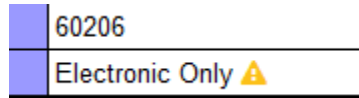


Troubleshooting Report cards – why isn't it on ParentAccess?

Things to check in GradeBook:

Teachers, make sure you have the correct reporting period selected. Make sure to checkmark and SAVE. These steps are commonly overlooked.

1. PA Admin, Page Level Security, View Official Report Cards
2. Report Card/Interim Publish date
3. Report Card Builder – row 10 – Post on ParentAccess?
4. No ParentAccess Account – ParentAccess Maintenance or the dashboard, profile tab



Things to check in DASL (SIS)

1. District Options – Disable Report Cards on ParentAccess for students with unpaid fees
NOTE: Once the final report card is converted in GradeBook, finalized and published, should a student's fees be paid, the report card will need to be rerun, converted and published. Unfortunately, there will be no indication that the fees have been paid and a paper report card needs to be published. The report card will publish in the next report card final run whether that be in the next reporting term or at the end of the year. If the fees remain outstanding for the entire year, that report card will not be available in the View Paper History link of ParentAccess.

Q: In GradeBook – Viewed Save Reports – student is not in the print file and has no printer next to their name?

A: Outstanding fees

Q: Student has no printer and no outstanding fees?

A: Electronic only on student profile tab

Q: Why is my report card not changing to PDF?

A: Conversion job runs every hour

Q: Elementary grade levels want only paper – do I need to mark each student in DASL?

A: Student bulk update to set to paper copy can be completed using an ad-hoc membership – to require paper document. By default paper is not checked on the student profile tab – additional tab in DASL.

Q: Some buildings want the official report card posted?

A: PA Admin, Page level security, view official report card. On the report card builder, change Post to ParentAccess to NO.

Q: Only the student has an account (no parent account) – can they see their report card?

A: Yes if the student is checked in PA Admin, Page Level Security, View Official Report Card.