only with the people that you deem appropriate to view your student’s information.

- ***The information on the student demographics page (address, home phone, etc.) is incorrect. What should I do?***

The information on the demographics page is important for a number of reasons and we are providing that information for your review so that you can help keep it up to date and accurate. That information is used, among other things, for mailing report cards and other mailings (mailing address); sending out attendance, school activity, or emergency notification calls (home phone number and email address); and allowing teachers to notify you of important class events, missing assignments, or other key class information (email address). If you need to update your student's demographic information, please stop by the Health Office or Front Desk to fill out a new an Emergency Contact Card in order to provide the most up to date information.

- ***I don't understand what the "abc" page is telling me. Who do I contact for help?***

The [Student Handbook](#) has a wealth of information about school policies, practices, and procedures, so you should check there first to see if the information in that document will answer your questions. If you have questions about grades and assignments you can contact your student's teachers. For questions about graduation requirements, transcripts, or class schedule you can contact the Counseling Department. For questions about attendance you can call the Attendance Hotline. For all other questions you can submit your question to gpphelp@guajome.net.

- ***I have some suggestions or feedback about the portal. Who do I contact?***

Please send your suggestions or constructive feedback to gpphelp@guajome.net and we will make sure the information gets directed to the appropriate staff.