



PARENT PORTAL FAQ

1. I didn't get the Parent Portal email. How can I log on to see my student's information?

If you didn't receive the portal email from "noreply@lehsd.org," please check your spam folder.

If you still don't have the email in your spam folder, you can contact your student's main office for them to ensure the right email is on file.

2. I logged on to the Parent Portal but I can't find my student's information.

If you logged into the Portal but don't see your student's homeroom and bus assignment, first check to see if you filled out all the required annual forms.

Once these are submitted, you should be able to access the student summary showing the student's bus, bus stop, time as well as their homeroom and teacher assignment.



3.

I logged into my Parent Portal but my student's information is incorrect. How can I fix that?

If your student's information is incorrect in the Genesis Parent Portal, please notify your student's main office. They can assist you with updating contact information, emails or addresses.

PLEASE NOTE that any change of address for the student, will require a Change of Address form with proof of residency for the student submitted to the Administration Building.

4.

I have a question about my student's bus assignment, who do I contact?

Bus information is supplied by the Transportation Supervisor. If you notice an error or have questions regarding bus information, you can contact the following:

**MICHAEL COFER - mcofer@lehsd.org
(609) 296-1719 EXT 1025**

**FOR ANY ASSISTANCE WITH THE GENESIS PARENT PORTAL,
PLEASE CONTACT YOUR SCHOOL'S MAIN OFFICE.**

**FROG POND ELEMENTARY
(609) 296-1719**

**GEORGE J. MITCHELL ELEMENTARY
(609) 296-7131**

**ROBERT C. WOOD EARLY CHILDHOOD CENTER
(609) 296-7131**

