

AISD ParentConnection
Frequently Asked Questions
November 17, 2008

| Question | Answer |
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| What's the web address for ParentConnection? | https://gradespeed.austinisd.org/pc Note: Type exactly as shown; no 'www' or extra characters |
| What do I need to get started? | You will need the letter headed 'Official Notification to Parents and Guardians regarding access to ParentConnection'. This letter will be mailed to pilot school parents on November 19, 2008, and to other schools on January 9, 2009. This letter contains the personal identification number (PIN) for your student, along with instructions for creating a ParentConnection account. |
| In addition to the 'Official Notification' letter, what else do I need? | You will need: --A valid email address (free accounts are available at websites such as Gmail and Yahoo) --A computer with internet access --Your student's date of birth and AISD Student ID number |
| How soon can I access my student's records through ParentConnection? | Parents with students at pilot schools (Austin HS, LBJ HS, LASA, Crockett, O. Henry MS, and Small MS) will have access in November of 2008. All other schools will have access in January of 2009. |
| I'm at the ParentConnection login screen, but I don't see a link to sign up. What do I do? | Look for the words 'Click here to sign up' located in the lower left corner of the blue box. |
| Do both parents have to use the same ParentConnection login? | No. Each parent can create a separate ParentConnection login and link to the student using the PIN and other required information as long as they each have their own email address. |
| Can a student create a ParentConnection account? | Yes. A student can create a ParentConnection account using the information from the 'Official Notification' letter as long as the student has a separate email address. |
| I created a ParentConnection account, but when I try to login, nothing happens. | Internet pop-up blockers must be disabled for ParentConnection to work properly. |

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| I get error messages when trying to submit my personal information on ParentConnection. Why is that? | <p>All fields marked with an asterisk are required. You must also create a unique UserID and a password. The password must be at least 8 characters in length and must contain:</p> <ul style="list-style-type: none">--at least one number--at least one upper case letter--at least one lower case letter <p>You must also agree to the Acceptable Use Policy in order to create an account. Error messages will describe the problem with a data entry.</p> |
| When trying to login with my new UserID and Password, the system is asking for a Verification Code. What's that? | <p>The Verification Code was sent to the email address that you entered on your online application in order to validate the email address. You must retrieve the Validation Code and enter it in ParentConnection to complete the registration process.</p> |
| I did not receive an email containing my Verification Code. What do I do? | <p>Please allow up to 30 minutes for the email to reach you. Also check your Spam folder. If the message is not there, go back to the ParentConnection screen and click on 'Resend'. If you still do not receive the email containing the Verification Code, you may need to change your email security settings.</p> |
| I've forgotten my password. What do I do? | <p>Go to the ParentConnection login screen and click on 'Forgot your password?' link in the lower left corner of the sign in screen. Enter your email address in the pop-up window and click 'Send Password'. If the email address matches the address that you registered, your password will be emailed to you.</p> |
| Do I need a separate ParentConnection account to access information for each of my children? | <p>No. You can add multiple students to a single ParentConnection account. You will need the 'Official Notification' letter for each child in order to link each child to your account.</p> |
| I have one child at a pilot school, but others at schools that are not participating in the pilot. Can I access the information for students who are not at pilot schools before January of 2009? | <p>No.</p> |

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| Do I have to memorize the PIN number in the 'Official Notification' letter? | No. This number will only be required once when you link the student to your ParentConnection account. |
| What are the password requirements for ParentConnection? | Your password must contain a minimum of 8 characters, include at least one number, one upper case letter and one lower case letter. |
| When adding my student, I don't see my child's school on the school drop-down list. | Schools are listed in school number order. School numbers are listed on report cards and progress reports. |
| What's the difference between the Verification Code and the PIN? | The Verification Code is sent to the email address that you entered on your online application in order to validate the email address. The PIN will be sent in the 'Official Notification' letter. The PIN, along with other student information such as birth date and AISD Student ID, is required to link your student's records with your ParentConnection account. |
| Why was I denied access to my child's grade and attendance information? What can I do to gain access to my child's information? | Student information that you entered when adding your child did not match the records at your child's school, or you may have entered the information in the wrong format. Birth date format, for example, is MM/DD/YY (March 1, 1993 must be entered as 03/01/93). You can correct information by going to the Manage Students screen and clicking on 'Edit'. |
| I forgot my password. How do I get into my ParentConnection account now? | Click on "Forgot your password?" on the sign-in screen. You will be asked for the email address that you entered when you created your user ID. Your password will be emailed to the email address in your account. If you are no longer using the same email address that is on file for your account, contact your campus ParentConnection facilitator. |
| What does the term 'Cycle' represent in ParentConnection? | Cycles represent grading periods. At the secondary level, each cycle represents a Six-Week grading period; at the elementary level each cycle represents a Nine-Week period. |

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| <p>What should I do if I have a question about my child's grades?</p> | <p>First talk to your student. If you need additional information, contact your child's teacher through the normal channels. A link to a teacher's email address is available by clicking on the teacher's name on the Grades screen. Please give teachers a reasonable amount of time to respond to an email or phone call. Remember that most secondary teachers teach over 100 students each day.</p> |
| <p>What should I do if I have a question about my child's attendance?</p> | <p>Contact the attendance specialist at your school.</p> |
| <p>What do the 'Official Notification' letters look like?</p> | <p>The letter will be a fold-and-seal envelope that looks like a secondary report card.</p> |
| <p>I have a student at a pilot school, but I did not receive an 'Official Notification' letter. What should I do?</p> | <p>Contact the ParentConnection facilitator at your child's school. You will have to present identification in person in order to get a replacement PIN. Only individuals who are listed as the primary or 'extra mailing' contacts in the SASI Parent/Guardian record are eligible to receive a PIN.</p> |
| <p>What if a family member who currently has access to a student's information through ParentConnection should no longer have access because of a court order?</p> | <p>Visit the ParentConnection facilitator at your child's school and provide the legal documentation necessary for terminating access. The PC facilitator can break the links associating your child with a parent account and reset your child's PIN. You will need to use the new PIN to link to your student's records.</p> |
| <p>I can't see how my child did on her last test (or homework assignment, extra credit, etc.). Why not?</p> | <p>If the test was recent, the teacher may not have had a chance to grade it yet, or the teacher may not have had the opportunity to enter the grades into the computer yet. Once the teacher has had ample opportunity to grade all papers for this assignment and enter these grades into the computer, if the grade still isn't visible, contact the teacher to learn the status of your child's assignment.</p> |
| <p>If I change my address or phone number in ParentConnection, will the update be reflected in the AISD Student Information System?</p> | <p>No. Such changes must be reported to the appropriate person at your child's campus.</p> |

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| How do I change my password? | Once you are logged in to your account, click on "My Settings" (on the left side of the screen). Click on "Reset Password" (just under your Username). Enter your old password, then enter the new password twice. To complete the change, click on the "Change Password" button. You will receive the message "Password successfully changed" in a pop-up message box. |
| Can teachers see if parents have logged on to ParentConnection? | Yes. Teachers can see the email address of each ParentConnection user associated with a child. The teacher can also see the last date and time that the user logged on to ParentConnection. |
| Can I see my student's report card? | Report cards will be available only for elementary students. |
| What is the purpose of the Calendar page in ParentConnection? | Currently the calendar shows absences (events). Schools may choose to use this feature to show school activities. |
| How can I get more information about how to use ParentConnection? | Contact the ParentConnection facilitator at your child's school. |