

## **WE ARE UNABLE TO FIX PARENT CONNECTION ISSUES OVER THE PHONE**

If you have questions or need assistance after reviewing this guide **you must email the checklist below to**  
**JOSEPH.VERDI@NISD.NET**

- Your name and relationship to the student
- Parent and/or guardian name as it is on file with the school
- Phone number on file with the school
- Student name as it appears on student records
- Student ID#
- Name of the campus the student attends
- Detailed description of the issue; include any error messages that may appear.

## **PARENT CONNECTION COMMON ISSUES**

### **1) I can't get into Parent Connection!**

- a) ALL accounts are deleted in the summer. Everyone must create a new account each school year. Click on Parent Connection link and click on Sign Up to create a new account for this school year.
- b) If the student was recently registered at the school it may take several days before a parent connection account can be created.

### **2) I forgot my password.**

- a) If there is an email account linked with the logon the user can go to the Parent Connection sign in page and under the password box click on the link to for "Forgot Your Password?" Enter the email associated with the account and the password will be emailed to it.
- b) If no email address was linked to the account simply start over and create a new account.

***\*\*\*THERE IS NO WAY TO RETRIEVE A LOST PASSWORD WITHOUT AN EMAIL ADDRESS***

### **3) I cannot add a student!**

- a) To add a student you must know the following information: Student ID # (DO NOT ENTER THE S) and their Pin # (4X4) which is first four letters of the student's last name (LOWER CASE) and the last four numbers of the student's social security # that the school has on file.

***\*\*\*DUE TO STRICT RULES & REGULATIONS WE CANNOT PROVIDE STUDENT ID#'S OR 4X4'S BY EMAIL OR OVER THE PHONE\*\*\****

### **4) Social Security # does not match!**

- a) If a social security number was not provided at registration, the district creates a state ID#. If you do not know the state ID# you will not be able to add the student to your Parent Connection account. Bring a copy of the student's social security card to our campus secretary so we can update the account. The parent will then be able to add the student 24 hours after the updated information is turned in.

# The process to login and use NISD Parent Connection



## Directions:

### Overview -

**Step 1 - Click** the Parent Connection icon on the Northside Homepage.

**Step 2 - Click** the CREATE ACCOUNT link.

**Step 3 - Fill out** all your personal information and submit.

**Step 4 - Enter** the verification code that is sent to your email.

**Step 5 - Click** the Add Student Link.

**Step 6 - Enter** the student's ID number and pin number.

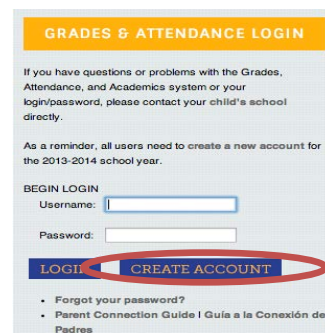
**Step 7 - Repeat** steps 5 and 6 for each student you want to add to your account.

**Step 8 - Navigate** Parent Connection by using links located on the left side of the page.

**Step 1 - Click** the **Parent Connection icon** located on the NISD Homepage at [www.nisd.net](http://www.nisd.net).



**Step 2 - All users** must sign in as **NEW** users upon their first Parent Connection visit for this school year. Click **Sign up for a new account**. After you set up an account, you will login using the username and password that you create.



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**Step 3** - Fill out your personal information and **click Sign Up**. You must click the **Add Email** link to add a valid email address to your account.  
*Note: This does not change your information in the school office. If you move or change personal contact information, you must contact your student's school office to make those changes.*

**Step 4 - IMPORTANT:** Enter the verification code that is sent to your email and click **OK**.

**Step 5** - Click **Add a student to my account**.

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**Step 6** - Enter the Student's ID number, Campus, and **PIN**. Note: If your student does not know their student ID number, it can be obtained from the school office. The **PIN** number is the first four letters of the student's last name followed by the last four digits of the student's Social Security #. For example, smit1234. If the last name has fewer than 4 characters, use the numeral 9 to make 4 characters. For example, the last name Ye would be ye991234.

**Step 7** - Repeat steps 5 and 6 for each student you want to add to your account.

**Step 8** - Navigate Parent Connection by using the links located on the left side of the page. Use the pull-down menu to switch between students.

**Grades:** Shows current grades for each course student is enrolled in.

**Attendance:** Shows current attendance.

**Triggers:** Can be set up to notify you if your student's grade drops below a grade you specify. Attendance triggers can also be set.

**Curriculum Mgt:** This takes you to the Curriculum Management System that contains historical Standardized Test information and grade information.

**Manage Students:** Add or remove students from your account.

**My Settings:** Change your personal information like your email address or change your password.

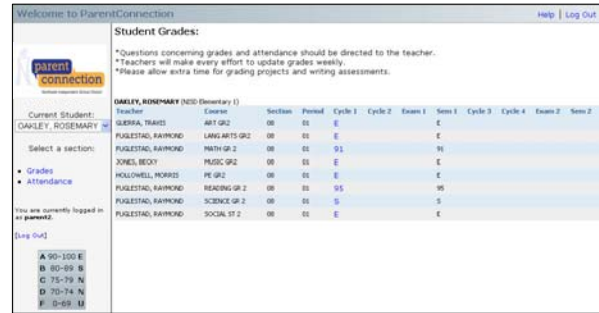
The screenshot shows a web form titled "Application for Access to New Students". It includes fields for "Student ID", "Campus", and "PIN". A red circle highlights the "Student ID" field. Below the form is a "Submit" button. On the left side of the page, there is a navigation menu with links for "Home", "Grades", "Attendance", "Triggers", "Curriculum Mgt.", "Calendar", "Manage Student", and "My Settings".

The screenshot shows a dropdown menu labeled "Current Student:". The selected option is "SMITHSON, SMITH". A red arrow points from the "Current Student:" label to the dropdown menu.

The screenshot shows the "parent connection" logo for Northside Independent School District. Below the logo is a "Select a section:" menu with the following items: "Grades", "Attendance", "Report Cards", "Triggers", "Curriculum Mgt.", "Calendar", "Manage Student", and "My Settings". A red circle highlights the entire menu area.

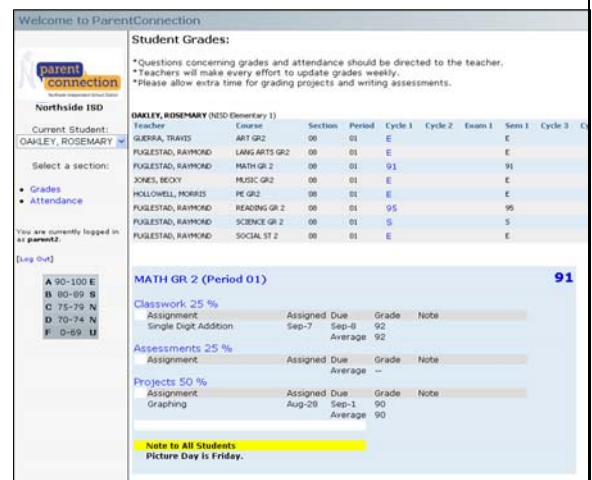
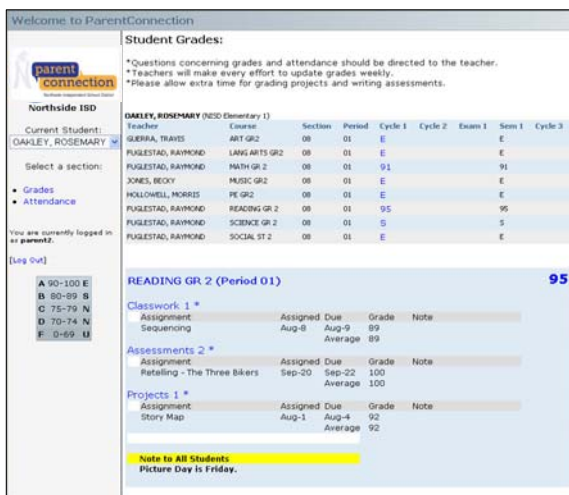
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Click the **Grades** link and the student's grades will appear. If you have more than one student in your account, click the pull-down menu to select a different student.



Locate **Student Grades** for detailed information about student grades.

- Click one of the grades
- A detailed report will appear below the Student Grades. In this window you will see the categories such as Classwork and Assessments. You will also see the Assignments listed for each category. Next to the category name, you can tell how much weight the category is given.
  - 1\* - the grades in this category count once
  - 2\* - the grades in this category count twice
  - % - the grades in this category count as a percentage
- Click another grade to see its details.
- Click the Grades link on the left side of the window to remove a detail report



# The process to login and use NISD Parent Connection

## Locate **Student Attendance**.

Click the **Attendance** link to see the student's current attendance.

Date	Class Period	Description
7/10/2006 (Jul-10)	02	Absence Excused
7/13/2006 (Jul-13)	02	Absence
7/14/2006 (Jul-14)	02	Absence

## Locate **Triggers**.

Click the **Trigger** link and fill out the form. Parent Connection will send an email to the address you specified when you signed up for your account. If you need to change that email address, click the **My Settings** link to change it. *Note: You must set separate triggers for each child in your account.*

Triggers allow you to receive notification when a grade changes or when there is new attendance data.

Colson, Anthony (High School)

Trigger Options:

- Watch Grades
- Send E-mail
- Send Text Message to [ ] [ ] [ ]

Trigger when a grade in a course changes

Below

Above

on an average of [ 70 ]

Watch Attendance

[ Update ]

## Locate **Curriculum Management**.

Click the **Curriculum Mgt** link to access standardized test, historical academic and attendance information for your child. Scroll down to **Standardized Test Results** [TAKS and other standardized assessment], **Enrollment & Academic Records** [school enrollment, total days absent, course enrollment and teachers, course credits and cycle grades] or **Disciplinary Incidents** [record of any disciplinary incidents entered for the student].

**NOTE:** Attendance data only reflects 2nd period attendance.

Welcome to My SchoolNet

This secure SchoolNet site offers you easy access to information about your child's achievement at school.

To learn more about the school environment, please visit your child's school home page, below:

Questions about the information shown here?  
Please Contact Us by email.

Information About Your Child

Information about Your Child helps you uncover the areas in which your child is excelling—as well as any where he/she may need extra support.

- Standardized Test Results
- Enrollment & Academic Records
- Disciplinary Incidents

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**Note:**

- Questions concerning grades and attendance should be directed to the teacher
- Teachers will make every effort to update grades weekly
- Please allow extra time for grading projects and writing assignments
- Ten minutes of inactivity will automatically time-out your session
- To send an e-mail, click the teacher's name

*If you have questions or problems with the Parent Connection site or login/password, please contact your student's teacher or click on the webmaster link on the school's website.*