SCHOOLTOOL FAQ

Below are some frequently asked questions about the SchoolTool Family Portal. If you have a question that is not answered here, please email schooltoolsupport@comsewogue.k12.ny.us and we will be happy to assist you**.**

What is SchoolTool?

SchoolTool Parent and Student Portal is a Web-based access portal that allows parents to view information about their child's educational program, as well as how their son(s)/daughter(s) is/are doing in school. All K-12 report cards will be posted to SchoolTool Parent Portal; paper copies will not be sent/mailed home. In addition, parents can view their child's emergency contact via the portal.

Who can access the SchoolTool Parent Portal?

All Comsewogue parents have access to the SchoolTool Parent Portal.

What is my username and password?

All usernames are a person's email address on file with the school district.

Passwords will be generated through an email that will go out at the end of August when you first register your child for school. You will only get one password per parent/guardian account. Each parent/guardian can receive their own account. Once your account is set up, you will not need to receive another emailed password.

Please note: If you do not receive a password, check your spam or junk folder.

How do I access the SchoolTool Parent Portal?

Returning SchoolTool Parent Portal users should visit this link.

New users should contact schooltoolsupport@comsewogue.k12.ny.us to create an account. You will need to submit a valid e-mail address to keep on file for the purpose of creating your account. User assistance is available from 8:30 a.m. to 4:00 p.m.

Do I need any special software to access the SchoolTool Parent Portal?

No, you do not need any special software to access the portal. Parents only need Internet access. Please note that SchoolTool seems to work best when used with either the Internet Explorer or Safari browser.

What will I find once I log on?

All parents and students will be able to view basic student information, including contact information.

To start, parents/guardians and students will have access to Scheduling and Attendance. Report cards for all grades will be posted to the SchoolTool Parent Portal. Paper copies will not be mailed home. All parents will also be able to send emails directly to teachers and view important messages and reminders throughout the school year.

What exactly is an "assignment?"

An assignment is not just homework, but could also refer to tests, quizzes, participation, class projects, etc.

What can I do if I see that my child has a low grade on an assignment?

The best thing to do would be to contact the teacher and talk about your concerns**.**

Am I able to email a teacher directly from the SchoolTool Parent Portal?

Yes. To email a teacher via SchoolTool Parent Portal, simply click on the teacher's name in the "Schedule" tab. An email interface will open, allowing you to send an email directly to the teacher**.**

Do I need a separate SchoolTool account for each child enrolled in the District?

No. Parents can access information for all of their children via one SchoolTool account. For example, a parent with a child at the middle school and two children at the high school can log on to the SchoolTool Parent Portal and see the records for all three children**.**

Whom should I contact if I have questions about my child's records as shown on SchoolTool?

If you have any questions about the information you see on the portal or about your child's performance in general, please do not hesitate to contact his/her teacher, school counselor, attendance office, or school adminis**trator.**