



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.)
- Contact your service provider (AOL, Comcast, SBC, etc...) if you continue having problems

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 a “...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* information if the teacher has opted to share that information. Not all teachers are currently using the grading

application that provides this option. Contact your building for more information on who is using the Gradebook.

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?

269-746-7037

or

email to parentconnect@pennfield.net

Can my child's stepparent 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 information corrected?

To add or change a telephone number, non-custodial parent address or birthplace, use the email link provided on the Demographics screen. To change a student's home address, please contact the building directly.

Who will have access to my email address?

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