

# Access

## Parent Tip Sheet



### How do I select preferences for which messages I receive from the school?

On the Home page you can view the different types of messages the school will be sending. Select which phone number or email address you want to have contacted for each type of message. If you opt to not be contacted, select "Do Not Call" or "Do Not Send Email."

| Category                  | Phone                            | Email          |
|---------------------------|----------------------------------|----------------|
| Event Reminders           | (919) 555-1111                   | home@email.com |
| Weather Closing or Delays | (919) 555-1212                   | home@email.com |
| Early Release             | (919) 555-1212<br>(Do Not Call)  | home@email.com |
| General                   | (919) 555-1111<br>(919) 555-1212 | home@email.com |

### How can I change my password? What if I forget my password?

You can change your password on the My Profile page. Be sure to meet the suggested criteria in order for your password to be secure.

If you have forgotten your password, you can "Request a Password Reset" directly on the login screen. This will require you to enter your valid email address.

**Change Password**

Note: Passwords must be at least 8 characters long.

New Password:

Confirm Password:

Strength: Too Short! Why?

### I don't see all of my children; how can I fix this?

Click on "Contact" and request for them to add your child, "John Smith," to your account. Once they have done this, you will see your child and his information in your account.

### How can I edit or delete a number that the school has on file?

Request a change to your data by selecting "Contact." When the school replies to your message, you will see the response directly beneath your original message.

**Contact**

Subject:

128 characters remaining.

Message / Instructions:

2000 characters remaining.

Send To:  High School



## I missed the last AlertNow call that was sent to me, how can I hear it again?

Directly on the Home page is a list of recent messages that have been sent to you within the last 2 weeks. You can review the messages and listen to any that you may have missed.

Recent Messages

**End of year parties!**  
 Elementary School  
 Sent 8/6/2009 5:18:38 PM

[View this Email Message](#)

**Middle School Moving to High Sch...**  
⚠ Emergency Message  
 Access School District  
 Sent 8/6/2009 5:16:03 PM

[Listen to this Audio/Phone Message](#)

**Early Release Day**  
 Access School District  
 Sent 8/6/2009 5:11:38 PM

[Listen to this Audio/Phone Message](#)

## What does “On File” mean?

“On File” means that the school has that particular phone number or email address recorded in its Student Information System (SIS).

## Which numbers do the schools have on file for my children?

On the My Profile page you can view the numbers listed for each of your children. If you notice that it says “Student Name (Not On File)” for one child, this is an indication that the child’s school does not have this number recorded in its SIS. Simply click on “Contact School” to let the school know that this is a number you wish for them to keep on record.

## I don’t see one of my numbers; how do I add a new number or email address?

You can add new phone numbers by selecting “Add a New Phone Number” on the My Profile screen, or by choosing \*Add a Number from the dropdown boxes on the Home screen. Once you have created a new number, you can select that number as one of your preferences on the Home screen.

| Phone Numbers                          |  |
|--|--|
| Phone Number                           | On File For  |
| (919) 555-1111                         | My Child 2<br>My Child 1 (Not On File)<br>My Child 3 |
| (919) 555-1212                         | My Child 2<br>My Child 1<br>My Child 3               |
| (919) 555-2222                         | My Child 2 (Not On File)<br>My Child 1<br>My Child 3 |
| <a href="#">+ Add New Phone Number</a> |  |