

Genesis Frequently Asked Questions

Genesis Frequently Asked Questions

Question 1. How do I register for the Parent Portal?

There is no need for you to register for the parent portal. For existing families, your account was created with the email address we have on file.

For new families going through the registration process, you will provide the district with your email address and a Welcome Email will be sent to you once your child's information is entered into Genesis. The Welcome Email will contain parent access information with a randomly generated password. If you have not received a Welcome Email, please contact the main office of your child's school to verify the email address we have on file or you can contact:

Email genesishelp@mersnj.us

Question 2. I forgot my password to my parent portal account. What should I do?

You can click on the “Forgot My Password” link on the parent portal page. <https://parents.mersnj.us>.

Question 3. I forgot my username for the portal. What should I do?

Your username is the email address we have on file.

Question 4. I think my account is locked. What should I do?

If a user attempts to login 5 or more times using the wrong password, the system will disable the account. If this occurs, please contact the main office of your child's school or you can contact:

Email genesishelp@mersnj.us

Question 5. Can I change my parent portal password?

Yes, to change your password:

- Click on the SETTINGS tab on the upper right corner of all Parent Access screens
- Enter your Current Password
- Enter a New Password
- Re-enter your New Password
- Click SAVE

Question 6. How can I add another child to my Parent Access Account?

If you need access to a student that is not yet linked to your Parent Access account, please contact the main office of your child's school or you can contact:

Email genesishelp@mersnj.us

Question 7. Will my child's historical report cards be available in the Genesis Parent Portal?

No, historical PowerSchool report card data will not be available in the Genesis Parent Portal. They are still available at the main office of your child's school or in the PowerSchool Portal. We will keep the PowerSchool Portal accessible as long as possible.

Question 8. I already have a Genesis Parent Portal account with Freehold Regional High School District. Can I use the same account with Manalapan-Englishtown Regional School District?

Unfortunately, no. Although we use the same student information system vendor, we operate as a separate database.