



Veracross Parent Portal FAQ

Academics

Where do I see my student's schedule? On the main page of the Veracross Parent Portal under the student's name, click the **Classes & Reports** button to see a list of your student's classes. From the Reports page, you can click the link for **Current Class Schedule** to view the class schedule for a week, including meeting times. Once school starts, you can click the **Daily Schedule** button to see what classes your student has on that day and the times that they meet.

Where do I see my student's class assignments and daily grades? On the main page of the Veracross Parent Portal, there is a link to **Canvas** which will automatically connect to your student's classes where you can view the assignments and daily grades. You are no longer required to use a pairing code. *Note: This connection will not be functional until the start of school.*

Where do I view my student's report cards? Once a marking period has ended and grades have been published, on the main page of the Veracross Parent Portal, you will click the **Reports** tab next to your student's name to see the report card.

How can I communicate with my student's teacher? The preferred way to contact a teacher is via email. In the Veracross Parent Portal, click the **Directories** menu at the top of the page, click the **Faculty & Staff** tab, and then search for the teacher. The teacher's email will display as a hyperlink for you to click.

Billing

Where do I see my student's student billing account? On the main page of the Veracross Parent Portal, there is a link to **Student Billing**. You can access your billing statements, make payments, or update your autopay accounts.

What is a VCPay Wallet? It is a wallet of stored payment accounts that can be used to make student tuition and incidental payments and to pay for items via online forms or registrations (field trip fees, summer school registration, event tickets).

Calendar

Where can I see the School holidays? The Schoolwide Calendar can be found on the EHS website under the **About** menu and displays all events for the year. You can also access the current week events on the **Upcoming** calendar in the Veracross Parent Portal.

Where can I see the Athletics Calendar? The Athletics Calendar can be found on the EHS website under the **Athletics** menu. Schedules for specific teams can be found on the individual team pages on the EHS website.

Student Life

Can I use my mobile device to access the Veracross Parent Portal? Yes. While there is no Veracross app, the website works well on a mobile browser and is easy to use on a phone.

Where can I find my student's ID number? On the main page of the Veracross Parent Portal, hover over the portrait icon next to your student's name and the ID will display. If you are accessing the information from a mobile device, you will need to click the portrait icon for the ID to display.

Where can I find my student's extracurricular activities? On the main page of the Veracross Parent Portal under the student's name, click the **Classes & Reports** button to see a list of your student's classes and extracurricular activities (clubs, sports, arts).

Where do I update my student's health forms? On the main page of the Veracross Parent Portal, there is a link to **Magnus**, which will automatically connect to your student's health record, allowing you to complete or edit forms and upload required documents. You do not need a separate login for Magnus.

Where can I find the *Student Handbook*? In the Veracross Parent Portal, click the **Resources** menu at the top of the page, and click the link for the *Student Handbook*.

Where do I update my address or contact information? In the Veracross Parent Portal, there is a menu item **My Household**, which you can use to update your contact information. Please allow 48 hours for these changes to be reflected in the online directory.

Where can I find contact information for other students, families, and faculty and staff? In the Veracross Parent Portal, click the **Directories** menu at the top of the page, and click the tab for the group for which you want to search.

Where can I find past issues of *Weekly Windows*? On the main page of the Veracross Parent Portal, you can find archived issues of *Weekly Windows*.

Canvas

How can I turn off the automated course notifications from Canvas? On the main page of the Veracross Parent Portal, click the Canvas link. Once in Canvas, navigate to the Account Icon on the left menu bar and click Notifications. From the Notification Settings screen you can toggle on/off the course activities settings to customize the notifications you receive.