

Private School Parent Portal FAQ

1. **How can I find my Portal account Username?**

Go to the login screen and choose "Forgot Username?"

(<https://syossetny.infinitecampus.org/campus/portal/parents/syosset.jsp>)

You will be prompted to enter your email address. If you don't receive an email advising you of your username, please send an email to transportation@syossetschools.org and someone will assist you.

2. **How can I reset my password?**

Go to the login screen and choose "Forgot Password?"

(<https://syossetny.infinitecampus.org/campus/portal/parents/syosset.jsp>)

You will be prompted to enter your username. An email will be sent to the address on file for your account. If you don't receive an email advising you of your username, please send an email to transportation@syossetschools.org and someone will assist you.

3. **Where can I find the Private School Transportation Form?**

This form can now be found in your Portal account in the **Today** section under "**Documents Need Attention**". Please complete the form and submit it by the deadline.

4. **Where can I find my child's bus route information?**

Log into your Portal account and click on the More link. Then choose Transportation.

5. **How can I update my contact information?**

Log into your Portal account and click on the **More** link. Then choose **Address Information** to update your home phone or choose **Family Information** to update your mobile phone, work phone, or email address.

6. **How can I update my address information?**

Address changes can be processed via your Portal Account. Click on the More link and then RESIDENCY VERIFICATION. You will need to upload current proofs of residency to change your address. Completing this application will also provide you with the ability to confirm and/or update information we have on file for your household.