

## Parent Support: OWL Families

## Frequently Asked Questions

### 1. **How does my child get into their Chromebook and Schoology?**

- With your Chromebook, you should have received [this document](#) in the box. This will help you login to the Chromebook and Schoology.

### 2. **How do I get my PowerSchool Parent Access Code ?**

- Codes are traditionally shared by school registrars. Grades K-6 OWL families that do not currently have a PowerSchool account will receive a letter mailed to your home during the first week of school that has their specific code included. Grades 7-12 parents can call the OWL school registrar 804-365-8069 to get support.

### 3. **How do I access the PowerSchool portal with a parent account?**

- Once you have your code, you can access [these directions](#) to set up your account.

### 4. **How can I stay connected to what my child is doing in Schoology?**

- You can create a parent Schoology account if you don't already have one! [Here](#) are the directions.

### 5. **I have a Schoology parent account, but I have no idea how to use it! Can you help?**

- Absolutely! Take a peek at this [how-to resource](#).

### 6. **My child says they can't login to Schoology on a computer. What do I do?**

- Ensure that your student is logging in to Hanover's Schoology site by completely typing the following web address: [hcps.schoology.com](http://hcps.schoology.com). (Don't leave off the .com)
- If your child still can't log in, complete [this form](#).

### 7. **My child is trying to access Schoology on their phone and they can't. What do I do?**

- Take a peek at this [how-to resource](#).

### 8. **My child says they don't know how to use their Chromebook, Google, or Schoology. How can I help them?**

- Using the Student Onboarding document linked in number 1, students should have joined the Student Tech Essentials course. There they will find a wide variety of support resources they will need.
- Parents: We encourage you to join the Parent Hub after you have created your Parent Schoology account. Please [click here](#) to learn more.
- Parents, Learning Coaches and the student are encouraged to message their teachers on Schoology or via email with questions.

### 9. **My child's Chromebook or Mifi is not working right?**

- Please [submit this form](#) including details about the issues you're experiencing.