



TeacherEase Parent Portal FAQs

[What is TeacherEase?](#)

[How do I get an account set up?](#)

[What is my username and password?](#)

[I forgot my password, how do I reset it?](#)

[How often will grades on TeacherEase be updated?](#)

[Can parents see emails sent by child in email log?](#)

[Can students see what parents send to teachers in email log?](#)

[What does the auto email consist of?](#)

[Can I access TeacherEase from a phone?](#)

[Why don't some of the classes my child is enrolled in have any grades?](#)

[Are there more detailed steps for how to use TeacherEase?](#)

[Who can I contact for help with using TeacherEase website or app?](#)

[Who can I contact if I have a question about an assignment date, assignment details, or score?](#)

1. What is TeacherEase?

- a. TeacherEase is the online gradebook Bensenville District 2 is utilizing this year. This is the first year TeacherEase is being used, and replaces our previous program, Engrade. TeacherEase is being used for gradebook, mid term progress reports, and report cards.

2. How do I get an account set up?

- a. Accounts are automatically created for all parents that have an email on file with the school. A welcome email was sent on February 4, 2019. If you did not have an email account on file, please contact the main office to have your email address added to our system. Once added, you will receive a welcome email to set up a TeacherEase account.

3. What is my username and password?
 - a. Parent usernames are their email addresses. Passwords are set by the parent by clicking the link in welcome email.
4. I forgot my password, how do I reset it?
 - a. Click “Forgot Password?” link on TeacherEase Login screen.
5. How often will grades on Teacherease.com be updated?
 - a. Teachers are to input grades for short term assignments on a weekly basis. For long term assignments, such as projects, they have two weeks. If you have a question about a specific assignment, it is best to contact the teacher.
6. Can parents see emails sent by child in email log?
 - a. No, communications are private between student and teacher.
7. Can students see what parents send to teachers in email log?
 - a. No, communications are private between parent and teacher.
8. What does the auto email consist of- everytime a teacher posts something, weekly, or just TeacherEase promotions?
 - a. Email Notification preferences can be changed in the Update Profile section of Teacherease.com.
9. Can I access TeacherEase from a phone?
 - a. Yes, there is a Teacherease app that can be downloaded or it can be accessed through the web browser on your phone.
10. Why don't some of the classes my child is enrolled in have any grades?
 - i. Please contact the teacher for more information.
11. Are there more detailed steps for how to use Teacherease.com?

Click the appropriate link:

 - a. [English Teacherease Parent Portal Directions](#)
 - b. [Espanol Teacherease Parent Portal Directions](#)

12. Who can I contact for help with using TeacherEase website or app?

- a. Call the main office of your home school, and they can direct you to the Instructional Technology Specialists.

13. Who can I contact if I have a question about an assignment date, assignment details, or score?

- a. Contact the teacher of the class with questions about assignment dates, details, and scores. You can contact them through the email feature in TeacherEase or call the school.