

Wheatley Parent Q&A

- Where does my student go the first day?
 - ✓ The HUB <https://www.houstonisd.org/hub>
 - ✓ Or the student portal (see below how to access the student Portal)

- How does my student get their schedule?
 - ✓ The HUB <https://www.houstonisd.org/hub> then click courses at the top banner of the page. Look for the P# and we are and even day on Tuesday and Thursday and Odd on Monday and Wednesday.

- How do I get my students Parent Portal Access ID?
 - ✓ Check your student's email

- How do I get to my student's email?
 - ✓ Click Outlook in the program menu
 - ✓ Via the web type office365.houstonisd.org then click the outlook icon

- Something is wrong with my student's schedule in the HUB. What do we do?
 - ✓ Click the link [Schedule Issues](#)

- How does my student access the student portal?
 - ✓ Students can login now using their HISD credentials at the same portal as their parents: <https://hisdconnect.houstonisd.org/public/>
 - ✓ Student **Login credentials**: Network username (your S###) and password (**Do not** use email address or place student\ in front of username).
 - ✓ Please remember that the IT Service Desk is ready to assist with any questions your teams may have. We also have PowerSchool resources available to help answer How-To questions on scheduling or Power Teacher Pro questions.

- How do I enroll my student?
 - ✓ My student was not in a HISD school last year.
 - Go to www.houstonisd.org/enroll and flow the links
 - ✓ My student was at an HISD school last year and is zoned to Phillis Wheatley.
 - Your student is enrolled in Wheatley and share the information of how to gain access to class on the first day of school. If student need technology have them make an appointment with Mr. Aviles.

- My student attends Barbara Jordan, what do I need to do the 1st day of school?
 - ✓ We have created morning and afternoon links for students to use to meet with us on Teams beginning Tuesday. From there we will send them to their teachers who will add them to their Teams classes
 - <http://bit.ly/BJCCMorning> Morning link for BJCC students on their first day
 - <http://bit.ly/BJCCAfterschool> Afternoon link for BJCC students on their first day



➤ How do I get Tech support?

- ✓ **HISD IT Service and Support is here to help!**
- ✓ **Online Assistance is available 24/7 on the [HISD Solution Center](#).** You can find answers to FAQs, How-to guides and videos, etc.
- ✓ **Need Password Reset?** Go to [HISD Access](#) to reset your own password or reset your account.
- ✓ The **Houston ISD IT Service Desk** can be reached by:
 - **Phone:** 713-892-SERV (7378)
 - **Web Portal:** <https://servicedesk.houstonisd.org>
- ✓ The Service Desk is open Monday through Friday from 6:30am until 5:00pm Central Time excluding Houston Independent School District approved holidays. After-hours support is available for emergencies and to report service outages only. Routine requests for services will be handled during the normal business hours.
- ✓ The campus can assist with minor tech support on the 1st day of school. Use the link below
 - [Campus Level Tech Support](#)

