



Go2 Parent Portal – FAQs for Parents

A Publication of the GCPS Information Management Division

1. **What browsers are recommended to best view the parent portal?**

We suggest that you use one of the common browsers: IE 6.0 and higher, Firefox, Safari, etc. GCPS understands the availability of several different browsers and while **go2 Parent Portal** works with many browsers, GCPS recommends IE6 or higher. For security purposes, when using the Parent Portal on a public computer, always be certain to log out and close the browser when you are finished.

2. **Is Flash Player required for Parent Portal to work properly on my computer?**

Yes. You will need Flash Player version 9 or higher.

3. **What operating systems are recommended to best view the parent portal?**

To effectively access the Parent Portal, you may use any computer operating system capable of running the browsers listed in FAQ #1.

4. **How should the pop-up blocker preferences be set to best view the parent portal?**

Popup blockers (Windows Popup Blocker, Google Toolbar Popup Blocker, Yahoo Toolbar Popup Blocker, etc.) will block reports from being viewed. Be sure that you either turn your pop-up blockers off or choose an option to always allow the **go2 Parent Portal** to bypass the popup blocker.

5. **What email address should I add to my address book to ensure that I receive the email containing my log on information?**

The email is sent from go2@gwinnett.k12.ga.us and the subject line will read **Parent Portal – School Name**. You may want to be sure that your email will accept mail from email addresses at the domain of gwinnett.k12.ga.us -- given other communication that may be sent by GCPS officials/ teachers, etc.

6. **What should I do if I did not receive an email from the school or district containing the URL and token?**

Be sure that you have completed a registration form at your child's school and have returned it in person so that the school can validate guardianship. If you have already completed a form and the validation process, check your email box to ensure is not full, it is not in your spam folder, and that you can receive and send emails. Also, verify that you are checking the same email account entered on the registration form, since many parents use multiple email accounts. If you have done all of the above, and allowed the school time to enter the information electronically, contact your local school.



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7. **What should I do to change my email address?**

Visit the local school office to update your registration form information.

8. **What if I have trouble logging in or I forget my password?**

On the login page, click the link labeled “**Forget your password?**” and another page will display. Enter your email address. If the email address is on file, your account information will be emailed to you at that address. If you are unable to reset your password after completing these steps, contact your local school.

9. **How can I get help navigating the Parent Portal?**

Watch the training video available on the school system web site. One of the best ways to learn your way around a web site is to visit the site and explore it at your own pace. For more help, contact your local school.

10. **What should I do if I can't get the URL to work?**

Verify that you entered or accessed the correct URL (go2.gwinnett.k12.ga.us). Try accessing other internet sites. Check your browser settings; they may be set to block portal information. Look at the local school website for any communications regarding a parent portal outage notification. If you have tried all of the above, contact your internet provider.

11. **What should I do if the token does not work?**

It is important to copy/paste the token from the confirmation email received. Try closing the browser and try again. If you're still having trouble, contact your student's local school.

12. **When can I access the Parent Portal?**

After you have successfully registered, it will be available to parents/guardians 24 hours a day, seven days a week.

13. **Where can I access the Parent Portal?**

The portal is web-based and can be accessed from any computer with the above minimum requirements and Internet access (home, work, library, etc.).



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14. **What do I do if I am locked out of the parent portal?**

For security purposes, the portal account will be disabled after five attempts. Once locked out wait one hour and try again. If you still experience problems, contact your local school to get the account reset.

15. **My account worked yesterday but not today. What should I do?**

First, try to access other web sites through your browser. Be sure that you have typed your user ID and password correctly. If you forgot your user name or password, click the '**Forget your password?**' link on the login page. If the email address is on file, your account information will be emailed to you at that address. If you are unable to reset your password after completing these steps, contact your local school.

16. **The parent portal shows incorrect or no information for my child. How can I verify this?**

The parent portal data comes directly from your child's school. Please contact your local school for verification.

17. **How do I access all of my students from one email account?**

The Parent Portal is based on "separate parent/guardian accounts", which establishes a relationship between you and the children registered under your name. This gives each parent/guardian one access point to view all available information for their children. Parents may share the same username and password or each parent/guardian can setup individual user accounts if desired.

18. **Can I email my child's teacher through the portal?**

Not at this time. However, continue to use established methods to communicate with the teacher.

19. **How often will the information in the portal be updated?**

Grades for students in Kindergarten and 1st grade will be posted in Course History at the end of the nine weeks. Until then, you will see a default value of "N/A". Grades for Specials (art, music, PE, etc.) and others may not be recorded until the end of the grading period. All other grades will be posted nightly as they are updated by teachers. Test history information is posted as standardized test results become available.



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20. **Why is my child's name displayed all in capital letters?**
This is a function of the data transfer process. The data housed in the Student Information System is retained in an all caps format.

21. **How can I sort the column information displayed in the Parent Portal?**
Entries displayed in a column format can be sorted by clicking on the header title at the top of the column.

22. **What is the meaning of the double asterisk (**) in the grade column on my child's Current Grades view?**
The double asterisk (**) symbol in the grades column this means that the class is "not graded."

23. **What if my child moves grade levels or transfers to a different school?**
It is not necessary for a parent to re-register a student when they advance grade levels or move from school to school within GCPS. In the case of a student who transfers to a new school, there could be a lapse in data until the student is enrolled at the new school.