

SKPS Intouch Online – FAQ

*** This list will continue to grow as more questions are asked. ***



1. **Question:** What is the web address (URL) for my school's Intouch Online System?

Answer: <https://www.intouchonline.net/cgi-bin/isis.exe?&d=SKPS/Schoolname>

2. **Question:** What is Intouch Online?

Answer: Intouch Online is a tool that provides you the opportunity to check your student's attendance, class schedule, current grades, and other information at any time from both home and work.

3. **Question:** How frequently are records updated for my student?

Answer: Attendance is updated approximately every two days, and grades are updated weekly on Friday evening. Some schools update on a more frequent basis. Please contact your school for more details.

4. **Question:** How do I request an account?

Answer: To obtain a personalized login and password, you must go to your student's school with valid photo identification. It is important that you keep this password confidential. If you lose your password, it can be changed in the school office.

5. **Question:** I have not received my username and password for this tool. Is this something that can be emailed to me?

Answer: No. To protect student confidentiality, you must go to your student's school with valid photo identification to receive your username and password from the school's Intouch Online Administrator.

6. **Question:** I have forgotten my password. How can I retrieve it?

Answer: You must go to your student's school with valid photo identification. We can then retrieve it for you.

7. **Question:** How do I change the password for my Intouch Online account?

Answer: To change your password, you must go to your student's school with valid photo identification. This will have to be done at each school for which you have an InTouch Online account.

8. **Question:** I have multiple students at the same school. May I have a single account listing each of my students?

Answer: Yes. You must put in a request at the school to add additional students attending that school. Once the request has been processed, a new account will be created for you within 2 business days.

9. **Question:** I have students at multiple schools. Can I have a single account?

Answer: No, it is not possible for the InTouch system to manage students at different schools in a single account. You must go to each school in person, with valid photo identification, to setup a personalized login and account. It is important that you keep this password confidential. If you lose your password it can be changed in the school office. This will have to be done at each school.

10. **Question:** I have concerns about my student's attendance. Who should I contact?

Answer: Attendance concerns may be addressed in either of two ways:

1 – For general information, you can phone the school (503-399-School Number) and speak to the attendance clerk.

2 – You can email the system administrator of Intouch (there is a link on the main login page). This person will then forward your email to the appropriate person at the school.

11. **Question:** Will I be able to see more information beyond attendance and their schedule in the future?

Answer: Yes. We will be adding new features in the future.