GCPS' Parent Portal

The go-to source for Gwinnett parents

In today's information age, a wide variety of information is available at your fingertips. And if you are the parent of a Gwinnett County Public Schools (GCPS) student, GCPS' Parent Portal will serve as a valuable resource for information about your child and his or her academic career. The Parent Portal is your secure connection to GCPS information about your child. It's easy to access key school information, safely and securely, anytime from anyplace... all you need is a computer or mobile device with Internet access and a user ID and password.

What information and tools can you access about your student through the Parent Portal?

- Find grades for projects, tests, homework, and quizzes for current courses, including missing work.

- Access an overview of your student's grades, attendance, discipline record, and program information.

- See your student's course history.

- Review your student's results on standardized tests, with links to more information about the tests.

- See summary information about your student's library materials and textbooks (and any related fines or refunds).

- Find your student's bus route information.

- Check the current balance in your student's MyPaymentsPlus account.

- Email your child's teacher directly from the portal.

If you haven't registered for the Parent Portal, don't miss out. Contact your local school for details.

Frequently Asked Questions About GCPS' Parent Portal

What is the Parent Portal and what can I see on it?
Gwinnett County Public Schools' Parent Portal offers parents and guardians online, timely, and secure access to their child's grades, attendance, discipline record, test history, textbook and library book information, and balance for their MyPaymentsPlus account. In a nutshell, the Parent Portal is an easy-to-use communication tool that allows you to take an even more active role in your child's education.

How do I sign up?
Complete the registration form available at your child's school. You must return this form in person to allow the school to verify your identity.

- **If you have an email address:** Your email address will serve as your user ID. A few days after returning the form, you will receive an email with the URL for the Parent Portal, directions for activating your account, and a multi-digit number or token that is specific to your child. You will create a password during the online registration.
- **If you do not have an email address:** GCPS will generate a random, 13-digit user ID for you. You will be provided with your user ID, the URL for the Parent Portal, and a multi-digit number or token that is specific to your child.

To complete the registration process, go to GCPS' Parent Portal. (Access via the Parent tab in the upper right corner of the GCPS website—*www.gwinnett.k12.ga.us*.) Click on "Register New Account." In the space provided, enter your email address or GCPS-assigned user ID, select the student date of birth, and copy and paste or enter your child's token. Once you answer questions validating your role as parent/guardian and complete the user agreement, you will be granted access to your child's information through the portal. (Note: You must register each child in your family separately, using the token specific to that child.)

What is required (software/computer) to connect to the Parent Portal?
- A computer or mobile device with an Internet connection
- An updated web browser (list of supported browsers available on the GCPS web site— *www.gwinnett.k12.ga.us*)
- A user ID— either your email address or a GCPS-issued user ID
- The password you create during the registration process
- A token (multi-digit number) specific to your child. If you have more than one child attending school in Gwinnett, you will register for each child with a different token. With your token, you will receive complete directions for adding additional students to your account.

Are my child's records available for others to see?
No. Only authorized users (parent/guardian) with a user ID and password have access to a student's records. We ask that you keep your user ID and password confidential.

Are grades posted for all grade levels and for all classes?
Current grades for students in grades K–12 will be posted daily as they are updated by your child's teacher(s). Current year course history is available for elementary and middle school students. Full high school history (grades 9–12) also is available for high school students.

What URL address do I use to access the Parent Portal?
Get to the portal from GCPS' website (**www.gwinnett.k12.ga.us**) by clicking on the Parent tab in the upper right corner of the home page.

How can I get help navigating the portal?
One of the best ways to learn your way around a website is to visit the site and explore it at your own pace.

What should I do if I forget my user ID or password?
- **If you have an email address:** On the log-on page, click on the link labeled "Forget your password?" Another page will display. Enter your email address. If the email address is on file for the student number, your account information will be emailed to you. If you are unable to reset your password after completing these steps, contact your local school's main office.
- **If you do not have an email address:** Contact your local school's main office.

I didn't receive the activation token/information. What should I do?
Contact the local school.

When can I access the Parent Portal?
The Parent Portal is available to registered parents/guardians 24 hours a day, seven days a week, with occasional brief unavailability due to system maintenance.

Can I access the Parent Portal from anywhere (home, work, library, etc.)?
Yes. Access the Parent Portal from any computer or mobile device with Internet access.

What do I do if I am unable to connect to the Parent Portal?
- First, check to ensure that your Internet service is working properly.
- Next, validate that you are using the correct user ID and password and URL (**www.gwinnett.k12.ga.us**).
- If you still are unable to connect, contact your local school during school hours for additional help.

What do I do if my student's information is not accurate or if I have a question about grade(s) or attendance?
It is always best to contact your child's teacher if you see a discrepancy.

Can I email my child's teacher through the portal?
Yes. You can email your child's teacher through the portal. Emails from parents to teachers via the portal are limited to 500 characters. This function does not support graphics or attachments. Teacher replies are sent to the email address designated as your portal account user ID. If GCPS generated your user ID because you do not have an email address, this function will not be available to you.

How often will the information in the portal be updated?
Much of the information, including attendance and grades, will be updated daily. Test history will be posted as results become available.

Will parents be notified if there are Parent Portal outages (maintenance, etc.)?
Details regarding planned outages due to maintenance will be posted on the log-in page of the Parent Portal.

Is there a cost associated with the Parent Portal?
No. The Parent Portal is a free service to Gwinnett parents.

I registered for the Parent Portal last spring. Do I need to register again for the new school year? Do I need to re-register if my child moves from one Gwinnett school to another school in the district?
No. Once you have registered on the Parent Portal for access to your student's records, you will remain registered throughout your student's educational career in Gwinnett schools.