



# 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 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.

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

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

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

E-mail the ParentConnection Help Desk at [parentconnect@northville.k12.mi.us](mailto:parentconnect@northville.k12.mi.us) or call 248-349-3400, press 52555.

## **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.

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

To change demographic information for your child, please contact the main office at your child's school.

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

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

## **Why do I see my child's name listed twice in the Student drop down list – once with next year's grade level?**

To allow for course requests to be generated for next year, a new record has been created for each student. To view course requests for next year, select next year's record for your child. Otherwise, choose the current year's record to view all other data.



**What do the codes mean in the “Term” column?**

**P** = Progress report

**Q** = Quarter

**S** = Semester

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

**H** = High School

**Example: Q2H** = 2<sup>nd</sup> Quarter High School