

PARENT CONNECT FAQ

Q: What is Parent Connect?

A: Parent Connect is a way to access your Fulton County student's grades, assignments, attendance and discipline information online.

Q: How do I sign up?

A: You may go to the Fulton County site at <http://fcspc.fultonschools.org/> or we have created a link from our website at www.haynesbridge.com (click on PARENT LINKS and scroll down to PARENT CONNECT). Please complete the online registration and remember to use your legal name and the legal names of your student(s) when registering. You **MUST** be the legal parent or guardian. Also, please provide your e-mail address even though it isn't required. Much of the parent to teacher communication is done via direct email access and the system will not work properly if your email address is not listed. Remember to click on the **SUBMIT** button.

Q: After I register, what then?

A: After two days, the parent or guardian whose name is on the account **MUST** come in to the school with a valid picture ID. You will be given your assigned user ID and password.

Q: I am not sure if I am registered, should I register again?

A: No! Duplicate registrations cause errors within Parent Connect. Contact the school by going to our website (www.haynesbridge.com) and clicking on SCHOOL INFO, then select CONTACT US.

Q: I was already registered at Haynes Bridge last year, do I have to register every year?

A: No! The system has been updated so that your same information will allow you access to your student(s) through high school.

Q: I am already registered but how do I add a student to my existing Parent Connect account?

A: Contact the school by going to our website (www.haynesbridge.com) and clicking on **SCHOOL INFO** then select **CONTACT US**. Just give us the name of your other children and the school they are currently attending. They will all be listed on one account.

Q: I was registered at another school and now my student is coming to Haynes Bridge Middle, Do I need to register at Haynes Bridge specifically?

A: No. Once you have registered with any FCBOE school you are in the system.

Q: What should I do if I forgot my user id and password?

A: Contact the school by going to our website (www.haynesbridge.com) and clicking on **SCHOOL INFO**, then select **CONTACT US**. **PLEASE DO NOT REGISTER AGAIN!**

Q: How soon will I be able to see my student's grades?

A: Usually after the first two to three weeks of the new school year, grades will begin to appear.

Q: If I have a question about a grade or an assignment, who should I contact?

A: Please contact the teacher of that particular class. You can do so by clicking on the name of the teacher and your email will be sent through Parent Connect. As long as you have an email address on file with Parent Connect, the teacher will be able to receive and respond.

Q: Can I change the password assigned to me?

A: Yes. While in Parent Connect, in the upper right corner of the screen, click on **SETTINGS**. Allow 24 hours for the change to take effect. You may change it to something more user friendly.

Q: What are alerts?

A: Alerts are notifications of events (failed assignments, missing assignments, tardies, absences, etc) to which you can subscribe. To sign up, while in Parent Connect, in the upper right corner of the screen, click on **SETTINGS**. Allow 24 hours for the change to take effect. The alert notification will be sent to your email address on file with Parent Connect.

Q: I sent an e-mail to the teacher while in Parent Connect, but the teacher never received it. - What happened?

A: While in Parent Connect, go to **SETTINGS** and make sure your e-mail address is correct. If it is, e-mail the school and someone will verify that the teacher's e-mail address is correct in Parent Connect. If yours isn't correct, please change it and resend your message. Another way to send an email to a teacher is go to <http://www.haynesbridge.com>, under Faculty – Teacher for the teacher's email address.

Q: Can I change my e-mail address?

A: Yes. While in Parent Connect, in the upper right corner of the screen, click on **SETTINGS**. Allow 24 hours for the change to take effect.

If you still have questions that might not have been answered here, please go to our website at www.haynesbridge.com and contact us via email.