

Community Web Portal

A Guide for Parents and Students



SAPPHIRE™
SOFTWARE

Since 2002, Sapphire Software has provided exceptional software application solutions for school districts' needs. To prepare students for success in our technology dependent world, schools must help students, staff and communities better manage information. The objective is "schools without walls" where knowledge is readily available to both student and teacher. It's a concept that hinges on optimizing and integrating technology within the school community.

Sapphire Software recognizes a need in school districts for a new way to manage and disseminate information. Sapphire Software provides K-12 schools with scalable, secure and customizable community web portal software that increases productivity and improves communication for teachers, administrators, parents, and students. It provides for a "paperless" environment for the school to transmit and for the parent to view any documents related to their child's education.

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The names and information portrayed in this guide are used in a fictitious manner. No identification with actual persons is intended or should be inferred.

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The Sapphire Community Web Portal

The Community Web Portal gives your district, school, and teachers the ability to upload information, post notifications, and automatically distribute it to you with the click of a button. You are able to make updates to your student's contact, demographic, and health information, as well as access your student's academic information through this secure online portal.

Access

Your school district has a web address similar to this: **https://(districtname)-sapphire.k12system.com/CommunityWebPortal**

Your school district may also have a direct link on their web page for parents to access the Community Web Portal.

If you have an account, enter your **Username**, **Password**, and **PIN**, and click **LOGIN**.



The screenshot shows the Sapphire Community Web Portal login interface. At the top, it says "COMMUNITY WEB PORTAL" and "WELCOME". Below this is the Sapphire Software logo and the text "K12 School District". There are three input fields for "Username", "Password", and "PIN", followed by a "LOGIN" button. To the right of the login fields, there is a "Welcome New Student Registration" section with a link to "Register a new student with the district". Below the login fields, there are two links: "Forgot your password?" and "Create a Web Portal account". The background of the page features a photo of a man and a boy looking at a laptop.

Applying for an Account

If you do not have an account, you must apply for one. Usually, the application process is done one time for each user and does not have to be repeated each year.

You can apply for up to six students at a time per account, even if the students are in different buildings. Families may have more than one account. To apply for a parent account:

1. Click **Create a Web Portal Account**.
2. Enter your district's keyword. If you do not know your keyword, contact your district to obtain it.
3. Read the user agreement form. If you agree to the terms and policies, click **Yes** and **Continue**.
4. Fill out the application and click **Save Form** and **Continue**. The information entered helps the district verify that you are entitled to access the student's information. You may choose your own user name and password. Your personal identification number (PIN) is assigned by the district.
5. Print and sign the resulting form and return it to your district. Some school districts may require you to present the signed form along with photo ID for verification.

Your PIN is emailed to you when your account is approved.

Security Information

The Sapphire Community Web Portal follows strict security guidelines for your safety and privacy. Please choose a password that is difficult to guess. Keep your password private and do not store it where others may find it.

When using the portal you can click **Logout** at the top right of any page. Use this every time you are finished using the portal. Closing the browser window does not mean you have logged off. The portal has a built in security system that logs you off the system if it has seen no activity for 60 minutes. Inactivity is defined as not saving or navigating to a different page. Changes made after this time out are not saved. If the system logs off due to inactivity, any action you take within an open window will send you back to the login screen.

For PCs, the Community Web Portal works best on Firefox, Internet Explorer or Chrome. For Macs, Firefox and Safari are the supported browsers.

Security is handled in a number of ways. One is through the use of cookies. If you have trouble logging in, check to make sure that you have cookies enabled.

The portal occasionally has to open new browser windows to display certain information (reports, for example). For this reason, please turn off any pop-up blocking software while using Sapphire Software sites or allow the site as an exception.

When moving between screens, avoid using the browser's back button, and instead use the provided navigation.

Navigation

You can navigate the portal using the left menu, breadcrumbs, and internal links. Each district determines the items available. Below is an example of what the left menu might look like.

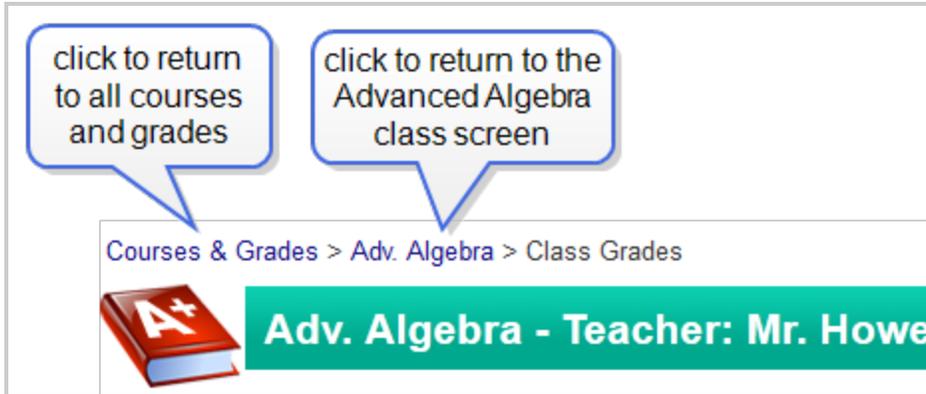


Sara Alberts
Grade: 10
K12 High School

STUDENT BACKPACK

<p>change contact info - your school will review before changes take effect</p>	 Student Information	<p>view student's bus, school, and counselor information</p>
	 Change Student Data	<p>complete and submit student data forms online</p>
<p>view student's weekly schedule, in grid form</p>	 Student Data Forms	
	 Current Schedule	<p>access student's calendar including school events and your student's assignments</p>
<p>view detailed information about your student's grades</p>	 Student Calendar	
	 Courses & Grades	
	 Assessment Scores	<p>view your student's assessment scores, such as Keystone and SAT test results, if available</p>
<p>select courses using the Interactive Scheduler and Course Request Form</p>	 Interactive Scheduler	
	 Course Request Form	
	 Attendance	<p>track your student's attendance and any discipline reports</p>
	 Discipline	
<p>see any school fees due</p>	 Fees	
	 Graduation Progress	<p>view the school's graduation requirements and the student's progress towards these requirements, courses and credits completed with final grades, and courses and credits in progress</p>
	 Reports	
<p>view report cards, progress reports, transcripts, and letters to parents in these folders</p>	<ul style="list-style-type: none"> - Report Cards - Progress Reports - Transcript - Letters - File Cabinet 	<p>view additional records, such as immunization and other medication information, Individualized Education Program (IEP) documents if applicable, and guidance office letters</p>

Breadcrumbs are links at the top of the screen that allow you to go back to previous areas in the software's hierarchy. For example, to go back to the student's course list, click **Courses & Grades**.



Internal links appear as blue text which is a hyperlink. Moving the mouse over internal links changes the cursor to a selector cursor (usually displayed as a hand). Clicking on internal links moves you to another screen or opens a new window depending on the link.



Viewing Student Information

If you have access to multiple students, they display on this screen. Click on a student's picture or name to view their information. That student's main page opens, with Announcements, Upcoming Assignments, and other current information. Click **Home** on any of the other pages in the portal to come back to this screen.

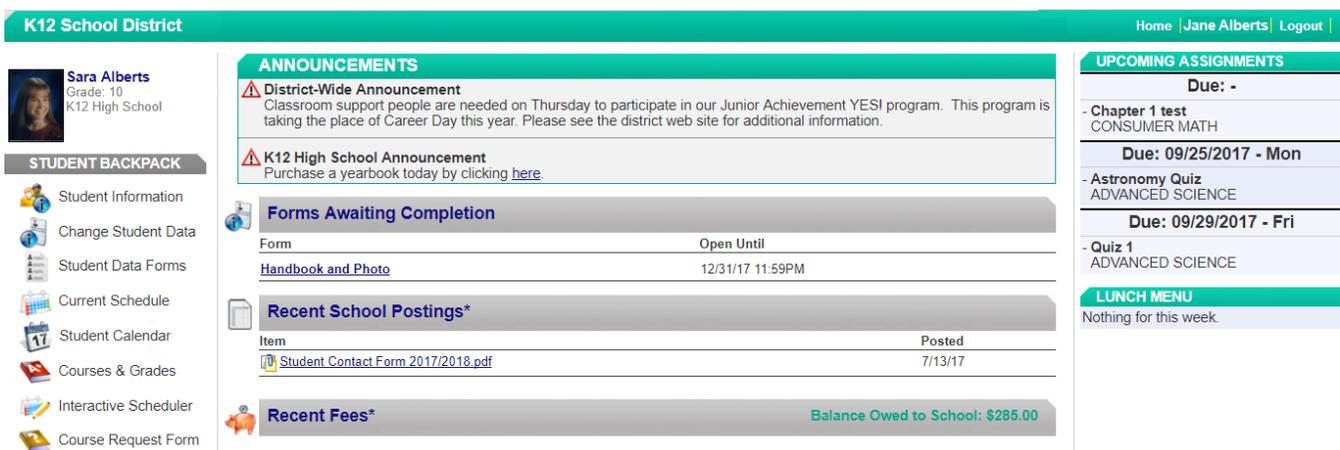


The screenshot shows the 'COMMUNITY WEB PORTAL STUDENT BACKPACK' interface. At the top, it says 'K12 School District' and 'Sapphire Software'. Below the header, there's a navigation bar with 'Home | Jane Alberts | Logout | Help |'. The main content area is titled 'Welcome to the Sapphire Community Web Portal' and includes a message: 'To view information about your children, click on their names on the left.' On the left, under 'MY STUDENTS (2)', there are two student profiles: Sara Alberts (Grade: 10, K12 High School) and Derek Sanderson (Grade: 12, K12 High School). On the right, there is a 'LUNCH MENU' section with a table of dates and menu items.

LUNCH MENU	
06/15/2018 - Mon	No Menu
06/16/2018 - Tue	No Menu
06/17/2018 - Wed	No Menu
06/18/2018 - Thu	No Menu
06/19/2018 - Fri	No Menu

Student Home Page

After you click on a student's picture or name their home page displays. It may include school and district wide announcements, lunch menus, and notices specific to your student, such as forms awaiting completion, school fees, and upcoming assignments.



The screenshot shows a student's home page for Sara Alberts (Grade: 10, K12 High School). The page is titled 'K12 School District' and includes navigation links for 'Home | Jane Alberts | Logout |'. The main content area is divided into several sections:

- ANNOUNCEMENTS:**
 - District-Wide Announcement:** Classroom support people are needed on Thursday to participate in our Junior Achievement YES! program. This program is taking the place of Career Day this year. Please see the district web site for additional information.
 - K12 High School Announcement:** Purchase a yearbook today by clicking [here](#).
- Forms Awaiting Completion:**

Form	Open Until
Handbook and Photo	12/31/17 11:59PM
- Recent School Postings*:**

Item	Posted
Student Contact Form 2017/2018.pdf	7/13/17
- Recent Fees*:** Balance Owed to School: \$285.00

On the left, there is a 'STUDENT BACKPACK' menu with options like Student Information, Change Student Data, Student Data Forms, Current Schedule, Student Calendar, Courses & Grades, Interactive Scheduler, and Course Request Form. On the right, there is an 'UPCOMING ASSIGNMENTS' section with a table of assignments and a 'LUNCH MENU' section with the text 'Nothing for this week.'

UPCOMING ASSIGNMENTS	
Due: -	
- Chapter 1 test	CONSUMER MATH
Due: 09/25/2017 - Mon	
- Astronomy Quiz	ADVANCED SCIENCE
Due: 09/29/2017 - Fri	
- Quiz 1	ADVANCED SCIENCE

Courses & Grades

Courses & Grades is one of the most commonly visited pages. Click  to display the course title, teacher, period, room, duration (semester or year long), and current grade for each class on

the student's schedule.



Note: A Current Grade may display as a percentage, a letter grade, both, or blank depending on each teacher's preference. When a Current Grade displays it is the most recent grade for the class that was approved to be viewable in the portal, and as such, may not reflect the actual grade as of that moment.

K12 School District
Home | Jane Alberts | Logout |



Sara Alberts
Grade: 10
K12 High School

STUDENT BACKPACK

-  Student Information
-  Change Student Data
-  Current Schedule
-  Student Calendar
-  **Courses & Grades**
-  Interactive Scheduler
-  Course Request Form
-  Attendance


Courses & Grades

K12 High School

Show Non-Graded Classes

Course Title	Teacher	Per.(Days)	Room	Dur.	Current Grade
Intro to Computer Science	Mr. Pontes	1 (MTWRF)	6	Y	85
SCIENCE	Joseph Gooch	2 (MTWRF)	102	Y	
German 1	Mr. Mehta	3 (MTWRF)	209	S1	
Biology 100	Joseph Gooch	4 (MT RF)	102	Y	90
Adv. Algebra	Mr. Howe	5 (MTWRF)	219	Y	87(B+)
SOCIAL STUDIES	Joseph Gooch	6 (MTWRF)	219	Y	96
ENGLISH 10	Joseph Gooch	7 (MTWRF)	10	Y	92
ACCEL. ENG. 10	Mr. Blann	8 (MTWRF)	100	Y	

To view details of a class, click on the title. The course screen opens. Depending on your district's configuration, the following may display: current grades, marking periods this course meets, grades for each marking period, the date a grade was updated by the teacher, and other information such as class announcements and links posted by the teacher.

Courses & Grades > Adv. Algebra



Adv. Algebra - Teacher: Mr. Howe

Click on the marking period below to see the assignment grade breakdown.

Marking Period:	MP1	MP2	MP3	MP4
Current Grades:	80(B-)	87(B+)	0	0
Updated:	**	12/23/2016		

** These grades are considered complete and may not reflect the assignments in the teacher's Gradebook.

Reports for Sara

	Sara has been acting up in class recently. <small>On Monday, she was talking during the lecture.</small>	12/05/2016
	Student Grades - MP2 <small>Individual Student Grade Report - 12/23/2016</small>	12/23/2016
	Student Grades - MP1 <small>Individual Student Grade Report - 10/25/2016</small>	10/25/2016
	Parent Teacher Conference <small>I would like to discuss Sara's current performance and detentions.</small>	12/14/2016

1) Test

	Test Announcement	12/16/2016
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Course Information

 [Algebra help site](#)
This site contains many useful resources for review of our lessons.

If a marking period grade displays as an internal link (blue, underlined text), you can click it to display a Student Grade Report. It lists each assignment affecting the grade. It may also contain, at the teacher's discretion, information such as possible extra credit, assigned and due dates, assignment comments and descriptions, and categories. If ** appears below the grade, then the grade shown is what will be reported on the report card and transcript.

Attendance and Discipline

Click  to view attendance records from the current school year. Attendance descriptions may vary depending on the district's set up.



Attendance

K12 High School

Date	Day	Attendance Description	Tardy Minutes	Comments
12/20/16	Tue	ET - Excused Tardy (11:15 A)	165	
12/06/16	Tue	A - Unexcused Absent		
11/14/16	Mon	OSS - Suspension		
11/01/16	Tue	EA - Excused Absent		
10/28/16	Fri	UN - Unlawful		
10/24/16	Mon	ISS - In-House Suspension		
10/14/16	Fri	CV - College Visit		PSU
09/08/16	Thu	DR - Doctors Note		Dr. Note - 09/09/16

If a student is under age 17, an Unexcused absence is marked as Unlawful. After they turn 17, it is marked as Unexcused. This student turned 17 on December 2.

Click  and a list of any infractions that happened this school year displays.

Graduation Progress

Click  to follow the progress your student has made towards graduation. This screen displays course requirements that are needed, have been met, or are in progress, including the number of credits.

Reports, Transcripts, Letters, and the File Cabinet

Click on any of these items and a list of available documents displays. You can open, download, or print any of these for your personal records. The availability of some or all of these types of documents is controlled by the district.



STUDENT BACKPACK

- Student Information
- Change Student Data
- Student Data Forms
- Current Schedule
- Student Calendar
- Courses & Grades
- Interactive Scheduler
- Course Request Form
- Attendance
- Discipline
- Fees
- Graduation Progress
- Reports
 - Report Cards
 - Progress Reports
 - Transcript
 - Letters
 - File Cabinet

MY STUDENTS (1)



File Cabinet



Guidance/Office Center

- Parent Attendance Notes (1)



Medical Services Center

- Immunizations Records and Immunization Compliance (3)
- Student Medical Documents (4)



Notification Center (Attendance, Discipline, etc.)

- Attendance Information (10)
- Discipline Information (17)
- Notifications to Student (3)



Special Services Center

- Gifted Program (2)
- MTSS Documents (4)
- Section 504 Program (1)
- Special Education Program (3)
- Special Services Additional Documents (1)
- IEP/GIEP (1)



Student Grades Center

- Interim Progress Reports (IPR) (10)
- Student Report Cards (11)
- Student Transcripts (8)

Making Changes on the Portal

With a Sapphire parent account, you can change your own settings, create an account for your student, add other students to your account, and make changes to some of your student's information (subject to school review).

Change Your Account Settings

Account Settings has **General** info about your account, a **Students** screen, and a **Notifications** screen. To access **Account Settings**, click your username on the top right menu bar.



The **Account Settings - General** screen lets you change your password, security question, and security answer. Click **Save** if changes are made.

Request Access to Additional Students

You also can request access to additional students in your family through **Account Settings**, which allows you to view multiple students from one account. It is subject to the approval process of your district.

1. Access **Account Settings**.
2. On the left menu, click  **Students**. The **Account Settings - Students** screen opens.
3. Click on **Click to Request Access to Other Students** at the bottom of the page.
4. A request form opens. Enter the name, birth date, grade, and school for the student you wish to access. Up to four students can be submitted at one time.
5. Click **Submit Request**.

A message returns on screen, confirming that your request for access to the student(s) has been submitted. You'll also receive an automated email confirming your request for access to additional students has been submitted to the Sapphire Community Web Portal.

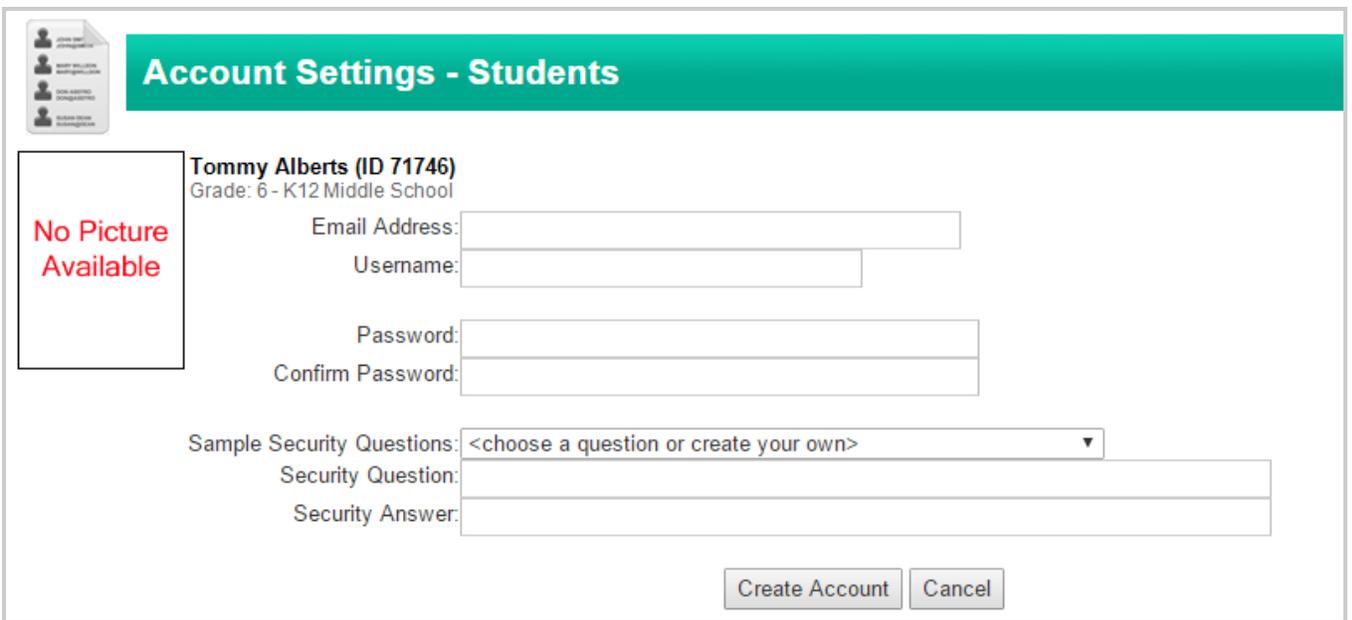
After your request is approved, you'll receive an email from your school district.

Create a Student Account

If your district allows parents to create accounts for their students, you can do this on the **Students** screen. Creating a student account gives your student their own access to the portal.

Depending on your school district's policies, the student account may display the same information as the parent account or it may be a limited version. A student account only has access to one student.

1. On the left menu, click  **Students**. Your student displays.
2. Click **Create Account for Student to Use**. If your student already has an account, this is indicated and you are not be able to create an account for the student.
3. Enter the student's email, username, password, and a security question to reset the password if needed.
4. Click **Create Account**.



Account Settings - Students

No Picture Available

Tommy Alberts (ID 71746)
Grade: 6 - K12 Middle School

Email Address:

Username:

Password:

Confirm Password:

Sample Security Questions:

Security Question:

Security Answer:

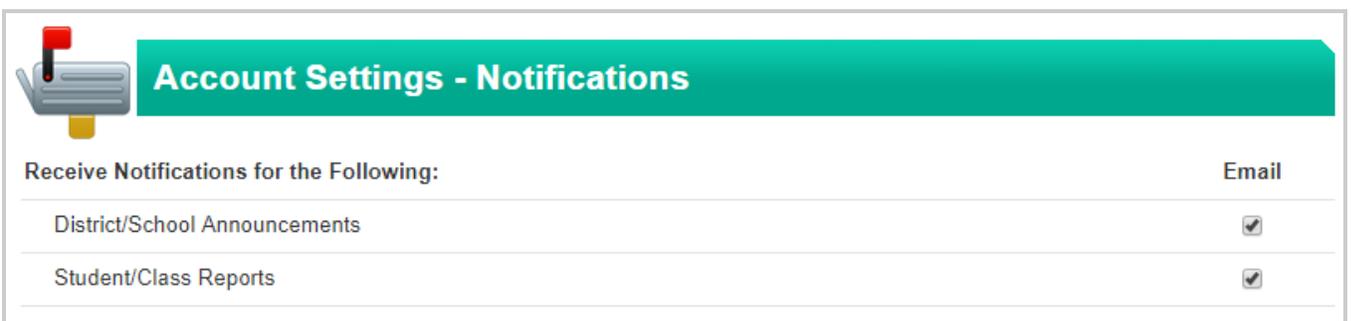
Upon district approval, an email is sent to the student's email address with the student account PIN. The PIN also displays on the screen.

Notifications

If your district uses the Sapphire Notification System, you can establish a workflow to receive these messages. This system sends notifications for emergencies, announcements, attendance

and discipline events, and other events. This screen lets you subscribe or unsubscribe to different notifications that your school district or school may send.

1. On the left menu, click  **Notifications**. The **Account Setting - Notification** screen opens.
2. In the top section of the screen, add or remove check marks to District/School Announcements and Student/Class Reports. These announcements and reports are sent to you via email if you place check marks in the corresponding boxes on the right-side of the screen.



The second part of the screen allows you to subscribe or unsubscribe to the various types of announcements sent through the Notification System. Add a check mark next to the type of announcement to subscribe to it, or remove the check mark to unsubscribe. You **cannot** unsubscribe to the Emergency Notification.

You can create your own workflow for the Notification System on this screen. A workflow tells the Notification System how and in what order the system should contact you. For example, you can tell the system to call your cell phone first and if there is no answer to send a text message and an email.

Your school district has a Default Workflow set up, you don't have to set up your own. To view the System Default Workflow, set the **Global Default** drop-down to **System Default** and hover your cursor over .

If want to set up your own workflow follow these steps:

1. In the **Global Setting** drop-down, select **My Default**.
2. Click the green plus sign next to **Default Notification Workflow**.
3. Select an option from the **Method** drop-down in row 1. Options are **Email**, **SMS Text Message**, and **Voice Call**.

4. Select a **Point of Contact**:

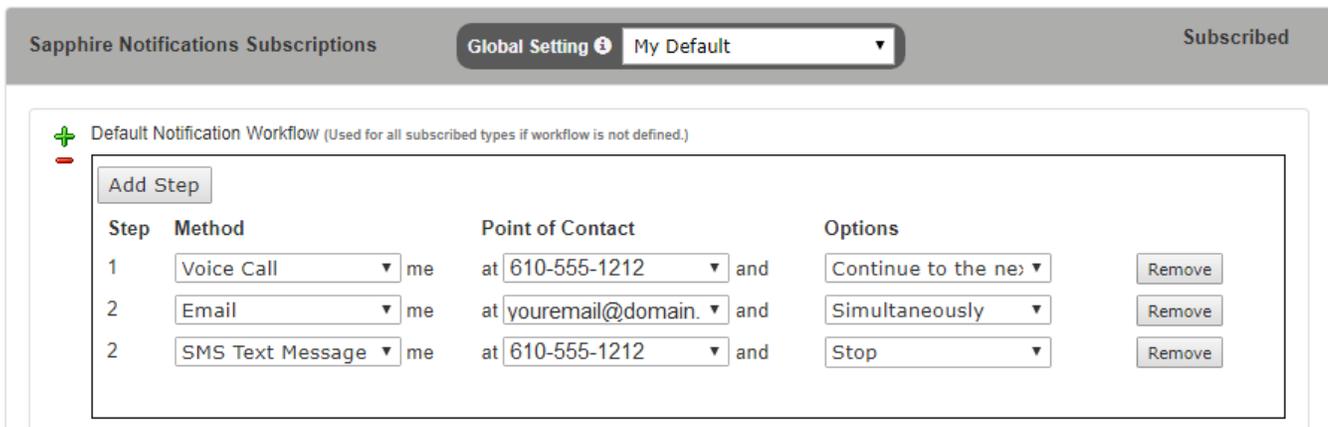
- If you selected **Email** in the Method column, any email addresses you provided display in the drop-down.
- If you selected **SMS Text Message**, any phone number you have provided that is capable of accepting a text message, display in the drop-down.
- If you selected **Voice Call**, any phone numbers you have provided that are capable of receiving a voice call, display in the drop-down.

5. Select an option from the **Options** drop-down. Options are:

- **Stop** and **Simultaneously** if either **SMS Text Message** or **Email** was selected as the Method.
- **Stop** and **Continue to the next step if I don't answer** if **Voice Call** was selected as the Method.

6. Click **Add Step**.

If you'd like to create a different workflow for each type of announcement, select **Custom** from the **Global Setting** drop-down and click the green plus sign next to the notification type.



Sapphire Notifications Subscriptions Global Setting ⓘ My Default Subscribed

+ Default Notification Workflow (Used for all subscribed types if workflow is not defined.)

Step	Method	Point of Contact	Options	
1	Voice Call	me at 610-555-1212	Continue to the ne	Remove
2	Email	me at youremail@domain.	Simultaneously	Remove
2	SMS Text Message	me at 610-555-1212	Stop	Remove

Change Student Data

On the left menu click  **Change Student Data**. Forms Awaiting Completion display at the top; Student and Parents/Guardians contact information follows.

The contact information on any line can be changed on this screen. Please note that the school reviews any changes before they take effect.

Change Student Data

Teresa Rose Sebring (334)

Forms Awaiting Completion

- [Handbook and Photo](#) Form Closes: 12/31/17 11:59PM

Click on a line below to edit it.
The school will be notified of any changes made and have a chance to review them before the changes take effect.

Student Information

Household Phone:

Student Email Address: rsebring@gmail.com

Student Phone: 800-555-1212

Student Phone Type: Cell Phone

Student Phone Receive Voice Call?: Yes

Student Phone Receive Text?: Yes

Student Phone is Unlisted?: No

Parents/Guardians

Mother - Audrey Fisher

Title:

Middle Name:

Email Address 1: audrey@gmail.com

Email Address 2: fisherat@work.com
Change pending review

Email Address 3:

Student Data Forms

Click  to access any forms that are waiting for your completion or to access optional, on-demand forms. Any open or available forms appear on the list. Click a form title to open it.

Student Data Forms

Forms Awaiting Completion

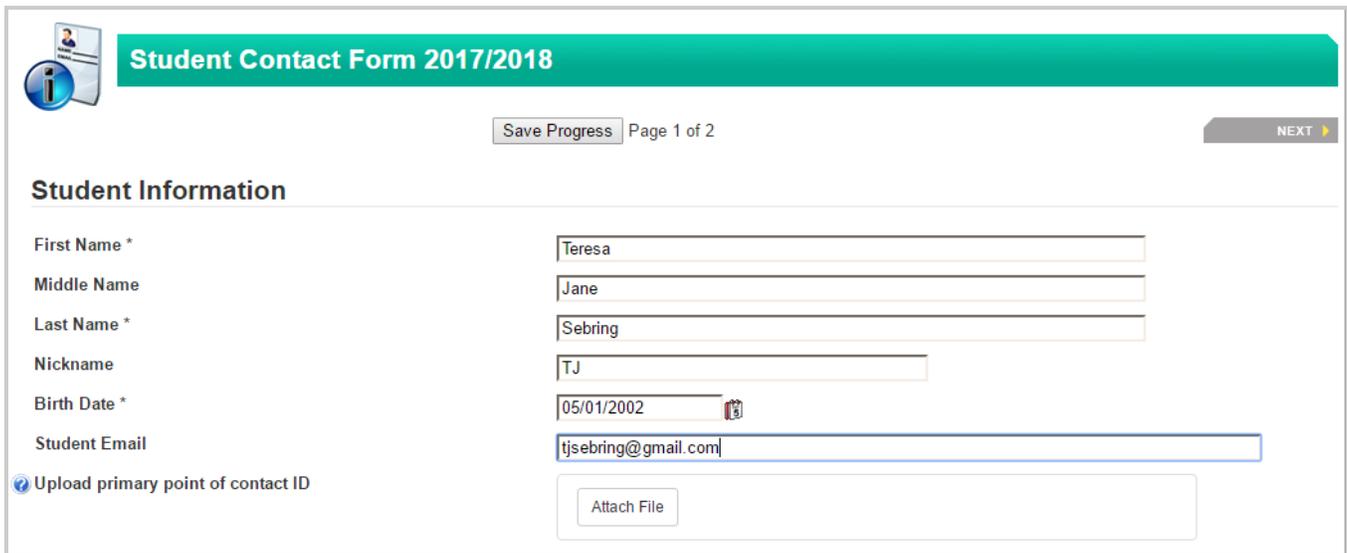
Form	Open Until	
Student Contact Form 2015/2016 (Form Started)	10/27/17 11:59PM	<input type="button" value="Clear Form"/>

Below is an example of a form that your school may ask you to complete. Fill in the blanks on the form. Fields marked with a red asterisk are required.

If a form has multiple screens, click **Next** to move to the next screen. If you have partially filled out the form but need to leave it for some time, click **Save Progress**, and you can restart the form

where you left off. Your school may ask you to upload copies of documents to accompany the data form. This is indicated by an **Attach File** button.

If the form has this icon , you can click it for information about that section of the form.



The screenshot shows a web form titled "Student Contact Form 2017/2018". At the top left, there is a help icon (a blue circle with a white question mark) next to a document icon. The title "Student Contact Form 2017/2018" is displayed in a green header bar. Below the header, there are two buttons: "Save Progress" and "Page 1 of 2". On the right side, there is a "NEXT" button with a right-pointing arrow. The main section is titled "Student Information" and contains several input fields:

- First Name *: Teresa
- Middle Name: Jane
- Last Name *: Sebring
- Nickname: TJ
- Birth Date *: 05/01/2002 (with a calendar icon)
- Student Email: tjsebring@gmail.com

Below the email field, there is a section labeled "Upload primary point of contact ID" with a help icon. Underneath this label is a large rectangular area containing an "Attach File" button.

Frequently Asked Questions

This section provides answers to users' common problems. If you have a question, check here first. Chances are someone else has already asked it!

How do I obtain my Personal Identification Number (PIN)?

A notification letter containing a PIN is emailed to you once your account application has been processed by your school district.

What happens if I lose my PIN?

Contact your student's school and ask to speak with the staff member trained in Sapphire Community Web Portal procedures.

After I registered I received this message “Thank you for registering. An email will be sent to you shortly containing your new PIN.” I never received an email with the new PIN. What do I do now?

Your workplace or home internet service provider may have a spam blocker in place that is causing the email to be undeliverable. Use an alternate email address or ask your network administrator to allow you to receive messages from your school district.

You may have a spam filter set up in your email that mistakenly marked the email as spam. Check your spam or junk folder. If the email is not there, contact the Community Web Portal administrator at your student's school and request that they resend your PIN to you. You also may want to double check your application for a PIN to make sure you have entered the correct email.

What if I forget my password?

Click the **Forgot your password?** link on the Community Web Portal login page and type in your user name, PIN, and answer to your security question. Your new password will be emailed to your email address.

How often is information on the Community Web Portal updated?

Information is updated in accordance with district policies.

What student information will I have access to via the Community Web Portal?

The Community Web Portal allows parents to view any information deemed acceptable according to the school district's policies. Typical information available through the Sapphire Community Portal includes student schedules, current grades, homework assignments, attendance info, building announcements, and links to external web sites approved by the teacher.

If my student changes schools within the district will I have to apply for a new account?

No. Your account, including your system-generated PIN, does not change with change of school. In fact, the parent would not have to change anything in their parent account from the time their student is in first grade until they graduate from high school.

My spouse and I would like to have different accounts and different email addresses from which we will view our children's records. Is this possible?

There is no restriction on the number of accounts (each based on a separate email address) that a family can have. Each account can have access to any number of children.

What are all those cookie error messages about?

If you can't log in to the Community Web Portal, it may be because cookies are disabled in your web browser. A cookie is a small text file from a web site or computer that your web browser saves so that it can retrieve the information for use at a later time. Your web browser saves and retrieves cookies automatically, based on behind-the-scenes commands from web sites.

There are several types of cookies, and you can choose whether to allow some, none, or all of them to be saved on your computer. If you do not allow cookies at all, you may not be able to view some web sites.

Please see your browser's help resources for instructions to enable cookies.