DVMS Parent Schoology FAQ

Need to ask a question that is not already here? Please fill out this form. Thank you for your care, support and understanding as we learn a new Learning Management System.

Question	Response	Resource link for more information
What link do I use to access it?	Srvusd.schoology.com	srvusd.schoology.com
How does my student access their account?	Portal.srvusd.net Their Login is their student number Their password is the one that they changed it to last spring.	portal.srvusd.net
What if my student doesn't remember their password?	Please use the password.srvusd.net link and reset the password. If you get an error there, ask a teacher to help you reset it to a new password that you know.	password.srvusd.net
How do I get help if my account is not working properly	Please submit and IT help ticket. Our district IT help desk will gladly assist you.	https://parentithelp.srvusd.net/support/home
How do I find my child's grades?	On the right hand side, there is a pull down under your name so choose which child you look at. The Grades tab at the top left will show grades, attendance, and mastery information.	https://support.schoology.com/hc/en-us/articles/201000833-home-page-parents-
Messaging	To send a message in schoology to your child's teacher or team of teachers, click on the envelope in the upper right corner of the screen. You'll see a pop up box. Type the name of the recipient in the line. This will bring up options below. Choose the appropriate person. If you would like to add more than one person. Click back up in the To: box and begin typing the next name.	

Can student work be seen by a parent before submitting?	Yes, please ask your student to share their work with you from google drive.	
Can student work be seen by a parent after submitting?	Yes, please ask your student to share their work with you from google drive.	
Assignment turn in	Your child's teacher will be teaching and supporting this in class. Schoology allows many types of assignments to be submitted for grading. Google Doc/Presentation Audio//Video File Image attachment Google form PDF Worksheet	https://support.schoology.com/hc/en-us/articles/360024499794-Course-Materials-Assignment-Students- https://support.schoology.com/hc/en-us/articles/201001323-How-do-students-submit-assignments-
Calendar	The calendar is located in the upper right corner. Clicking on the icon will pull up a full calendar that has daily, weekly and monthly view choices. On the right side of the screen in the main dashboard there is a quick view calendar with upcoming, and overdue assignment information. If something is showing as overdue but the time for the assignment is not due yet, check your time zone setting in your settings. You can find these in the upper right corner and clicking on your name.	
Mobile version	Yes, Schoology knows that the size of email and loss of features in the mobile app is a problem. They report that they are working on it.	Andriod iPhone
Can messages be sent directly from an assignment?	Not at this time.	
When there is work that is turned in on paper, is there a way to turn it in? Right now these assignments are all "open" without a way to turn them in. It is confusing on what is due and already done.	Your student can go in and click on the submit assignment button.	

How to access attachments or links from mobile app? Attachments or links don't show in mobile app messages.	There are features and assignment types that are not supported in the mobile version. You can open the web version in your browser if the assignment type is not mobile supported.	
Reply to a message in iOS mobile version	**Compose and Reply to Messages** To compose a message, tap the **+** icon in the upper right corner of the screen while in the Inbox or Sent screen. 1. Begin typing a name in the To field. The field will auto-populate with users to whom you may send mail. To select a user, simply tap their name from among the list. 2. Type the subject of the message. 3. Type the content of the message. 4. Tap the **Checkmark** icon ✔ in the upper right to complete. To reply to a message, open the message and tap the blue arrow icon in the upper right corner of the screen.	https://support.schoology.com/hc/en-us/articles/360011828394-iOS-Mobile-App-Parents-#messages
Does each student have their own Schoology account or are all families under one account?	Each student has their own account. Each guardian/parent can have their own account too.	
Can we link to the parent help area?	Yes. Please see the "Parents" link at the bottom of this support page.	https://support.schoology.com/hc/en-us/categories/200077723-General#section-header