ParentSquare Support for Parents

ParentSquare

How to sign-up for ParentSquare

Your child's school will most likely send you an invitation email or text to join ParentSquare, and you'll click a link to activate your account. *If you are a parent and the school's database (SIS) contains your contact details*, you can use your email or phone number to set up your account without the invitation.

What to do:

1. Find the email from your school and click to get started, or:

2. Go to parentsquare.com/signin (or install the ParentSquare app) and follow the prompts to sign up.

3. Use Google single sign-on, your email, or your phone number to set up your account. *Your email/phone number must match contact details in the school's database for this to work!*

4. **If your contact details aren't recognized, contact your school administrator to get them added.** *After they update your information in their database, the new contact details will appear in ParentSquare after the next daily sync, and you will be able to create an account.*

Note: After you are added to ParentSquare by your school, you will receive school communications even if you have not registered your account. However, you will need to register your account in order to participate in two-way communications and to access any confidential student-specific documents or forms.

How to confirm contact information

1. Log in to your main ParentSquare account.

2. If you have unverified contact information, you will see one or more contact cards under, "Action Required: Confirm Your Account Information."
   Note: You can also click "Confirm Contact Info" on your Account page to start the process.

3. Confirm Email and/or Phone. A verification code will be sent to the email or phone number. Enter this verification code in ParentSquare to confirm.

4. Confirm Child(ren).

5. Confirm your name and school affiliations by clicking Yes, this is me.

How to change contact information

Is your phone number wrong? Do you want to change your primary email? Is your name misspelled? Do you see information for a student who's not yours?

Contact details in ParentSquare are managed by your school and usually synchronized from secure student information system (SIS) records. **Once the school updates their official records, changes will automatically be reflected on your account in ParentSquare.**

__Note__: any changes made in ParentSquare will be changed in SchoolTool

What to do:

- Contact your school – If you're logged in, click the question mark next to your name.

- Follow these steps only if your school allows you to suggest corrections.

- Log in and navigate to My Account, then Edit Account.

- Edit your contact details and verify your new email/phone (if changed).

- These suggested corrections will be sent to the school.

Changes will show in your account automatically after the school updates its database of record.

Rincon Point School - Demo School

Email	parent-cs@ps.com	Edit
Cell Phone	452-555-2929	Edit

Tell other ParentSquare users at Rincon Point School - Demo School something about yourself.

About You

How to change/stop notifications?

ParentSquare allows users to customize their notifications based on notification type and delivery method for each school.

- The **Instant** setting will send all post notifications in real-time.

- The **Digest** setting will send all posts for the day in one single digest at the end of the day (recommended.)

Direct messages, alerts and time-sensitive posts will be delivered instantly. You can also choose to turn off notifications (excluding emergency alerts and notices).

Notification Settings: Principal Rincon

URGENT ALERTS & NOTICES
Sent to all emails and phones and cannot be disabled

GENERAL ANNOUNCEMENTS & MESSAGES
Notification frequency applies to posts only

What to do:

- If you are using the web browser: On your home page, click your name, select "My Account," then, "Notification Settings."

- If you are using the mobile app: From your home screen, click the triple bar in the top left corner. Click on "Account," then "Notifications."

Report Cards

Report Cards are sent home through ParentSquare Secure Send. To view a previous report card, they are under "alerts & notices" when you are searching.