



Advocates for Children of New York

Protecting every child's right to learn

How to use NYCSA (The New York City Schools Account)

What is NYCSA?

NYCSA is a New York City Department of Education (“DOE”) website application that lets you see and manage important information about your child’s education online. NYCSA is available in nine languages other than English. NYCSA does not take the place of regular communication with your child’s teacher and school staff.

Who is eligible for NYCSA?

If you have a child in pre-kindergarten through 12th grade in one of the programs below, you have access to a NYCSA account.

- New York City Public Schools (District 1-32, District 75, District 79)
- Charter Schools*
- Approved Preschool Special Education Programs*
- New York State approved Non-Public Schools*

** Information may be limited if your child attends one of these programs. All parents of NYC students have access to their child’s busing information, if applicable, on NYCSA.*

What can I see/do on NYCSA?

In the “**My Student**” section:

Access your child’s:

- Grades, test scores, & attendance record
- End of Year Promotion/Summer School information
- English Language Learner (“ELL”) status
- Enrollment History
- High School Graduation Requirements
- Information relating to your child’s Individualized Education Plan (“IEP”) if your child receives DOE special education services.
- Transportation information
- Guardian & Emergency Contact Information

In the “**Forms**” section:

Complete school forms including school surveys, and questionnaires.

In the “**Parent University**” section:

Access DOE resources and guides, participate in online trainings on school-related topics.

In the “**Bullying Reporting**” section:

Report bullying incidents directly to the DOE.

In the “**Support Hub**” section:

Report a transportation issue, get help with your child’s device, and much more.

How do I create a NYCSA account?

In person or via Teleconference

Set up an appointment at your child's school or by telephone. You will need the following:

- Photo ID, or be able to confirm your identity over the phone;
- Your child's 9-digit student ID number, which can be found on his/her report card; and
- An email address.

A school staff member will help create your account and provide you with a temporary password. You have thirty days to update your account's password and confirm your profile.

Online

Request an "Account Creation Code" letter from your child's school. You will need this code and your child's 9-digit student ID number to create a NYCSA or to add additional children to an existing NYCSA account.

- Visit www.schoolsaccount.nyc and select "Create Account."
- Set up your account by entering your name, phone number, and email address. You will be asked to verify your email address and add the verification number on your NYCSA account page.
- Create a password and answer three account security questions to confirm your profile.
- Enter your child's Account Creation Code and 9-digit Student ID to link your child's profile to your NYCSA.

How do I change the language on my NYCSA account?

Click on the "Settings" icon  on the top right corner of your NYCSA dashboard.

Scroll down the Settings menu to *Language Preference* and click on your preferred language. There are ten language options you can choose.

Click "Save." You will be asked to log out and log back in for the change to take effect.

Siblings

If you have more than one child in NYC public school system, you will need each child's Account Creation Code letter and 9-digit student ID number to link them to your NYCSA.

Sharing Access

You can also invite other adults involved in your child's education to view your child's information. The invited person must have both the Account Creation Code and your child's 9-digit student ID to create a NYCSA.

Who to Contact with Questions?

If you need assistance or have questions about navigating your account, contact your child's school, call 311, or visit www.schoolsaccount.nyc. You can always call AFC's free Jill Chaifetz Education Helpline, Monday through Thursday from 10 am to 4 pm at (866) 427-6033 with any education-related questions.

This fact sheet does not constitute legal advice. This fact sheet attempts to summarize existing policies or laws without stating the opinion of AFC. If you have a legal problem, please contact an attorney or advocate.

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