

Parent Portal Frequently Asked Questions

Q: I need help logging into the Portal, what should I do?

A: Email veracross@carmelhs.org for assistance.

Q: Can I update my family on the Portal?

A: Yes; By clicking on the My Household button, you can update and add to your family.

Q: Can I get the school calendar on my cell phone?

A: Yes; click on the button, How to Subscribe to Calendars, for instructions.

Q: Can I change my email/text preferences on the portal?

A: Yes; locate and click the Email Preferences button. From there you can customize your preferences by communication channel.

Q: Can I see my student's schedule on the Portal?

A: Yes; Navigate to Classes and Reports, under the student's name and then choose Current Schedule.

Q: Can I correct my student's attendance, after I submit an attendance submission?

A: No; at this time you must call the attendance office at 847-388-3415, or email them at attendance@carmehs.org.