Parent Assistant Frequently Asked Questions

1. *How do I log onto the system?*

You will need to set up a Parent Assistant account, log onto the Internet and type https://(Give URL) click on the "Don't have an Account" **Register** button. Complete Information in all Tabs. A "Registration Complete" message indicates you have successfully activated your account and have immediate access. If you received any message other than "Registration Complete", up to 5 business days may be required to resolve the issue and activate the account. You will receive an email notification when the account has been activated.
Log on to the Internet and type https://(Give URL). When the Parent Assistant login screen appears; type the username and password that you created in the "**Already Registered"** username and password fields. Usernames and passwords are case sensitive.

2. My username and/or password are not working, what should I do?

If you have forgotten your password, you should click the "**Forgotten password"** button under the login button on the Parent Assistant Login screen. Your password will be emailed to the email account you provided during registration.
If you have forgotten your username, click on the "**Forget your Username**" button under the login button on the Parent Assistant Login screen. Your username will be emailed to the email account you provided during registration.

3. Can I change my password?

Yes. Once you have access to Parent Assistant, you can change your password at any time. The instructions for changing your password can be located in the Parent Assistant User Guide located at https://(Give URL), click on **User Guide**.

4. Are usernames/passwords case sensitive?

Yes. Usernames and passwords are case sensitive. **2**

5. Does my password expire?

No. Passwords do not expire.

6. Will I be required to set up a new account each school year?

No. You will use the same username and password each year.

7. Do I need a separate account for each of my children?

No. Your children should all be attached to one account username and password, based on the information provided during your Parent Assistant registration process.

8. Does it cost anything to use Parent Assistant?

There is no cost involved in using Parent Assistant. You will need a computer with Internet access in order to use the service. If you do not have Internet access in your home, computers are available at any branch of the Haywood County Public Libraries. You may also contact your school for access.

9. How do I log off Parent Assistant when I am finished?

To log off of Parent Assistant click on the "Log Off" button in the upper right corner of the screen.

10. Can someone else gain access or change my information?

No. Each family/parent has their own username and password, which should not be shared with anyone you do not want having access to your student's data.

11. Will I be able to print out the information I see on the screen?

Yes. You may print the pages you see on the screen by using the "print screen" function on your browser or keyboard.

12. Will Parent Assistant replace the need for me to attend parent/teacher conferences?

No. It is still important to meet with your child's teachers during parent/teacher conferences or as needed. Parent Assistant will help you feel more prepared for those conferences.

13. Can I change my contact and demographic information online?

No. If you find an error in your student contact and demographic information, please contact or visit your child's school to have this information updated.

14. Will I continue to receive printed interim reports and report cards?

With Parent Assistant, parents may check grades anytime online, eliminating the need for printed interim reports. If you do not have access to the internet for Parent Assistant, paper copies of interims may be requested from your student's teachers. Report Cards will continue to be printed and distributed.

15. Who should I contact with questions about my child's grades?

As always, your child's teacher should be contacted with questions about grades that your student cannot answer.

16. Do all High School courses have a required EOC (End of Course Test)?

Only the following courses have an EOC: **Algebra I**, Algebra II, **Biology**, **Civics & Economics**, **English I**, Physical Science, and **U.S. History**. The EOC courses in bold print are considered the "Big Five" and must be passed with a Level III or higher to meet the High School Exit Standards.

17. What are the system requirements for Parent Assistant?

Hardware Requirements:

Internet: Broadband Internet **REQUIRED** (Time Warner Cable, Bell South, DSL or comparable). Processor: Intel Pentium III, AMD Athlon or comparable 600 MHz or faster; Mac G3 or faster. Memory: 256MB total system memory or higher if running XP; otherwise, 128MB RAM min. Hard Drive: 3.0 GB free available hard drive space 4

Software Requirements:

Operating System: Microsoft Windows 98SE, ME, 2000, XP or 2003 Windows 7; Mac OS 9 or higher

Web browser*: Microsoft Internet Explorer 6.0 SP1 or higher for PCs; Internet Explorer 5.0 for Mac * Parent Assistant may also work on other browsers such as Firefox, Safari, Opera, Internet Explorer 7.0, etc.

18. Why am I not receiving the Parent Assistant email responses?

If you are not receiving email responses from Parent Assistant, you may want to check your Spam folder. Remember to allow (Give URL) as a trusted email account.

19. Why can't I see the Demographics for my student's?

If you can't view the demographics for your student(s), you may have a student listed who does not have the same lives with address as yours.

20. Will Parent Assistant be available during the summer break?

No. PA will not be available during the summer break. PA will shut down on June 30th, and will not come back online until the 21th day of school.

21. When logging in to Parent Assistant, why can't I see the Log in screen?

When using certain Web Browsers, the "**Already Registered**" log in fields appear at the bottom of the page.

22. How do I add another student to my existing PA account?

If you need to add an additional child to your existing Parent Assistant account, click on the "Add Child" button located under the Username and Password login box. You will need to provide your current PA Username and the ID number of the student you wish to add to the account.