Ichabod Crane Central School District

School Tool Parent Portal

Frequently Asked Questions (FAQ)

1. **How do I access the Parent Portal?**
   You can gain access through the district website at www.ichabodcrane.org by clicking the PARENT PORTAL icon on the left side of the district homepage. This will take you to a login screen, where you will need to enter your email address and the password that was emailed to you when you called to create your account.

2. **Why didn't I receive my password email?**
   Please check your Spam/Junk email folder or make sure you're checking the same email account that you verified with the school.

3. **The password that was emailed isn't working.**
   Try copying the password from the initial Schooltool email and then pasting it into the login screen. This will help to avoid transfer errors. You can also double check that you are entering the correct username, which is your full email address that was verified with the school.

4. **I know I won't remember the password of random characters that was initially emailed to me. Can I change it?**
   Yes, you can change your password to something personal that you'll remember when you first login. (Use the tutorials ([full site](#) and [mobile site](#)) that are provided as a link on the [welcome screen login message.](#))

   ***Note: The school does NOT retain a copy of your password at any point, so please keep track of your password so you don't forget it.**

5. **I forgot my password and/or locked myself out of my account, who do I contact?**
   Please contact your building secretary to have your password reset.

6. **What if I change my primary e-mail address?**
   You must contact the building secretary to update your email address. They will re-create your account with your new email address as your username.

7. **Why do warning messages pop up at me when I try to go to the log-in site saying the "server identity cannot be verified" (or other similar messages)?**
   Yes, you will receive a warning message about the site's security certificate. The website is safe to visit and log into. You can click "Continue" (if you're given the option) to proceed to the site and use it with no problem. However, if you would like to fix the issue altogether, follow this [how to,](#) to install the security certificate needed to avoid these messages in the future

8. **Can the mobile Schooltool site provide all the same information as the full version of the Schooltool website?**
   The mobile site navigates differently than the full site and has some limited functionality; for example, you cannot change your password from the mobile site. (Use [this tutorial](#) for help navigating the mobile site.)

9. **Can my spouse and I have separate accounts?**
   Each parent or guardian may have separate accounts. You will each need to contact your building secretary to create your account and you will need a different email address for each account.

10. **Does my child have access to the parent portal?**
    Currently students may access the portal through your parent account only (you share your login credentials with them).

11. **Can I communicate with my child's teachers directly through the parent portal?**
    No. Please refer to the district website for teacher e-mail addresses.