

A FEW FREQUENTLY ASKED QUESTIONS

Question: Does it matter how I enter my child's name? Does it need to be last name, first name or doesn't it matter?

Answer: You should enter your child's name in the order you want to see it appear when you log in. The first name you enter is the first name that will appear on the tabs after you logged in.

Question: Do I enter my username and password in the boxes asking for "Access ID" and the "Access Password"?

Answer: You will enter the Access ID and the Access Password from the information sheet(s) you were given.

Question: Can I give my username and password to someone else to use?

Answer: Although not advised, if you want to release the information to anyone else they should set up their own account. You will have to give them the Access ID and the Access Password for the child or children and they should set up their own account and fill in the relationship accordingly.

Question: What if I can't remember my username or password?

Answer: There is an option when logging in "Having Trouble Logging In". Follow the directions and an email will be sent to you with your information. If after referring to the district website for additional help you are still unable to create an account, please contact the main office at your student's school.

Question: How can I add additional students after I have created my account?

Answer: After logging in go to "Account Preferences" then click the Students tab and "Add". You still need the Access ID and Access Password for students you are adding.

Question: When I log in it says access is not available to my child.

Answer: Call your child's school. It simply means your account is turned off for that child.