



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.

What is the URL for the Scarsdale Schools PTC Wizard website?

<https://scarsdaleschools.ptcwizard.com>

Do I need to go to separate URLs for conference scheduling for different schools?

No, you will be able to schedule the elementary, middle and high school conferences via the District's URL: <https://scarsdaleschools.ptcwizard.com>

What is my username and password for PTC Wizard?

Your username and password for PTC Wizard are the same as the username and password you use to log into the Infinite Campus Parent Portal.

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 > 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 set up a username and password. Once you have established your Infinite Campus username and password, you can immediately start using them to sign into 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 Renino at crenino@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: <https://ic.scarsdaleschools.k12.ny.us/campus/portal/scarsdale.jsp> and click HELP, then 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 you haven't set your security preferences (likes/dislikes) and you don't remember your username and/or password, you will need to contact the Administrative Technology team by email at ParentPortal@scarsdaleschools.org or by calling (914) 721-2407 during school hours.



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

You have a conflicting or overlapping scheduled conference at the same time with another teacher. Go to My Schedule to view the appointments that you have already booked.

Why do some time slots say UNAVAILABLE?

The word UNAVAILABLE will appear next to any time slot during which the teacher or team will not accept online appointments.

Why do some time slots say RESERVED?

If you see the word RESERVED, another parent has already made a reservation with the teacher/team at that time. Reservations are on a first come, first served basis.

I clicked on an open conference timeslot, but a message says the time is no longer available. What does that mean?

It means that another parent reserved that timeslot before you got a chance to reserve it. You will need to choose a different time. You can click the Back navigation button at the bottom of the screen and then click Continue 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, and then select My Schedule. You will see two links at the top right of that page. One link will print your schedule and the other will send a copy of your schedule to your email address(es).

How can I cancel or reschedule an appointment?

Log back into PTC Wizard and click My Schedule. Check the appropriate Cancel Appointment check box and click Cancel Appointment. When prompted with "Are you sure you want to cancel the selected appointment?" click OK. Click Start Wizard 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 Renino at 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 Secondary Email Address. If necessary modify the email address(es) and click Save. It takes at least two 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 info@ptcwizard.com. Add @ptcwizard.com to your spam filter's Allowed Domain list.