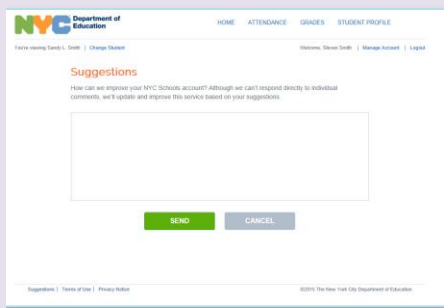


### Suggestions

NYC Schools was designed with input from parents and educators. Use the **Suggestions** link found on the bottom right-hand corner of the NYC Schools website to submit suggestions to NYC Schools.



If any of the information you see about your child in NYC Schools is incorrect, contact your child's school or call 311.

### Login at

<http://schools.nyc.gov/myaccount>



Learn more by visiting:  
<http://schools.nyc.gov/nycschools>

### Frequently Asked Questions (FAQs)

#### Who can help me with NYC Schools?

If you have questions about navigating your account, contact your school or call 311. Your school will direct you to the appropriate staff member.

#### Can I view my child's information in a language other than English?

Yes. You can select one of ten languages on your NYC Schools account **Home Page**, including Arabic, Bengali, Chinese, English, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.

#### I forgot my password. How can I log in?

If you have created an NYC Schools account and forgot your password, use the **Forgot your password?** link found on the log in page to reset it. If the problem continues, contact your child's school.

#### How often should I check NYC Schools?

NYC Schools is a great way to check your child's academic progress throughout the school year in addition to parent-teacher conferences and other meetings with your child's school.

#### What if my child's information is not correct in NYC Schools?

If any of the information you see about your child in NYC Schools is incorrect, contact your child's school or call 311.

#### Can I create an NYC Schools account for more than one child currently enrolled in school?

Yes. If you have more than one child attending NYC schools, you

can create an account for all of them in one visit. You must be your child's parent or legal guardian and live at the same address to create an account.

#### Can my child view his or her information through NYC Schools?

NYC Schools is a website intended to provide you with access to key information about your child's progress in school. We encourage you to view NYC Schools with your child as you have conversations about his or her academic progress.

#### Will I still receive report cards from my child's school?

Yes. Each school has its own report card that may include additional information beyond the grades shown in your NYC Schools account. Your NYC Schools account does not replace your child's official school records.

#### I do not have a computer. How can I access NYC Schools?

NYC Schools is accessible from any internet-ready device, such as a computer, phone, or tablet. If you need access to a computer, visit your nearest public library.

#### Is my child's information secure in NYC Schools?

Yes. The information stored in NYC Schools is secured and protected by 128-bit SSL encryption. Information about your child is protected under the Family Educational Rights and Privacy Act (FERPA). For more information about FERPA, visit:  
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa>.