



ParentConnection Frequently Asked Questions (FAQ)

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Introduction

ParentConnection is a web based application providing parents with read-only access to student data via the Internet. Using a confidential PIN number and password, parents can connect to the district database and view data such as progress reports, attendance records, homework assignments, report cards, transcripts, test history, classroom news, and more. In the beginning some of the information will not be available but over time we will implement more of the information into ParentConnection.

Zangle ParentConnection Requirements.*

1. You must have an actively enrolled child to participate in this program.
2. Internet access is required. This service will work if you are connecting to the Internet via a modem. High Speed internet access will make browsing faster and more reliable.
3. You must have an Internet Browser such as Internet Explorer or something comparable. You must have an email account. In order to sign up for the service the school district requires that you have at least one email account that you can provide to the district.

* If you are still having problems connecting to the ParentConnection site, please make sure that you have the latest version of your web browser and your Operating System is up-to-date and patched with the latest patches. Anchorage School District cannot offer support at home through a home visit or home support via email or telephone.

Why am I getting pop-up alerts in my web browser?

- ParentConnection employs JavaScript pop-up windows for viewing student information pages. If you have a pop-up blocker turned on you will not be able to view ParentConnection. To view your child's information go to <https://parentconnect.asdk12.org/>

I click on a link in a page, but I don't see anything displayed?

- ParentConnection uses the JavaScript scripting language in it's pages to display windows and communicate information requests back to the database server where the information is stored. You should be using a JavaScript capable browser and the latest version of the Java runtime environment for your computer's operating system.

I forgot my PIN and/or password. What do I do?

- If you have forgotten your password or your PIN you will need to go to the office of your child's school. The office staff will confirm your identity via your driver's license or other valid picture identification and will then provide you with your PIN and/or password. Upon

log in please select the Account link near the upper right corner and change the password to something that you can easily remember but not so easy that someone could guess it. Also, do not use the same password as you do for any other online accounts you have.

Is there some way to change my PIN?

- The PIN (Personal Identification Number) is automatically generated and there is no way to change the number.

I receive an error that says "LOGIN ERROR: PIN entered is invalid" OR "LOGIN ERROR: the password entered is invalid".

- The PIN or password you are using is not correct. Make sure your CAPS LOCK is not on. Make sure you type your PIN and password exactly as they were provided to you (upper and lower case). Keep in mind that the lower case letter "l" looks like the number "1" and the capital letter "O" looks like the number "0" in certain circumstances. If you are still unable to log in please visit your child's school for assistance. The school will require a photo ID for verification purposes.

I receive an error that says "LOGIN ERROR: Your access period has expired."

- The end date for your account has been reached and your account has expired. Please visit your child's school for assistance in reactivating your account.

Why does it say 'No Information to Display' after I click Logon and select my child?

- You may need to delete your temporary Internet files (for Internet Explorer this is -> Tools-> Internet Options -> General-> Delete Files).

Why do I get an 'authentication error' message after I click Logon?

- You may need to delete your temporary Internet files (for Internet Explorer this is -> Tools-> Internet Options -> General-> Delete Files).

I do not see all of my children listed. What should I do?

- If you do not see one or more of your children in the drop-down list you will need to call the school(s) at which the missing child(ren) attend.

Why do my spouse and I have individual accounts? Couldn't we just use the same one?

- Because a child's parents/legal guardians may live at different addresses, access was established for each parent/legal guardian individually. The information available will not differ between parents of the same child.

Why can't I see 'Course Requests'?

- The 'Course Requests' tab will only be seen at the appropriate time of year. Generally this will be from February until school starts in the fall.

Why don't I see anything on the 'Assignments' page?

- The default view for assignments is the "last week" and the "next week." If an assignment date does not fall within this range it will not be shown on the default view. Select the "View All Assignments" link near the upper left corner of the page. This will allow you to view all assignments from the beginning of the school year.

Why are certain assignments in RED type?

- Assignments that appear in RED are assignments that have a DUE DATE that has passed but no grade has been entered in the Grade Book. This could happen for various reasons. Please contact the teacher of that class for more information.
Example: A homework assignment has a due date in the grade book of 01/30/2006...the current date is 02/12/2006. If no grade has been entered for this assignment, the assignment will appear in red faced type.

Why is the grade in the teacher's grade book not current?

- Each school updates their grades differently. The best resolution to a grade problem is to contact the teacher of the class. There are many reasons why a grade may not be posted and many questions can be answered through contact with the teacher.

Do I have to have more than one login if I have kids in multiple schools?

- NO. You only need one login to access all your children regardless of the schools they attend.

I can only see data on one of my children.

- The contact record at the school location(s) where your child(ren) do not appear is incorrect. The school location(s) where the contact record is incorrect must remove the offending contact and replace it with the contact that the other school location created. Example: School A created a contact record for Sue Smith. School B did not search for the household address to see if it existed and opted to create a contact record but used Susan Smith so now there are duplicate records.

I think someone has my account information, what should I do?

- Notify your child's school IMMEDIATELY. We will temporarily disable the account until we can change the password so that the account is inaccessible. Once we change the password you will need to visit the school office and receive your new information.

How do I get my child's demographic and/or contact information corrected?

- To add or change demographic information or contact information please contact your child's school office.

Who will have access to my email address?

- Parent email addresses provided through ParentConnection will be used only for district communication. Administrators, teachers, and staff will be the only ones with access to parent e-mail addresses.