



## PTC Wizard - Frequently Asked Questions (FAQ)

### **What is PTC Wizard?**

PTC Wizard is a parent-teacher conference scheduling system. The District licensed PTC Wizard in 2013 with the intention to offer parents a uniform online conference scheduling experience across all grade levels.

### **Where can I access PTC Wizard?**

Log into the [Infinite Campus Parent Portal](#) and click on the PTC Wizard link in the lower left-hand navigation bar.

### **I don't have a user account for the Infinite Campus Parent Portal – how can I get one?**

Go to the District website at [www.scarsdaleschools.org](http://www.scarsdaleschools.org) > Parents > Infinite Campus Parent Portal > First Time Users and accept the [Online User Agreement](#). You will receive an email within a couple of days with instructions of how to setup a username and password. Once you have established your Infinite Campus username and password, you can access PTC Wizard.

### **I don't want to establish a user account for the Infinite Campus Parent Portal – how can I schedule my conferences?**

If you are trying to schedule an elementary conference, please contact your child's teacher. For a Middle School conference, please contact your child's house secretary. For a High School conference, please contact the office of assistant principal Chris Welsh at [cwelsh@scarsdaleschools.org](mailto:cwelsh@scarsdaleschools.org).

### **What if I don't remember my username and password for the Infinite Campus Parent Portal?**

Go to the Infinite Campus Parent Portal login page at: [www.scarsdaleschools.org/parentportal](http://www.scarsdaleschools.org/parentportal) and click the "Forgot your password" or the "Forgot your username" link and follow the onscreen instructions.

### **What if the "Forgot your password" or "Forgot your username" steps don't work?**

If the "Forgot your password" or "Forgot your username" steps don't work, you can contact the District's IT Data Services team by email at [ParentPortal@scarsdaleschools.org](mailto:ParentPortal@scarsdaleschools.org) or by calling (914) 721-2407 during school hours.

### **Why can't I select a particular conference time slot?**

You either have a conflicting or overlapping scheduled conference at the same time with another teacher, another parent has already made a reservation with the teacher/team during the particular time slot, or the teacher is not available during the particular time slot or on the particular conference day. Reservations are on a first come, first served basis.



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**I clicked on an open conference time slot, but a message says the time is no longer available.**

**What does that mean?**

It means that another parent reserved that time slot before you got a chance to reserve it. You will need to choose a different time. You can click the Go Back button at the top left of the screen and then click the Continue button at the top right to see an updated list of available times.

**How can I get another copy of my schedule?**

You can always log back into PTC Wizard to view your schedule. You will see icons to allow you to print, email, or download your schedule. The email function will send a copy of your schedule to all guardian email address(es) on file.

**How can I cancel or reschedule an appointment?**

Log back into PTC Wizard and click the trash can icon next to the conference appointment that you would like to cancel. When prompted with "Are you sure you want to cancel this meeting?" click Yes. Click Add Meeting if you wish to reschedule the appointment.

**I am not able to schedule conferences when the registration window is open. Who do I call?**

If you are trying to schedule an elementary conference, please contact your child's teacher. For a Middle School conference, please contact your child's house secretary. For a High School conference, please contact the office of assistant principal Chris Welsh at (914) 721-2505.

**I never received a confirmation email. Why not?**

You may have an old email address listed in Infinite Campus. Log into the Infinite Campus Parent Portal and under Contact Preferences verify the Email Address and the Secondary Email Address. If necessary modify the email address(es) and click Save. It takes a few hours for your new email address(es) to propagate to PTC Wizard. Also, sometimes emails get caught in Spam/Junk Mail folders. The email confirmations come from support@ptcwizard.com. Add @ptcwizard.com to your spam filter's Allowed Domain list.