



ePortal and eSIS Parent Assistant Frequently Asked Questions

1. What exactly can we access in Parent Portal?

Parent Portal provides access to the following:

ePortal <http://eportal.dekalb.k12.ga.us> – ePortal is a web-based application that provides an extra layer of security for your child(ren)’s data. As a result, all Parent Assistant users must initially register with ePortal (PASS) to get access to Parent Assistant.

eSIS Parent Assistant <https://esispa03.dekalb.k12.ga.us:8443/paprod/> – eSIS Parent Assistant (PA) is a secure, web-based application that allows parents, guardians, and students to view student information (ie. attendance and grades) and communicate with school personnel.

Parent Assistant Resources <http://www.dekalb.k12.ga.us/~it/esispa> – This website contains video tutorials as well as printable directions for using Parent Assistant.

2. What is the difference between the student number and the GTID number?

The **seven digit student number** is assigned to the student by the DCSD Student Information System. The **nine digit GTID** (or Georgia Testing Identification Number) is a state identifier assigned by the state of Georgia.

Both of these numbers are located on the eSIS Progress Report or parents can obtain them from the child’s local school.

3. Which special characters should I choose from when creating my password?

The **special characters** you can choose from are: ! @ # \$ % ^ & *

4. Are passwords case sensitive?

Yes. Passwords are case sensitive.

5. Do I need a different username and password for ePortal and eSIS Parent Assistant?

No. Although you are using two different websites, you will use the same username and password.

6. Do I need to create a new parent or student account for each school year?

No. Once an account is created it will continue to roll into each new school year and also school level.

7. Do I need to create a new account if I can't remember my username and/or password?

No. You may go to <http://eportal.dekalb.k12.ga.us> and click *Parent & Student Support* for assistance.

8. My email address has changed. Do I need to create a new account?

No. You may log into <http://eportal.dekalb.k12.ga.us>, click *Edit Profile* then scroll down to change and update your email address.

9. If I have multiple children in the DCSD, can I access each child's individual information from one place?

Yes. ePortal will allow you to enter each child's information to request access. Once the school authorizes you to view records for each child, eSIS Parent Assistant will allow you to click on a drop-down menu to select the desired child's profile.

10. Can I make changes to the demographic information in my child(ren)'s eSIS Parent Assistant profile?

You may make changes; however, all changes must be reviewed and approved by the local school for them to take effect. A change in residency will require you to show proof of residency before taking effect.

11. Does the total period absences and total lates mean the total days absent?

Absences for middle and high school students are calculated by periods, while absences for elementary students are shown by the day. The Attendance Details will show each period the student is absent or late.

Block Courses are considered 2-periods, so the absence will double.

12. What can the assignment details box show?

The details box for an assignment can show a description of the assignment listed if the teacher places this information in the description box when creating the assignment in Teacher Assistant.

13. Why are dashes under the assignments instead of grades?

If the teacher created an assignment and has not entered a grade, a dash will appear until a grade is entered.

14. Why are there dashes in the current average as opposed to the grade shown in the cumulative grade column?

As each reporting period closes and the new reporting period begins, dashes will replace the grade average until grades for the new reporting period are entered into Teacher Assistant.

15. What is the difference between marks and grades?

Marks and grades have the same meaning.

16. What is the difference between reporting term and reporting period?

Reporting term and reporting period have the same meaning. The four reporting terms/periods per semester are 4.5 weeks, 9 weeks, 13.5 weeks and 18 weeks.