

# PARENT CONNECTION FREQUENTLY ASKED QUESTIONS



**NOTE: You Must Enable “Pop Ups” For ParentConnection to Open.**

## **How do I turn on / Allow “Pop Ups”?**

The quickest way to turn off pop up blocker in Internet Explorer is to go to the “tools” menu, Pop-up blocker, then Turn off pop up blocker. *You may also have another program or toolbar installed (yahoo or google) that is blocking pop ups. You may need to check for these additional programs as well.*

Note: Instead of turning off your pop up blocker program completely, there are ways to add web sites as exceptions. You will need to find out how to do this for your particular program. The site to enable or add to the exception list is <https://access.sccresa.org>

## **I am receiving a script error when clicking on the data links.**

Make sure you are trying to access parent connect using the internet explorer browser program that is installed with Windows. Do not try to use a customized browser program such as AOL, SBC/YAHOO, Netzero, 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 get an “...authentication error...” message after I click Logon?**

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*. 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.

## **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 step parent access my child’s information?**

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

**How do I get my child’s demographic (address, phone, etc.) information corrected?**

Please contact the school office of your child’s school to correct demographic information.

**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.

**Why do I see different information options when I view my children in different schools?**

Not all types of information are available / relevant at all levels. The different types of information that you can view include:

<b>Elementary School</b>	<b>Middle School</b>	<b>High School</b>
News Demographics Schedule Attendance Marks Standards Testing	News Demographics Schedule Attendance Assignments Requests Marks Testing Behavior	News Demographics Schedule Attendance Assignments Requests Marks Transcript GPA Grad Requirements Testing Behavior

**Note:** There is a document on East China’s Parent Connect web site that gives a brief description of each of the student data links.