go2.gwinnett.k12.ga.us

GCPS' Parent Portal: The go-to source for Gwinnett parents

GWINNETT COUNTY PUBLIC SCHOOLS

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 go2 Portal is your secure connection to GCPS information about your child. Imagine being able to access key school information, safely and securely, anytime from anyplace... all you need is a computer with Internet access and a user ID and password.

What information can you access about your student through the go2 Portal?

- Attendance
- Grades
- Course History
- Test History
- Schedules
- Discipline

Look for additional details and registration information from your school.

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an online resource for parents

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Frequently Asked Questions About GCPS' Parent Portal

What is the Parent Portal?
Gwinnett County Public Schools' Parent Portal offers parents and guardians online, timely, and secure access to their child's grades and attendance. It also includes details on your child's discipline record and test history. In a nutshell, the Parent Portal is an easy-to-use communication tool that will allow 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 e-mail address:** Your e-mail address will serve as your user ID. A few days after returning the form, you will receive an e-mail with the URL for the Parent Portal and a multi-digit number or token that is specific to your child. You will create a password when you complete the online registration.
- **If you do not have an e-mail address:** GCPS will generate a random, 13-digit user ID for you. You will be asked to pick up your user ID at the school, along with 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 at *go2.gwinnett.k12.ga.us.* In the space provided, enter your e-mail 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 using the token specific to that child.)

What is required (software/computer) to connect to the Parent Portal?
- A computer with an Internet connection
- An updated web browser (list of supported browsers available in the Parent Portal section of GCPS' web site, Internet Explorer version 6 or higher recommended)
- A user ID— either your e-mail 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, you must register using a different token for each child.

What can I see on the Parent Portal?
Parents and guardians can access the following information from the home page of the Parent Portal: Attendance, Grades, Course History, Test History, Schedules, and Discipline.

Are my child's records available for others to see?
No. A user ID and password allow access for only authorized users to a student's records. We ask you to keep your user ID and password confidential.

Are grades posted for all grade levels and for all classes?
Current grades for students in grades 2–12 will be posted daily as they are updated by your child's teacher(s). Grades for specials (art, music, PE, etc.) and some special programs, including Online Campus, may not be recorded until the end of the grading period. Course history also is available for middle and high school students.

What URL address do I use to access the Parent Portal?
go2.gwinnett.k12.ga.us

What should I do if I forget my user ID or password?
- **If you have an e-mail address:** On the log-on page, click on the link labeled "Forget your password?" Another page will display. Enter your e-mail address. If the e-mail address is on file for the student number, your account information will be e-mailed 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 e-mail address:** Contact your local school's main office.

How can I get help navigating the portal?
Parents are encouraged to watch the training video available on the school system web site. One of the best ways to learn your way around a web site is to visit the site and explore it at your own pace.

I didn't receive the activation token/information. What should I do?
Complete a registration form, available on the web or from your local school. Return this form, in person, to the main office at your 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.

Can I access the Parent Portal from anywhere (home, work, library, etc.)?
Yes. Access the Parent Portal from any computer 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 (*go2.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 first.

Can I e-mail my child's teacher through the portal?
No. You cannot e-mail your child's teacher through the portal. Continue to use established methods to communicate with the teacher.

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 standardized test 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.