

A guide to effectively using:

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# Community Web Portal

Parent/Student Users Manual

## **About K12 Systems, Inc.**

The Sapphire Community Web Portal is one of many products offered by our company. Since 1981, K12 Systems' business has centered on providing exceptional software application solutions for school districts' needs. To prepare students for success in our technology dependent world, schools must help students, staff and communities better manage information. The objective is "schools without walls" where knowledge is readily available to both student and teacher. It's a concept that hinges on optimizing and integrating technology within the school community.

K12 Systems recognized a need in school districts for a new way to manage and disseminate information. The Sapphire Community Portal provides K -12 schools with scalable, secure and customizable Community Web Portal software that increases productivity and improves communication for teachers, administrators, parents and students. It provides for a "paperless" environment the school to transmit and for you to view any documents related to your child's education.

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## Section 1.

### Logging On

Your school district will have a web address similar to the one shown below:

[https://\(districtname\)-sapphire.k12system.com/CommunityWebPortal](https://(districtname)-sapphire.k12system.com/CommunityWebPortal)

(Note: For PC's, the Community Portal works best on Firefox, Internet Explorer or Chrome. For Mac's, Firefox and Safari are supported browsers, with Opera also being supported with minor configuration differences).

**NOTE:** Your school district may also have a direct link from their webpage for parents to access the Community Portal.

At the login screen, type in your user name, password and PIN, then click **“login”** to log into the Sapphire Community Portal.



#### **A quick reminder about security:**

Sapphire Community Portal follows some strict security guidelines for your safety.

- A **“logout”** selection is provided on each page within the Portal.
  - You must use this **every time you are finished using the Sapphire Community Portal!**
  - Closing the browser window **DOES NOT** mean that you have logged off!
- Sapphire Portal has a built in security system which will log you off of the system if it has seen no activity for 60 minutes. Your district may use a different length of time.

- Therefore, users will be automatically logged off after 60 minutes of inactivity. Inactivity is defined as **not saving or navigating to a different page.**
- **Any changes made after this time-out will not be saved.**
- If you have been logged off, any action you take within open Portal windows will send you back to the login screens where you will have to re-log on.
- Please choose a password that is difficult to guess.
  - A password of “password,” “Portal,” or your name is **NOT** a secure password.
  - Keep your password private and do not store it where others may find it.

**A few notes before you begin:**

- Security for the Sapphire Community Portal is handled in a number of ways. One of those ways is through the use of cookies. If you have trouble logging in, check to make sure that you have cookies enabled.
- The Sapphire Community Portal occasionally has need to open new browser windows to display certain information (reports, for example). For this reason, please turn off any pop-up blocking software while using Sapphire Software sites or allow the site as an exception.
- When moving between screens, avoid using the browser’s back button, and instead use the provided navigation.

**Applying for an account:**

If you do not have an account, then you must apply for one. The application process is typically only done once for each user and does not have to be repeated each year.

To apply for a parent account with your school district:

- 1) Click on the “Community Portal Application and Acceptable Use Policy Form”
- 2) When prompted, enter you district’s KEYWORD.
  - If you do not know your district’s KEYWORD, contact your district to obtain it.
- 3) Read the user agreement form and if you agree to the terms and policies click ‘Yes’ and ‘Continue’
- 4) Fill out the application and click ‘Save Form and Continue’.
  - The information provided will help the district verify that you are entitled to access the students’ information. You may choose your own username and password. Your PIN number will be assigned by the district.
  - You may apply for up to 6 children at a time per account, even if those children are all in different buildings
  - Families may have more than one account
- 5) **PRINT OUT** and **SIGN** the resulting form and return it to your district.
  - a. Contact your district to see if you are required to present the signed form along with photo ID to your district for verification.
- 6) Your Personal Identification Number (PIN) will be emailed to you when your account is approved.

**A sample application:**

## Sapphire Parent Web Portal Application

School District: K12 School District  
Current School Year: 2007  
Contact Name: School for demo purposes only.  
Contact E-mail Address:  
School District's PWP Help Desk Phone Number: 610-555-1212

### Family Information

#### Applicant

(first) (last) (Parent, Guardian, Custodian, Foster Parent)

Name: Sample Parent Relation: Father

Address 1: 123 Sesame St

Address 2: \_\_\_\_\_

City: Schoolsville State: PA

Zip Code: 12123

Home Phone: 215-555-8726 Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-Mail: sample.email@test.test

#### Children Information

	First Name	Last Name	Date of Birth	Grade
Child 1	<u>Sara</u>	<u>Alberts</u>	<u>1/17/1992</u>	<u>09</u>
Child 2	<u>John</u>	<u>Alberts</u>	<u>6/22/1990</u>	<u>11</u>
Child 3	_____	_____	_____	_____
Child 4	_____	_____	_____	_____
Child 5	_____	_____	_____	_____
Child 6	_____	_____	_____	_____

#### Login Information

Username: testaccount

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Section 2.

### Navigation

Navigation is handled through the left menu folder tabs, breadcrumbs, and internal links. Each district determines the items that are viewed on the left side menu.

#### Left Menu Folder Tabs:



**Sara Alberts**  
Grade: 10  
K12 High School

#### STUDENT BACKPACK



Student Information



Current Schedule



Courses & Grades



Course Request Form



Attendance



Fees



Graduation Progress



Reports

- Report Cards

- Progress Reports

- Transcript

#### MY STUDENTS (1)



**Sara Alberts**  
Grade: 10  
K12 High School

Different areas of the Portal will contain various 'Tabs' at the top of the screen to navigate to other areas of the software. Click on them with your mouse to move to another screen.

**Breadcrumbs:**

[Courses & Grades](#) > [Adv. Algebra](#) > [Class Grades](#)



**Adv. Algebra - Teacher: Mr. Howe**

Breadcrumbs are links at the top of the screen to allow the user to go back to previous areas in the software’s hierarchy. For example, to go back to a student’s course list from a specific class, click on “Courses & Grades”.

**Internal Links:**

Click on the marking period below to see the assignment grade breakdown.

Marking Period:	<a href="#">MP1</a>	<a href="#">MP2</a>	<a href="#">MP3</a>	<a href="#">MP4</a>
Current Grades:	80(B-)	87(B+)	0	0
Updated:	**	7/23/12		

Internal links appear as blue text which is a hyperlink. Moving the mouse over internal links will change the cursor to a ‘selector’ cursor (usually displayed as a hand). Clicking on internal links will move the user to another screen or open a new window depending on the particular link.

## Section 3.

### ***Viewing Student Information***

This section will give you an overview of how to access student information.

**Selecting a Student:**

LUNCH MENU	
10/01/2012 - Mon	No Menu
10/02/2012 - Tue	No Menu
10/03/2012 - Wed	Mac and Cheese
10/04/2012 - Thu	No Menu
10/05/2012 - Fri	No Menu

If you have access to multiple students, they will be displayed here. Select the child to view by clicking on their picture or name. This will take you to the Courses & Grades for the student

**NOTES:**

- You may request that a child’s picture not be displayed by contacting your district.
- You may come back to this screen at any time by clicking on “Home” on any of other pages in the Portal.

## Courses & Grades:

Home | Ken Fisher | Logout

Sara Alberts  
Grade: 10  
K12 High School

**Courses & Grades**

K12 High School  Show Non-Graded Classes

Course Title	Teacher	Per.(Days)	Room	Dur.	Current Grade
<a href="#">Intro to Computer Science</a>	Mr. Pontes	1 (MTWRF)	6	Y	85
<a href="#">SCIENCE</a>	Joseph Gooch	2 (MTWRF)	102	Y	
<a href="#">Creative Writing</a>	Mr. Blann	2 (MTWRF)	10	Y	75
<a href="#">German 1</a>	Mr. Mehta	3 (MTWRF)	209	S1	
<a href="#">Latin 1</a>	Mr. Sandlin	3 (MTWRF)	102	S2	
<a href="#">Biology 100</a>	Joseph Gooch	4 (MT RF)	102	Y	90
<a href="#">Adv. Algebra</a>	Mr. Howe	5 (MTWRF)	219	Y	87(B+)
<a href="#">SOCIAL STUDIES</a>	Joseph Gooch	6 (MTWRF)	219	Y	96
<a href="#">ENGLISH 10</a>	Joseph Gooch	7 (MTWRF)	10	Y	92
<a href="#">Intro to GNU/Linux</a>	Mr. Becirovic	8 (TW )	200	Q4	
<a href="#">ACCEL. ENG. 10</a>	Mr. Blann	8 (MTWRF)	100	Y	
<a href="#">Computing Basics</a>	Mr. Prehl	8 (MTWRF)	219	Y	91(A-)

The Courses & Grades screen will display the COURSE TITLE, TEACHER, PERIOD, ROOM, DURATION and CURRENT GRADE for each class on a student's schedule.

To view more information about a particular class:

- Click on the row containing the COURSE TITLE.
- This will take you to the specific class where you can view announcements, assignments, grades, etc for that class.
- See VIEWING A SPECIFIC CLASS for more information.

Note about CURRENT GRADE:

- Current Grade may display as a percentage, a letter grade, both or as a blank depending on each class teacher's preference.
- Current Grade will display the most recent grade for the class that was approved to be viewable in the Portal and as such, may not reflect the actual grade as of that moment.
- For more information about the policies for how often grades are to be updated, contact your school district.

## Recent Reports:

To view all reports, grade updates, and attendance information from the last 7 days, click on "Recent Reports"

**Attendance:**



**Attendance**

**K12 High School**

Date	Day	Attendance Description	Tardy Minutes	Comments
05/15/2007	Tue	ET - Excused Tardy (11:15 A)	165	
05/10/2007	Thu	OSS - Suspension		
05/09/2007	Wed	OSS - Suspension		
05/08/2007	Tue	A - Unexcused Absent		
05/07/2007	Mon	OSS - Suspension		
05/04/2007	Fri	ISS - In-House Suspension		
05/03/2007	Thu	ISS - In-House Suspension		
05/01/2007	Tue	EA - Excused Absent		
04/02/2007	Mon	UN - Unlawful		
03/27/2007	Tue	UN - Unlawful		
03/23/2007	Fri	UN - Unlawful		
03/19/2007	Mon	ISS - In-House Suspension		
03/16/2007	Fri	CV - College Visit		PSU
03/01/2007	Thu	DR - Doctors Note		Dr. Note-3/10/07
02/20/2007	Tue	UN - Unlawful		

The attendance screen will display all attendance records from the current school year.

Notes about attendance:

- Attendance Description may vary depending on the software used by the district to record daily attendance.
- Attendance may not be available based on district policy or due to software conflicts with the software the district uses to record daily attendance.

## Section 4.

### Viewing a Specific Class

You can view the details of a specific class by clicking on a COURSE TITLE from the Courses & Grades screen.

Courses & Grades > Adv. Algebra



#### Adv. Algebra - Teacher: Mr. Howe

Click on the marking period below to see the assignment grade breakdown.

Marking Period:	MP1	MP2	MP3	MP4
Current Grades:	80(B-)	87(B+)	0	0
Updated:	**	7/23/12		10/09/12

\*\* These grades are considered complete and may not reflect the assignments in the teacher's Gradebook.

#### Reports for Sara

Sara has been acting up in class recently. On Monday, she was talking during the lecture.	11/26/08
<a href="#">Student Grades - MP2</a> Individual Student Grade Report - 11/01/2006	11/08/10
<a href="#">Student Grades - MP1</a> Individual Student Grade Report - 09/12/2011	09/12/11
Parent Teacher Conference I would like to discuss Sara's current performance and detentions.	04/17/12
New Announcement Details go here and must have enough information to cause the line to wrap onto another line.  Also a line break or 2 would be good to see.	05/14/12

#### 1) Test

Test Announcement	01/31/12
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#### Course Information

- [Algebra help site](#)  
This site contains many useful resources for review of our lessons.
- [Reminder: Field trip on Thursday](#)

### Viewing Grades:

\*\*The following information may not match what is visible based on various district policies

Depending on district configuration the following may be visible:

- The most recent grade for the course, labeled "Current Grade"
- OR
- A list of marking periods in which the course meets.
- The most recent grade for each marking period
- The last time a grade was updated by a teacher
- Additional columns for Mid Terms, Final Exams, Final Grades, etc

If the "updated" column contains two asterisks "\*\*\*", then that grade is considered a Final Marking Period grade and may not reflect the average from a teacher's grade book due to various district policies.

If a marking period grade is displayed as an Internal Link (blue, underlined text), then clicking on it will display a Student Grade Report.

**Student Grade Report:**

Sara Alberts - Grade: 10 - Counselor: Mark Miller Adv. Algebra - Section 5 - Period: 5 - Teacher: Mr. Howe MP: MP1							
Assignment	Score	Maximum Points	Maximum Extra Credit	Assigned Date	Due Date	Category	Assignment Percentage
Homework 1	20	20	0	9/11/06	9/12/06	Homework Assignments	100.00%
<b>Assignment Description:</b> Do the worksheet on page 67 in the text.  Must show work.							
Homework 2	20	20	0	9/12/06	9/15/06	Homework Assignments	100.00%
Variables Quiz	41	50	0	10/3/06	10/3/06	Quizzes	82.00%
<b>Assignment Description:</b> This quiz will cover all of the material from the first 2 homework assignments.							
Chapter 1 Test	86	100	0	10/16/06	10/16/06	Tests	86.00%
Homework 3	16	20	0	10/20/06	10/21/06	Homework Assignments	80.00%
Homework 4	0	20	0	10/26/06	10/27/06	Homework Assignments	0.00%
Division Quiz	40	50	0	11/1/06	11/1/06	Quizzes	80.00%
Chapter 2 Test	80	100	0	11/18/06	11/18/06	Tests	80.00%
New Assignment	++	100	0	7/13/11	7/13/11	Homework Assignments	**
Total:	79.60% B-						
<b>++ These assignments have not been given a grade at this time but are not due yet, so they do not</b>							

A Student Grade Report displays information about a student's grade breakdown from a teacher's grade book.

The report will list each assignment affecting a student's grade and may additionally contain (at each teacher's discretion) information such as:

- Possible Extra Credit
- Due Date
- Assigned Date
- Assignment Comments
- Assignment Descriptions
- Category Grades
- Student Comments
- other assignment information

## Viewing Reports:

Reports are organized into 2 categories:

- 1) **Student Reports** – Reports which are specific to one student and are only visible to that student's parents
- 2) **Full Class Reports** – Reports which are visible to the parents of any student in the class

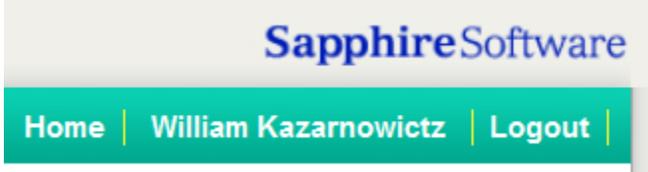
There are 3 types of reports:

- 1) **Announcements** –  **Test this Friday**  
Remember to study! There are text-only messages that the teacher has created to inform parents and students of upcoming events, reminders, requests for information, etc.
- 2) **Links** –  **Google**  
A good search engine. These are hyperlinks to external websites that have been entered by the teacher. Clicking on these reports will open a new browser window and navigate to the specified website.
- 3) **Files** –  **Friday's Homework** These reports contain attached files that have been uploaded by the teacher (PDFs, WORD documents, etc). Clicking on these reports will allow you to save or open the attached file. NOTE: You must have a program capable of opening the file in order to view it.

## Section 5.

### You Account

To access your account information, click on your name at the top right-hand corner of the screen.



#### Account information:

A screenshot of the 'Account Settings - General' page. The page has a green header with 'Sapphire Software' and navigation links 'Home | William Kazarnowicz | Logout |'. On the left is a sidebar with 'ACCOUNT SETTINGS' and options for 'General', 'Students', and 'Notifications'. The main content area shows a form with the following fields: 'First Name' (William), 'Last Name' (Kazarnowicz), 'Email' (wkz@gmail.com), and 'Password' (with a 'Click to Change Password' link). A 'Save' button is at the bottom left. The page footer contains links for 'FAQ | Parent Manual | Policies | Terms of Use | 11/20/2012 9:24AM' and a copyright notice for K12 Systems, Inc.

From the account information page, you can change your password, modify the email address used by the community portal and create student accounts for your children (if configured by your district).

#### Changing Your Password:

To change your password, click on the CHANGE PASSWORD link at the lower part of the Account Information page.

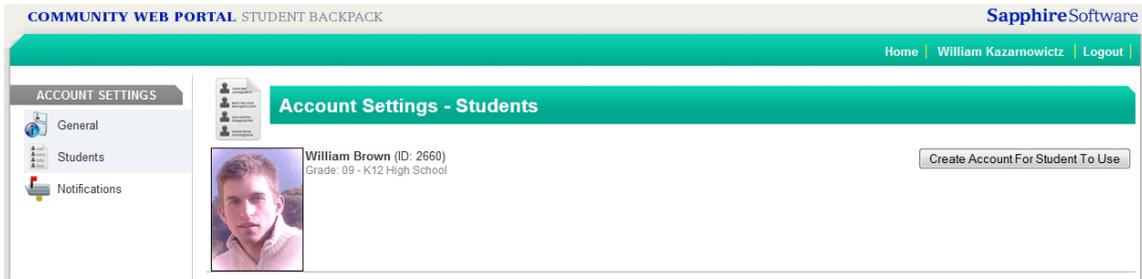
A screenshot of a form field labeled 'Password:'. To the right of the field is a blue link that says 'Click to Change Password'. Further to the right, it says 'Last Changed: 09/05/2012 11:00 AM'.

You will be asked to enter your PIN and your old password and then a new password. When finished click 'Save'

A screenshot of the password change form. It shows the 'Password:' label and the 'Click to Cancel Changing Password' link. Below this are four input fields: 'PIN:', 'Old Password:', 'New Password:', and 'Confirm New Password:'. To the right of the form, it says 'Last Changed: 09/05/2012 11:00 AM'.

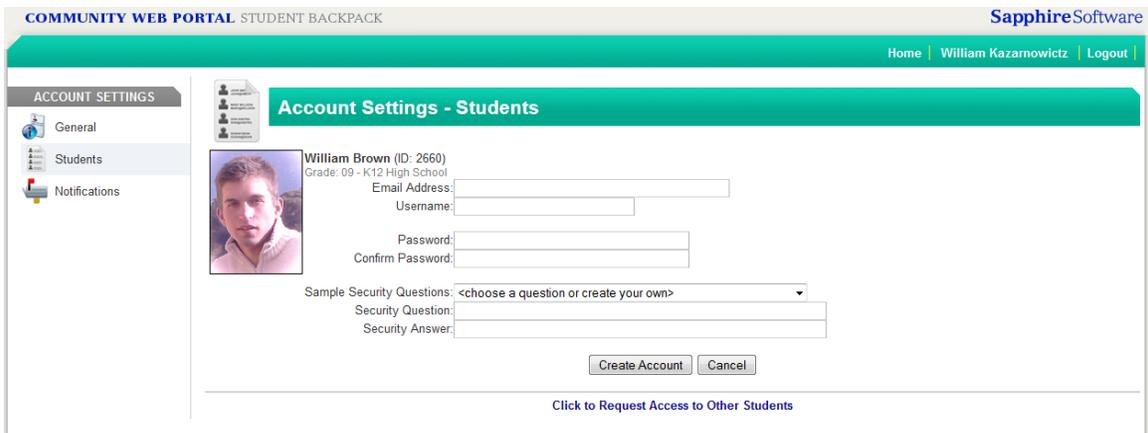
## Creating Student Accounts:

If your district is set up to allow parents to create accounts for their students, then on the Account Information page, you will see a list of all students that you have access to. Student accounts may see the same information as parents see or a more limited version as defined by the district; except that student accounts will only have access to a single student. To create a student account for a child that does not currently have one, click on the 'Create Account For Student To Use' button.



The screenshot shows the 'Account Settings - Students' page in the 'COMMUNITY WEB PORTAL STUDENT BACKPACK'. The page header includes 'SapphireSoftware' and navigation links for 'Home', 'William Kazarnowicz', and 'Logout'. On the left, there is a sidebar with 'ACCOUNT SETTINGS' and options for 'General', 'Students', and 'Notifications'. The main content area displays a student profile for 'William Brown (ID: 2660)' with 'Grade: 09 - K12 High School'. A 'Create Account For Student To Use' button is visible next to the profile information.

- 1) Fill out the student account creation form. This includes an email address for the student, username, password and a sample question to use to reset the password if necessary.



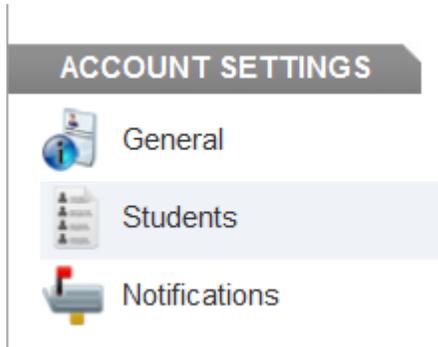
The screenshot shows the 'Account Settings - Students' page with the account creation form filled out for 'William Brown (ID: 2660)'. The form includes fields for 'Email Address', 'Username', 'Password', 'Confirm Password', 'Sample Security Questions' (a dropdown menu), 'Security Question', and 'Security Answer'. There are 'Create Account' and 'Cancel' buttons at the bottom of the form. A link 'Click to Request Access to Other Students' is located below the form.

- 2) Click 'Create Account'.
- 3) An email will be sent to the specified address with the PIN for the new student account. The PIN will also immediately be displayed on the screen.

**Request Access to Additional Children:**

To add an additional student to your account:

- 1) Click on the “Student’s” button under account settings on the left-hand menu.



- 2) Click on the ‘Request Access to Other Students’ link at the bottom of the page.

**[Click to Request Access to Other Students](#)**

- 3) Fill out the form completely for each student you are wishing to add.



**Account Settings - Request Access to Additional Children**

Enter the name, birth date, grade, and school below for the students you wish to access.  
A request will be sent to the school district for approval.

	First Name	Last Name	Birthday	Grade	School
1)	<input type="text"/>				
2)	<input type="text"/>				
3)	<input type="text"/>				
4)	<input type="text"/>				

- 4) Click ‘Submit Request’. The request will be sent to the School District for approval.
- 5) An email will be sent to the specified address confirming the student has been added to your account.