

PARENT CONNECT FAQ's

Q: What is ParentCONNECTxp?

A: ParentCONNECTxp is a convenient home-to-school collaboration tool that allows parents/guardians of Blue Springs School District secondary school students to keep track of their children's academic progress online via an easy-to-use web site. Parents/guardians may visit the password-protected site to view their students' schedules, grades, assignments, attendance, and course history. Parents/guardians can also easily communicate with teachers via e-mail or receive automatic e-mail notification of unexcused absences, tardies, missing assignments, or failing grades. They can view their child's student information through the ParentCONNECTxp web site after they have registered and received a User ID and Password. To maintain the integrity of student data, the ParentCONNECTxp application is a "read-only" system.

Q: Who is eligible to use ParentCONNECTxp?

A: All parents/guardians who have legal rights to view their children's school records may use ParentCONNECTxp. Students are NOT allowed to register themselves to access this site, unless they are 18.

Q: Can more than one parent/guardian have access to a child's record?

A: Yes.

Q: I do not live in the same household as my child. Can I still gain access to my child's information on ParentCONNECTxp?

A: Yes, as long as you have the legal rights to view your child's school records, you may have a User ID and Password.

Q: I live outside the area. Can I still gain access to my child's information on Parent Connect ?

A: Yes, under a few conditions. First you must be registered at the schools as the legal guardian. After registering online for a user id, make a photocopy of your picture ID, and on the same sheet of paper as the copy, write a statement requesting the PC login and password, and state that you are legally entitled to receive this information. Have this statement notarized, and fax it to our Central Office at (816) 224-1310. Once a user ID and password has been issued they will be faxed back to the SAME fax number from which the document was sent.

Q: How do I add additional children to my current ParentCONNECTxp access?

A: Please register your child at <http://parents.bssd.net> to make that request (please note on request that you currently have an account and just need to add a child). You will be required to have legal rights to see that child's records before the child can be added to your current ParentCONNECTxp access. The child will be added within seven working days to your existing account (there is no need to go to your student's school).

Q: Can I reach ParentCONNECTxp from any computer?

A: Yes. All you need is Internet access to view the ParentCONNECTxp web site.

Q: What are the minimum computer requirements needed to use ParentCONNECTxp?

A: You will need an Internet Provider. The system works best on the following internet browsers: Internet Explorer 5.0 or greater, AOL 5.0 or greater, or Netscape 4.7 or greater. Either IBM or MAC is fine.

Q: What if I do not have a computer in my home?

A: You can use a computer from anywhere with Internet access to view the ParentCONNECTxp web site. For example the public library, your local senior center (if you are a senior citizen), Internet cafes, or any computer that has Internet access.

Q: What do I do if I lose my password?

A: Please email parentconnect@bssd.net and request a new password. The User ID and password will be reissued and sent to the parent via the previously registered email address. If no e-mail address was used in the initial registration, you will be required to verify information prior to information being released.

Q: What do I do if I get "locked" out of my ParentCONNECTxp account?

A: As a security measure, if you have three failed attempts at inputting your User ID and Password the system will lock you out from accessing your account. This protects you from having someone "hack" into your account. The system will automatically reset itself within 30 minutes. There is NO need to contact your student's school about this problem. If you try logging in after the safety timeout, and you are still unsuccessful you will need to treat this as a lost password and follow the procedure for lost passwords.

Q: What do I do if I feel that the ParentCONNECTxp information is incorrect?

A: First, please click on the yellow "Home" button which is located on the right side of the ParentCONNECTxp banner. Make a note of the "last updated" date listed at the top of the page. If this date is several days behind the current date, there is a possibility that the information you are viewing may not be accurate. Please contact your student's school to correct demographic information or email your student's teacher to verify assignments.

Q: What if I have problems accessing my ParentCONNECTxp info?

A: Please contact your student's school.

*Q: How do I register for ParentCONNECTxp? **IMPORTANT! If you already have an active account, please note that when you request information for another child!***

Step 1:

- Open Explorer, Netscape or AOL Internet Browser.
- Type **https:// parents.bssd.net** and hit the Enter key on keyboard.
- Click "register".
- Fill out both Parent Information & Student Information sections completely. Please note that special characters such as periods, commas, asterisks, etc. cannot be used in the field when entering information.
- Click "submit".
- Your User ID and password will be available for pickup 7 working days after registration at the school your oldest secondary school age child attends. Please be prepared to show photo ID. **Only the person who registered may pick up the registration.**

Step 2:

(Once you receive your User ID and Password)

- Open Explorer, Netscape or AOL Internet Browser.
- Type **https:// parents.bssd.net**
- Type in the User ID and Password that you picked up at your child's school
- Click "login"
- You will then be able to view your child's information

Step 3:

It is now **IMPORTANT** that you change your password

- Click on "settings" tab in top right corner of the ParentCONNECTxp screen
- Type in a new password (must be at least 6 characters)
- Confirm it by typing in new password again
- Under Alert Notifications check the notification boxes you want to receive at the email you provided.
- Click on "apply". It should say "your changes have been applied" in the bar above the submit button. You are now ready to explore your child's records!

Q: How can I see the grades my child received for specific assignments?

A: Click on the assignment pencil, then click on Schedule (upper right) which will take you to a page that shows your student's schedule of classes along with their current grade in the class. Click on that grade, and you will see all the assignments in the teacher's grade book and the scores your child received on each assignment.