

MyPowerHub, SchoolMessenger, and SafeArrival

FAQ FOR CV FAMILIES

MyPowerHub

What is MyPowerHub?

MyPowerHub is a facelift to the existing public portal in PowerSchool.

Explore the Enhanced Family Experience of MyPowerHub

Toggle between students

See all updates about a child in one view

AI Assistant, Inbox, & Messaging

The screenshot displays the MyPowerHub student dashboard for Abbas Johnson. The interface is organized into a sidebar, a top header, and a main content area. The sidebar on the left contains navigation links for Overview, Grades, Assignments, Newsfeed, Calendar, Attendance, Forms, Directory, and School Bulletin. The top header shows the user's name, Abbas Johnson, and a profile picture. The main content area is divided into several sections: 1. Newsfeed: A welcome message for English 10 and a schedule for August 24, 2024. 2. Grades: A table showing grades for various subjects like Algebra II, AP US History, Chemistry, English 10, Principles of Engineering, Spanish II, and Woodworking II. 3. Assignments: A list of assignments with due dates, such as Assignment 2 (Classwork) due Aug 15, Assignment 3 (Classwork) due Aug 28, Assignment 2 (Classwork) due Aug 30, Linear Functions (Classwork) due Aug 30, and Assignment 2 (Classwork) due Aug 30. 4. Attendance: A table showing attendance for Principles of Engineering (A), AP US History (A), Spanish II (A), and Woodworking II (A). 5. Forms: A list of forms to be completed, including Year Round Update | 2024 2025, New Student Registration | 2024 2025, Returning Student Registration | 2024 2025, and School of Choice Lottery Application | 2024-2025.

Navigation menu

PowerTiles

Forms from other
PowerSchool products

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What can families do in MyPowerHub?

- **Check grades and assignments** - See current grades, missing work, and upcoming assignments
- **Report absences** - Submit advance absence notifications or same-day excuses
- **View attendance** - Track absences, tardies, and attendance patterns
- **Monitor progress** - Review report cards and progress reports when they're published
- **Update contact information** - Keep phone numbers, emails, and emergency contacts current
- **View schedules** - See class schedules, teacher names, and room numbers
- **Access school communications** - Read messages and announcements from school/district administrators and communicate directly with teachers

Why try MyPowerHub?

MyPowerHub provides a mobile-friendly environment that scales to any device (phone, tablet, or computer) plus an improved mobile app. The new interface is easier to navigate and faster to load, especially on smartphones. Additionally, access to our new SafeArrival feature is **only** available through MyPowerHub.

How do I access MyPowerHub?

MyPowerHub uses the same PowerSchool accounts as the Classic Portal. **You will not need a new login.** Families can begin using MyPowerHub through a web browser at <https://cvscd.guardian.powerschool.com/> or by using the same PowerSchool mobile app on their iOS or Android smartphone.

What if I don't have a parent/guardian account?

You can sign up for a PowerSchool account following the steps on our [website](#). Contact your student's school to obtain their individual access code to link them to your account.

Do I have to switch to MyPowerHub?

No. The Classic Portal will remain available for now, though PowerSchool is expected to move to MyPowerHub permanently in the future. The Classic Portal is still available at <https://cvscd.powerschool.com/public/>.

SchoolMessenger

What is SchoolMessenger?

SchoolMessenger is a new communication system used by CV to keep you informed about what's happening at school. You'll receive important messages through phone calls, text messages, and emails about things like school closures, emergencies, attendance, and general announcements.

What types of messages will I receive?

You may receive the following types of messages from CV:

- Emergency alerts (lockdowns, evacuations)
- Weather closures and delays
- Attendance notifications (if your child is absent)
- General announcements from the district or school
- Important reminders about events, deadlines, or forms

Who will receive communications for my child?

SchoolMessenger is configured to send notifications to contacts with a Data Access or Custody checkmark in PowerSchool. You can review these designations when completing the Contacts Update form.

Receiving Messages

How will I receive notifications?

Parents and guardians will receive phone calls, text messages, and/or emails. SchoolMessenger has also been integrated into the new PowerSchool experience, MyPowerHub, so parents and guardians with a PowerSchool account can receive app notifications as well.

What if I don't have a smartphone?

You will still receive phone calls, text messages (if you have a basic cell phone), and emails so **you won't miss any important information**. You can also see all communications sent to you using MyPowerHub at <https://cvscd.guardian.powerschool.com/> on any computer.

Can I get messages in a different language?

Yes! SchoolMessenger automatically translates messages into over 100 languages using Google Translate. Among the translatable languages are:

- English, Spanish, Chinese, French, Japanese, Portuguese, Russian, Afirkaans, Albanian, Amharic, Arabic, Bengali, Creole-Hatian, Gujarati, Lao, Pashto, Swahili, Thai, Turkish, Ukrainian, Uzbek, Vietnamese

If you wish to receive messages in a language other than English, be sure to update your preferred communication language using the Contact Update form in PowerSchool.

Troubleshooting

I'm not receiving messages. What should I do?

SchoolMessenger gets contact information directly from PowerSchool each night. If you are not receiving messages for one or more of your students, log in to PowerSchool to review and update your contact information. Additional things to check:

- Ensure all of your students are linked to your PowerSchool account
- That district emails are not being sent to your spam/junk folder
- [That you've completed the text message opt-in process \(if you aren't receiving text messages\)](#)

Why am I getting duplicate messages?

This can happen if the same phone number or email is listed multiple times in our system, if your child is in multiple groups receiving the same message, or if you have multiple children in the district.

What if I don't want to receive text messages?

You can text STOP to 67587 to opt out of text messages. You will continue to receive emails and phone calls even if you choose to opt out.

Update Your Information

How do I change my phone number or email address?

Log into PowerSchool and complete the Contact Update form. Once submitted, changes will be reviewed within 72 hours. You will be contacted if further information is required. Once your changes are approved, your updated contact information will be sent to SchoolMessenger with the overnight sync.

How can I receive communications in a different language?

You can update your preferred language using the Contact Update form in PowerSchool.

SafeArrival

What is SafeArrival?

SafeArrival is a component of SchoolMessenger for reporting absences that allows parents or guardians to:

- Report if your child will be absent before school starts using the PowerSchool app or MyPowerHub website
- Receive notifications via email, phone call, and text message when your student is marked absent
- Submit absence excuses until 11:45pm on the day of the absence

Who can report that a student will be absent?

Only parents and guardians with an active PowerSchool account linked to their student(s) are able to report absences in SafeArrival. If you do not have a PowerSchool account, please visit [our website](#) to sign up.

How do I report that my child will be absent?

Absences, late arrivals, and early dismissals can be reported using the SafeArrival section of the PowerSchool app or MyPowerHub.

When should I report an absence?

You can report absences ahead of time (like for a doctor's appointment) or as soon as you know your child will be absent.

Important Times to Remember:

- 10:15am - If no excuse has been submitted by this time, you'll receive an automated notification that your student is absent
- 11:45pm - Deadline to submit excuses for same-day absences in PowerSchool

District policy requires all absences to be excused within three days to avoid being marked as unexcused. Absences not reported using SafeArrival will still require an excuse to be submitted to the school office.

Can I see my child's absence history?

Yes, attendance records can be seen in PowerSchool.

What if I report the absence but still get a notification?

You will receive a notification for any absence not excused prior to 10:15am each day. If you reported an absence prior to 10:15am, it is recommended that you review your student's attendance record in PowerSchool to ensure that the excuse has been recorded. If you believe the absence is reported incorrectly in PowerSchool, you should contact your school's attendance office.

Helpful Tips

- ✓ **Keep your contact information current** - Update your contact information using the Contact Update form in PowerSchool whenever you change your phone number, email, or address
- ✓ **Use the app** - The new PowerSchool app allows you to review your students grades, attendance, fee balances, communications, and more
- ✓ **Enable push notifications** - Make sure notifications are turned on for the PowerSchool app in your phone settings
- ✓ **Save Essential Contacts** - Add district and school phone numbers to your contact list
- ✓ **Respond to attendance notifications promptly** - This helps us keep accurate records and ensures your child's safety

Helpful Links

[PowerSchool Section of CV's Website](#)

[Creating a PowerSchool Account](#)

[Forgot Username](#)

[Forgot Password](#)

 [MyPowerHub Parent-Guardian Overview\(CV\).pdf](#)

[SchoolMessenger - Translation - Supported Languages List](#)