

### Suggestions

NYC Schools Account was designed with input from parents and educators. Use the **Suggestions** link on the bottom right-hand corner of any screen to submit suggestions to NYC Schools Account.



If any of the information you see about your child in NYC Schools Account is incorrect, contact your child's school.

### Login at

<http://mystudent.nyc>

#### 1. How can I create an NYC Schools Account?

You can create an NYC Schools Account by visiting <http://mystudent.nyc> on any computer or internet-connected device and clicking Create Account. You'll need a unique Account Creation Code, which was sent home in a letter for each of your children attending an NYC public school. Additional directions are printed in the letter. If you did not receive a letter, contact your child's school. You may also visit your child's school to create an account in person. To do this, you will need to provide photo identification, a valid email address, and your child's 9-digit student ID number.

#### 2. Who can create an NYC Schools Account for my child?

You can do it yourself (online) or by visiting your child's school. However, you must be the child's parent or legal guardian and live at the same address. Please contact your school if you have questions about your access or experience any issues when creating an account online.

#### 3. When do I use my Account Creation Code?

You will only need an Account Creation Code if you are creating your account online or adding another child to your account online. If you have already created an account in person (and it includes all of your children who attend an NYC public school), you will not need an Account Creation Code.

#### 4. I haven't received an Account Creation Code. What should I do?

Your child's school should provide you with an NYC Schools Account Creation Code letter containing a unique Account Creation Code. If you have more than one child attending an NYC public school, you will receive a code for each child. If you did not receive a letter, contact your child's school or set up an appointment to create an account in person.

#### 5. Can I create an NYC Schools Account for more than one child?

Yes, if you have more than one child attending an NYC public school, you can create an account for all of them in one online registration session by adding the unique Account Creation Code for each child. You will receive one letter containing an Account Creation Code for each child. You can also add additional children to an existing account on the Manage My Account page by entering each child's 9-digit student ID number and unique Account Creation Code.

#### 6. Will I need a separate account for each child?

No, you will be able to view all of your children under one NYC Schools Account. Once you create an account, you can add your remaining children by entering their 9-digit student ID number and Account Creation Code on the Manage My Account page.

#### 7. Who can help me with my NYC Schools Account?

If you have questions about navigating your account, contact your child's school or call 311. The school will direct you to the appropriate staff member.

### 8. Can I view my child's information in a language other than English?

Yes, you can select one of ten languages on your NYC Schools Account Home Page, including Arabic, Bengali, Chinese, English, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.

### 9. I forgot my password. How can I log in?

If you have created an NYC Schools Account and forgot your password, use the Forgot your password? link on the log in page to reset it. If the problem continues, contact your child's school.

### 10. How often should I check NYC Schools Account?

NYC Schools Account is a great way to check your child's academic progress throughout the school year in addition to parent-teacher conferences and other meetings with your child's school.

### 11. What if my child's information is incorrect in NYC Schools Account?

If any of the information you see about your child in NYC Schools Account is incorrect, contact your child's school.

### 12. Can my child view his or her information through NYC Schools Account?

NYC Schools Account is a website intended to provide you with access to key information about your child's progress in school. You are encouraged to view NYC Schools Account with your child as you have conversations about his or her academic progress.

### 13. Will I still receive report cards from my child's school?

Yes, each school has its own report card that may include additional information beyond the grades shown in your NYC Schools Account. Your NYC Schools Account does not replace your child's official school records.

### 14. I do not have a computer. How can I access NYC Schools Account?

NYC Schools Account is accessible from any internet-ready device, such as a computer, phone, or tablet. If

you need access to a computer, visit your nearest public library.

### 15. Why do I need to confirm my email to access my child's data?

All NYC Schools Account users are being asked to confirm their email address to ensure that the address provided is associated with an active email account.

### 16. When should I confirm my email address?

If you created an NYC Schools Account prior to May 10, 2016, upon signing in, you will be sent an email to confirm your account. You have the option to confirm your email at that time or at any time before September 30, 2016.

If you create an account after May 10, 2016, you will be asked to confirm your email address before you are able to access the application. After initial validation, you will only need to validate your email address any time you change your NYC Schools Account email address. The email will automatically be sent to the new address.

The validation email sent to your email address expires 24 hours after being sent.

### 17. I already have an NYC Schools Account and am receiving a message to confirm my email in NYC Schools Account by September 30, 2016? What does this mean?

If your email address is not confirmed by September 30, 2016, you will not be able to view your child's information in your NYC Schools Account. For questions or concerns, contact your child's school.

### 18. Is my child's information secure in NYC Schools Account?

Yes, the information stored in NYC Schools Account is secured and protected by 128-bit SSL encryption. Information about your child is protected under the Family Educational Rights and Privacy Act (FERPA). For more information about FERPA, visit: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa>.