

## ParentCONNECT – Frequently Asked Questions

### GENERAL QUESTIONS

**Q: What is ParentCONNECT?**

**A:** ParentCONNECT is a web-based program used by the Georgetown ISD to help parents keep track of their child's academic progress on a daily basis. The District's ParentCONNECT web site is available 24 hours a day on the Internet. Most of the data in ParentCONNECT is current as of the previous school day.

**Q: Where can I find more information about using ParentCONNECT?**

**A:** The ParentCONNECT User's Guide is available on the GISD ParentCONNECT website (<http://parents.georgetownisd.org>). Look for the **User's Guide** link on the left-hand side of the page.

**Q: What do I do if I feel that my student's information in ParentCONNECT is incorrect?**

**A:** First, please click on the yellow "Home" button which is located in the upper right-hand corner of every ParentCONNECT screen. Make a note of the "Last Updated" date listed under your student's name. If this date is several days behind the current date, there is a possibility that the information you are viewing may not be accurate.

Please contact your student's school to correct information on the Student Info screen.

Please contact your student's teacher with questions on assignments or grades.

**Q: How do I add additional children to my current ParentCONNECT account?**

**A:** Please visit the school of the child you want to add to your account. Let the staff there know that you already have a ParentCONNECT User ID and would like to add another student to the same account. (Even if your children attend different GISD schools, you will only need one User ID and password to access their information.)

## TECHNICAL QUESTIONS

### **Q: Can I reach ParentCONNECT from any computer?**

**A:** You can reach the ParentCONNECT website, <http://parents.georgetownisd.org>, from any computer that has Internet access.

### **Q: What are the minimum computer requirements needed to use ParentCONNECT?**

**A:** You will need a Windows PC or Mac with an Internet connection and a web browser such as Internet Explorer or Firefox.

### **Q: What if I do not have a computer in my home?**

**A:** You can use a computer from with Internet access to view the ParentCONNECT website. The public library has computers with Internet access available.

### **Q: What if I have problems accessing my ParentCONNECT account?**

**A:** Your questions may be answered in this document. If not, please see our user's guide on the ParentCONNECT web page at <http://parents.gerogetownisd.org>. If you don't find an answer to your problem, please e-mail a request for assistance to [parentconnect@georgetownisd.org](mailto:parentconnect@georgetownisd.org).

### **Q: How do I register for ParentCONNECT for the first time?**

**A:** Please see our registration instructions on the ParentCONNECT web page at <http://parents.gerogetownisd.org>.

### **Q: What do I do if I get "locked" out of my ParentCONNECT account?**

**A:** As a security measure, if you have three failed attempts at entering your User ID and password, the system will lock you out of your account. This protects you from having someone hack into your account. *The system will automatically reset itself in an hour.* There is **NO** need to contact your student's school about this problem. If you try logging in after the safety timeout and you are still unsuccessful, please follow the procedure below to request a new password.

**Q: How do I request a new password if I forget or lose my password?**

**A:** You must go to your child's school to request a new password. If you have children at multiple GISD campuses, you can visit any of the campuses where your children attend to receive a new password. **For security purposes, photo ID will be required!**

Starting in late September 2008, users who set up **new** accounts were asked to establish a security word to enable us to provide password resets via email or telephone. If you set up your ParentCONNECT account prior to late September 2008, you may visit your child's campus to establish a security word if you wish to be able to request a new password via phone or email in the future.

**Only users with security words established will be able to request a password reset via phone or email. All other users must visit their child's campus with Photo ID to request a password reset.**

## **SECURITY QUESTIONS**

**Q: Who is eligible to use ParentCONNECT?**

**A:** All parents/guardians who have legal rights to view their children's school records may use ParentCONNECT. Students may use the site if their parents choose to share their User ID and password with them. Students who are 18 or older may also register themselves to access ParentCONNECT.

**Q: Can anyone else see my child's information?**

**A:** The information about your child is kept private and password protected. You will not be able to see other student's records and other parents will not be able to see your child's records.

**Q: Can more than one parent/guardian have access to a child's record?**

**A:** Yes. If parents live in the same household, we ask that they share the same UserID & password. Parents must have legal rights to view their child's school records. Legal parents/guardians not living in the same household will be allowed a separate User ID and password. See next question.

**Q: I do not live in the same household as my child. Can I still gain access to my child's information on ParentCONNECT?**

**A:** Yes, as long as you have the legal rights to view your child's school records, you may request a User ID and password.

**Q: I live outside the area. Can I still gain access to my child's information on ParentCONNECT?**

**A:** Yes, if you do not have any legal restrictions prohibiting you from access to the student's educational information. If you live outside the area, please follow the procedure below:

1. Register online for a ParentCONNECT user account at <http://parents.georgetownisd.org>.
2. Make a photocopy of your picture ID. On the same sheet of paper as the copy, provide your child's name(s) and school(s) and write a statement requesting a ParentCONNECT User ID and password. State that you are legally entitled to receive this information, sign and date said request.
3. You must also submit a copy of the appropriate court document proving your authority to access this student's educational records. These documents can include, but are not limited to, divorce and/or custody papers.
4. Mail these documents to the following address and your ParentCONNECT User ID and password will be mailed back to you:

Georgetown ISD  
Attn: Technology-ParentCONNECT  
603 Lakeway Dr.  
Georgetown, TX 78628