WELCOME TO THE ST. MARY PARENTPLUS AND STUDENTPLUS PORTAL FAQ PAGE.
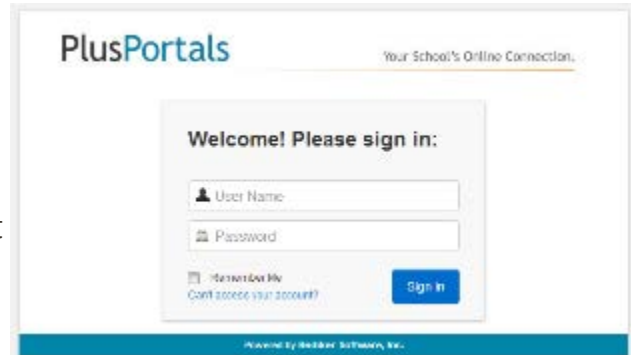
Access directly to PlusPortals **here**

Most **FAQ** (Frequently Asked Questions) pages are provided by the vendor. To access the vendor specific information, visit their website at the following address:

http://www.rediker.com/support/parent-plus-help

Q: What is PlusPortals?

A: PlusPortals is a cloud-based application integrated with the St. Mary student information system. This application provides access to student class pages which include homework, grades and progress reports along with teacher contact information. It also makes available access to school-wide information such as event dates & weekly bulletin updates. The ParentPlus & StudentPlus Portals have been active for over a year and there are new features being added regularly.

Q: How do I access PlusPortals?

A: If you have a current email address on record with us, you will have received an email with login instructions. Your email address is your userid, so keep in mind if you share an email as a family and/or with your student you will then have one login account. All students in grades 6-12 have access to a PlusPortal account through their school email, as teachers use the portal to provide homework assignments.

Q: What information is available to the Parent?

A: Upon login you will have access to a home page dashboard which will display a chart of your student(s). From there you can link to an individual student's dashboard by clicking the "More..." button. The home page dashboard also includes school specific announcements and information.

Q: What information is available on my student's dashboard?

A: This dashboard will display course information, including grades and recent homework assignments. It allows you to view your students schedule and link to more detailed course information. It also provides a venue for teachers and students to exchange homework.

Q: What is the difference between report card grades and scores?

A: Report Card grades are shown at the end of each quarter. Scores are shown when a teacher has completed grading an assignment and enters it into their GradeBook. Scores are real-time, meaning they can be viewed by the parent as soon as the teacher has completed grading the assignment and enters the score for that assignment.

Q: How do I contact my students' teacher?

A: You can email your students' teacher via the "email & messages" tab located on your home page in the Portal. Simply create a new email, select "add recipient" and choose the teacher you would like to email.

Q: What information is available to the Student?

A: This student dashboard is similar to the parent, however it will be specific to the individual student rather than the entire family.

Q: What happens if I cannot access the Portal site?

A: As with any internet access, sometimes connections are severed. Please close your browser window and reopen to access PlusPortals. Occasionally you may have to wait a few minutes before you reattempt a login. If you continue to have problems, please email us.

Q: Who do I contact with questions?

A: If your questions are grade specific, please contact your student's teacher. If you or your student would like a PlusPortal account setup, please email us and provide an updated email address along with the request.