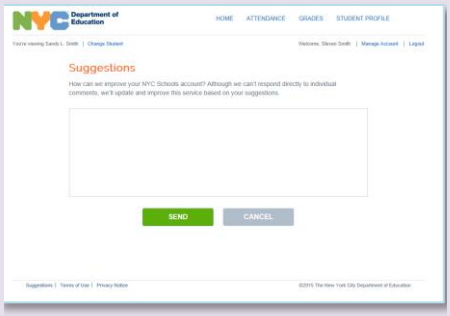
Department of Education
Carmen Fariña, Chancellor

NYC Schools Account

Frequently Asked Questions (FAQs)

Suggestions

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



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

Login at

http://schools.nyc.gov/myaccount

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

1. How can I create a NYC Schools account?

You can create a NYC Schools account by visiting http://schools.nyc.gov/myaccount on any computer or internet-connected device and clicking **Create Account**. You should have received a letter sent home from your school that includes instructions for creating an account and a unique Account Creation Code specific to your child. (You will need one code for each child). To set up an account, follow the instructions provided in the letter. If you haven't received a letter, contact your school to create an account in person. You will need to provide photo identification, your email address, and your child's 9-digit student ID number when visiting the school.

2. Who can create a NYC Schools account for my child?

You can create your account online (using the Account Creation Code provided by your school) or you can visit your child's school in person. To create an account, you must be your child's parent or legal guardian and live at the same address as he or she. Please contact your school if you have any questions about your access or experience any issues when creating an account online.

3. When do I use my Account Creation Code?

You will only need an Account Creation Code if you are creating your account online or adding a child to your account online. If you have already created an account in person (and it includes all of your children who attend NYC public schools), you won't need an Account Creation Code.

4. I haven't received an Account Creation Code. What should I do?

Your child's school should provide you with a NYC Schools Account Creation Code letter containing a unique Account Creation Code. If you have more than one child attending NYC public school, you will receive one code for each child. If you have not received a letter, contact your school or set up an appointment to create an account in person.

5. Can I create a NYC Schools account for more than one child?

Yes. If you have more than one child attending NYC public school, you can create an account for all of them in one online registration session by adding each child's unique Account Creation Code. (You will receive one letter containing an Account Creation Code for each child). You can add additional children to an existing account on the **Manage My Account** page by entering each child's 9-digit student ID number and unique Account Creation Code.

6. Will I need a separate account for each child?

No, you will be able to view all your children under one NYC Schools account. Once you create an account, you can add your remaining children by entering their 9-digit student ID numbers and Account Creation Codes on the **Manage My Account** page.

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7. Who can help me with my NYC Schools account?

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

8. 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.

9. 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 on the log in page to reset it. If the problem continues, contact your child's school.

10. 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.

11. What if my child's information is incorrect in NYC Schools?

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

12. 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.

13. 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.

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

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

15. 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.

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