



## Bronson Community Schools

### ParentConnection FREQUENTLY ASKED QUESTIONS

**PLEASE NOTE: You Must Enable "Pop Ups" For ParentConnection to Open.**

#### **Why do I get the "Thank you for being involved..." screen every time I logon?**

The current configuration of your Internet access does not allow ParentConnection to function properly.

**Options:**

- \* AOL and Safari Users: minimize the AOL or Safari window and open a second window for Internet Explorer.
- \* Windows XP users: – Service Pack 2 includes a Pop-Up blocker for Internet Explorer that is turned ON by default. You may enable Pop-Ups from the ParentConnection site by adding the URL to the "Address of Web site to allow" box from the "Tools...Pop-Up Blocker...Pop-Up Blocker Settings" menu option.
- \* All Users: check your security settings and look for multiple Pop-Up Blockers. Pop-Up windows must be allowed. (Google, MSN, Norton, etc.)

#### **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 (Tools...Internet Options...General...Delete Files).

**Why do I see duplicates of my students?** Every February the school district starts work on the next school year. Presently this track is visible to parents when it should not be. They are going to work on the software, but this may not be changed for a while. We are sorry for the inconvenience.

#### **Why don't I see anything on the "Assignments" tab?**

The "Assignments" tab will reflect Zangle's GradeBook information if the teachers has opted to share that information. Not all teachers are currently using the grading application that provides this option.

#### **How can I get more detailed information about my Food Service account?**

Please contact Food Service Director, Barb Yearling at 517-369-3230 Extension 6004.

#### **Is there some way to change my PIN?**

No. The PIN <sup>(Personal Identification Number)</sup> is generated by the student database computer system. There is no way to change that number.

#### **Who do I contact about my password?**

Call the ParentConnection Help Desk at 517-369-3230 Extension 6007.

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

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

**Can my child's stepparent access my child's information?**

ParentConnection accounts were created only for contacts identified as Mother or Father.

**How do I get my child's demographic information corrected?**

To add or change a telephone number or non-custodial parent address, use the email link provided on the Demographics screen. To change a student's home address, birth date, birth place, or spelling of a name, please fax supporting documentation to the building secretary. (Supporting documents include closing statements, tax bills, and birth certificates.)

**Who will have access to my email address?**

Parent email addresses provided through ParentConnection will be used only for district communication. Bronson Community Schools will NOT sell or give away your email address.

**I can see some/all of my child's middle school grades. Are those grades included in his/her cumulative GPA?**

No. The cumulative GPA is calculated using grades 9-12 only. Any other grades seen on the transcript are informational only.

**What do the codes mean in the "Term" column?**

**P** = Progress report

**Q** = Quarter

**Example: Q2**

**1 ... 4** = The Number of the Associated Term

**S** = Semester

= **2<sup>nd</sup>** Quarter