



FREEHOLD REGIONAL HIGH SCHOOL DISTRICT

Frequently Asked Questions (FAQ)

Q. I never received a Parent Portal login or I need to register for parent access.

- **Answer:** You will need to fill out the [Genesis Parent Portal Access Request Form](#).
Note: The 7-digit FRHSD student ID must be included. You will need to contact the Guidance Dept at the High School if you do not have this.

Q. I had a parent portal id & password from the middle school, will this work with the FRHSD portal.

- **Answer:** No. The middle schools & FRHSD are not linked together.

Q. I am not sure what my username is:

- **Answer:** The username is your e-mail address we have on file.

Q. I am not sure what my password is for the Parent Portal.

- **Answer:** There is an “I forgot my password” link on the parent access login page. Simply click this link, enter your email address and a password will be emailed to you. E-mails are sent from DoNotReply@frhsd.com

Q. I used the “Forgot my password” link and never received my password.

- **Answer:** Check your **SPAM** or **Junk folder**. E-mails are sent from DoNotReply@frhsd.com

Q. How do I change my username for the Parent Portal?

- **Answer:** Your username is your e-mail address. If this has changed please contact the guidance department at the high school. We need to update your e-mail address and issue you a new login.

Q. Who do I contact about student grades, attendance or if I need to change demographic information.

- **Answer:** Please contact the guidance department at the high school.

Q. What are the dates that the Interims & Marking Period Grades are available?

- **Answer:** Please click this link. [Grades & Interims Dates](#)

Q. What is the URL for Parent Access?

- **Answer:** <https://parents.frhsd.com>

Q. Can I have one login for all my children?

- **Answer:** Yes, you should see all your children with one login and password. Please e-mail Technology@frhsd.com if you do not. Include in the email your name and child’s name.

Q. How do I change my answer selection on the “Forms or Document?”

- **Answer:** Once the form or document has been submitted you cannot change it on the parent portal. Please contact the guidance department at the high school.