Please use the table below to decide whom to contact for various types of questions.

Question Topic	Person to Contact
Grades for class assignments during the current semester.	Your student teachers. Teachers' email contact information is available on the PowerSchool website at the main student screen.
Attendance in a specific class on a specific day.	Please contact the Attendance Officer Ms. Zuleyka Lopez at 215-533-6700-ext. 227.
Grades on transcripts, GPA, class rank	Please contact Director of Student Records Maria Duvivier at 215-533-6700 ext. 234
Course Schedules, graduation progress, and college and careers	High School Office 215-533-6700 Guidance Counselor- 215-533-6700
General Attendance questions, and questions related to absences.	Please contact the Attendance Officer Ms. Zuleyka Lopez at 215-533-6700-ext. 227.

Q. I am not getting emails from PowerSchool. How come?

A. There could be multiple reasons for this:

1. Did you sign-up for email notifications on the email notification page?Please double check the email address you entered because if one character (letter/number/space) is off, you won't receive emails.

2. Does your email address have a spam blocker that could be blocking the messages. If so, you will want to add the email address powerschool@k12.state.us to the list of "allowed" email addresses so PowerSchool emails can get through.

3. Did you check your email's BULK or SPAM folder? Check to see if the messages are going there and choose to mark them as NOT SPAM. You will have to consult your email's help menu or manual to learn how to do this, as it is different for every program.

POWERSCHOOL

PARENT PORTAL

Community Academy of Philadelphia a Pennsylvania Charter School

Questions and Answers to help you understand and navigate through PowerSchool Parent Portal.

Q. My husband/wife and I are separated/divorced, can we get another parent username and password for our child's account?

A. No. Unfortunately, the PowerSchool program only allows one access account to be created per child. Therefore, both parents will have to use the same access id and password that was assigned by the district, but can create their own username and password

Q. When I click on the teacher's name to email the teacher, my email program doesn't work correctly or does not open?

A. Unfortunately, this is not a problem we can help you with since everyone's email programs are different. Your email program needs to be setup correctly on your computer. You may want to view the HELP area or menu for your email program or contact your Internet Service Provider for further assistance.

Q. I can't login to the parent or student portal. I put in my username and password and click submit. After clicking submit, the page reloads to a blank username and password line and does not login. Help?

A. PowerSchool uses "cookies" and this means your internet security is set too high, probably to the highest level of security, which blocks cookies. Depending on your browser, you will need to find the Internet Security area and turn it down a level or two so cookies are accepted. You can find out more information about this by going to your web browser's help menu and doing a search on "cookies" or "internet security."

Q. Who Do I contact for PowerSchool access?

A. Please contact the Director of Student Records, Maria Duvivier at mduvivier@communityacademy.org or at 215-533-6700 ext. 234, to get set up with a username and password to access PowerSchool Parent Portal.

Q. What is the web address for PowerSchool?

A. The Community Academy of Philadelphia parent portal address is: https://cap.powerschool.com/public/pw.html

Q. Can I change my password?

A. Yes, changes are made on the public portal in the preference tab.

Q. Do students and parents see the same screen/comments?

A. When students and parents access the PowerSchool server, they see the same information with one exception; parents have the ability to enter their email address and to request automatic progress reports via email.

Q. Where are the directions for Powerchool parent access?

A. Parents are given a handbook once username and passwords are assigned with the directions for parent access. If the handbook is lost or misplaced you can download a copy that you can print, which is located on our school website.

Q. I have multiple children in the district. Can I have access to all their accounts under just one username and password?

A. Yes, there is a feature called Parent Single-Sign on. With this new feature PowerSchool has allowed parents with multiple students in our school to access their children's academic information with one login.

Q. Can other people see my child's grades and information?

A. As long as you protect your password, others will not be able to see your child's information. Each child/parent is issued a unique identification log in and password.

Q. I replied to the PowerSchool auto-email with a question, but have not received a response. Why?

A. The PowerSchool auto-generated email is created and sent by the PowerSchool server, not by an individual. The server will not reply to your email sent to that address. If you have questions about your child's progress, please direct those questions directly to their teachers.