

# Frequently Asked Questions

## **Must a parent show ID to obtain a log-in and password for ParentCONNECT?**

Yes. Although the parents may initiate the registration via the web site, all parents must present a valid photo ID at the school to obtain the log-in and password. This allows for greater security and makes sure only you have access to your child's information.

## **If a parent forgets his/her password, how do they obtain the information?**

Contact the school. The parent must be known to the school and be able to prove their identity. Typically a current Driver License is used to identify the parent. The parents can verify their identity to receive a new password **at any site where they have a child actively enrolled.**

## **Do we now have the capability of creating or using just one login per household?**

Yes. The new version allowed us to consolidate the district into one database. Some user accounts merged during the consolidation. Other accounts, if not merged, can be combined by contacting one of the schools where you have a child actively enrolled. To assure the privacy of our student data no login information is given out over the phone.

## **Does the parent log-in/password expire or will parents keep the same password throughout the period the child is enrolled in a Fulton County School?**

As long as the child remains active in the Fulton County School District, the parent will continue to receive updated information about the child on the website. The parent must log into the website one time per year to keep the account active. The single login will be used to access all children's school data within the family. If parents currently have more than one login, they may request that the accounts be merged into a single account at any site where they have a child actively enrolled.

## **Will parents be able to view student discipline or attendance data on the day the incident occurred?**

No. The data is updated every night and all new incidents are added at that time. All data is one day old.

## **Who do parents contact for problems with ParentCONNECT?**

Parents should contact the ParentCONNECT Administrator at the site where their student is enrolled. Any problems that cannot be resolved at the local site will be directed to district support for assistance.

## **Why do parents see warnings about security when they access the ParentCONNECT site?**

All student data is kept secure by use of a secure certificate issued and maintained by Fulton County Schools. The message is normal and the parents should click "OK". If parents see multiple messages or have difficulty accessing the web site, it might be that the computer used by the parent does not have proper Internet security settings. The parent should be directed to his/her local Internet Service Provider for assistance.

## **What settings can parents change within ParentCONNECT?**

Parents can change their website password and indicate up to two e-mail accounts on the Settings page of the website. This page is also used for parent to indicate whether or not they wish to receive e-mail Alerts when their child receives an Unexcused Tardy, Absence or Discipline event for Elementary students. For Secondary school students parents may choose to receive the same alerts and additionally choose to receive notification on Missing or Failed Assignments. Alerts will only work if the parent enters a valid e-mail address and checks the appropriate boxes to receive alerts.

**What information does the parent see on the website for Elementary Students?**

Parents may view their Elementary child's demographic, limited health data including immunizations, emergency contacts, discipline, attendance and report card marks.

**What information does the parent see on the website for Secondary Students?**

In addition to the information available for Elementary students, Secondary students also have assignment information available. This assignment information will show a cumulative average for all assignments posted.

**What are alert notifications and how do they work?**

The alert notifications are e-mails that a parent can request to have sent when their child has one of the following events: Attendance absence or tardy event, Discipline event, Assignment missing or failed event. The system sends the e-mail notification to the parent only when the following requirements are met:

- Parents are registered for ParentCONNECT
- Parents have a valid e-mail account – parents may now have up to two e-mail accounts. This information is entered and verified in the Settings tab of the ParentCONNECT web site. If two e-mail accounts are entered both accounts will receive the alert notifications.
- Parents have indicated which alerts that they wish to receive in the Settings tab of the ParentCONNECT web site.

**Why do some e-mail alert notifications fail to deliver to the parent?**

This problem is more apparent now that Internet Service Providers (ISP) attempt to filter out spam mail for their Internet users. If you experience failed message delivery please contact your ISP and ask that they allow mail from your child's ParentCONNECT Web Address. This typically resolves the problem. Add the 'parentconnect@fultonschools.org' e-mail sender to your safe list in your e-mail settings to prevent it from being interpreted as spam.

**MIDDLE AND HIGH SCHOOLS ONLY****What is the difference between the average grade a parent sees on the "Class Scores" tab and the one found in the "Grades" tab?**

All grades associated with assignments, found in the "Class Scores" section of the web site have a current grade average. Clicking on the underlined grade average will show you all assignments associated with that current average. Assignments may be outstanding or not completed at the time the current average is calculated and therefore should never be mistaken with the actual Report Card Grade found in the "Grades" section of the website. The report card grades are updated at the end of the term while the current average is calculated as the assignments are graded and posted on the web site.

**Can parents use the "Assignments" section for monitoring current homework due?**

Students and parents should not rely on the "Assignments" section of the web site to provide a current homework guide as only assignments contributing to the current grade average are shown on the web site. Also teachers may have other assignments that have not yet been posted to the web site. All data on the web site reflects the prior day's available information. Students and parents should use this area of the web site as a general estimate of the student's grade average only. All questions regarding the student's actual homework, grades and status should be directed to the teacher.

**Don't see your question here? Contact your school's ParentCONNECT administrator!**