

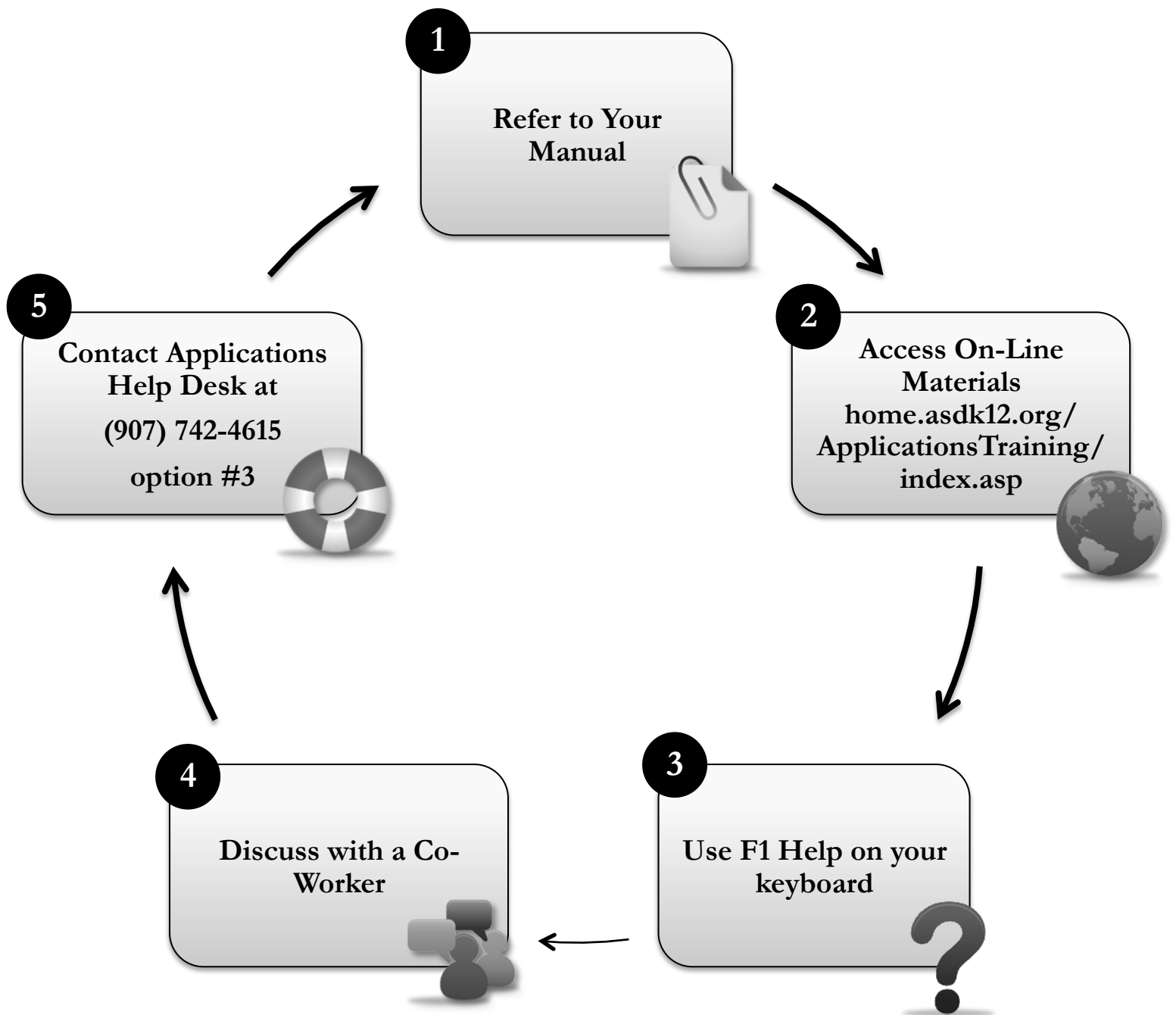


**Anchorage School District**

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*Educating All Students for Success in Life*

# Zangle Parent Connect User Guide



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## Change Log

Added Change Log (p.4)	12/19/2011
Updated Help Graphic to current web address for the Applications Training Team website (p.2)	12/19/2011
Updated page number information to reflect addition of the Change Log page	12/19/2011
Added FAQ's	12/21/2011
Updated the entire manual to reflect the current deployed functionality of the application. V2.0 of manual.	12/21/2011

# 1 How to Access Parent Connect for the Anchorage School District

## Welcome Parents!

This job aid will help you find and log into Parent Connect, and step you through some of the features that make Parent Connect a great way to track you child's progress and help them continue to excel at school.

## Computer Requirements

You can get to Parent Connect with the following Computer and software:

- A Windows computer running XP, Vista or Windows 7, or an Apple running Mac OS 10.2 or above.
- A DSL or cable connection to the Internet.
- Any one of the following web browsers:
  - ◆ Internet Explorer version 6.0 or above
  - ◆ Firefox version 2.0 or above
  - ◆ Chrome version 2.0 or above
  - ◆ Safari version 2.0 or above

# 2 Finding Parent Connect & Logging In

1. To access Parent Connect, please select this link <http://www.asdk12.org> and click on **Parent Connect** in the navigation sidebar near the top left of the ASD Online homepage.

- ◆ Alternately, you may go directly to ParentConnection by selecting the link below or entering the following address in you Internet browser address bar <https://parentconnect.asdk12.org/> (notice the “s” after http).

2. The ParentConnection Login window will appear.

The screenshot shows the ASD Online homepage with a navigation sidebar on the left. A red arrow points to the 'Parent Connect' link. Below the screenshot is a zoomed-in view of the Parent Connect login window, which includes a 'PIN' field with the value '1234567' and a 'Password' field with masked characters.

- ◆ Enter your **PIN** and **Password** you received from your student's school
- ◆ Select **Logon**

\*\*\*IMPORTANT\*\*\* You **must allow pop-ups** for this site in your Internet web browser.

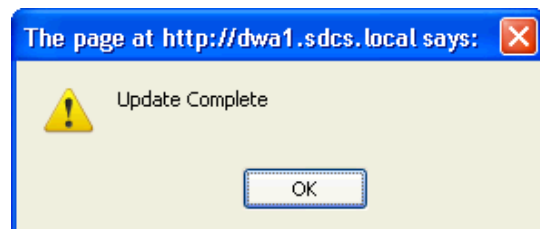
## Changing Your Password

### At First Login

1. If this is your first time accessing ParentConnection, **you will be forced to change your password** from the temporary password provided by your student's school.
  - ◆ The Change Password Window appears immediately upon login and you are unable to move further without creating a new password.

- ◆ Enter your Current Password for authentication.
- ◆ Enter your **New Password**. Enter it again in the **Confirm** field.
- ◆ Select the **Submit** button

2. The **Update Complete** window will pop up.
  - ◆ Select **OK**.




### Using Account Maintenance

1. The Account Maintenance feature enables you to edit your email address and/or change your ParentConnection password.
  - ◆ Select the **Account** link in the upper right corner of the main screen to open account maintenance.



- ◆ Edit your Email Address if necessary.
- ◆ If you want to change your account password, enter a **New Password** and **Confirm** in the fields.
- ◆ Select **Continue** (or **Cancel** to abort). Your account will automatically be updated and you will be returned to the main screen.


ParentConnection

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**Account Maintenance**
Back

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**Thank you for taking an active role in your student's education.**

Account Name:

PIN:



**If you wish to change your email or password information, please enter your current password for authentication, your desired changes and press Submit.**

Current Password:

Email Address:

New Password:

Confirm:

Submit
Cancel

Note: All data and email link availability as well as correctness of data displayed is dependent upon the school district's timely and accurate use of their student information system. Any discrepancies should be addressed with appropriate school district personnel.



## Subscribe to and Manage Email Notifications

1. ParentConnection E-mail Notifications allows parents or guardians to receive email notifications from the school regarding Attendance, Assignments, Report Card and School News relating to the student. These are the currently available notifications in the Anchorage School District. The user can select which types of notifications they wish to receive for each of their students. More detailed descriptions for the types of notifications can be found in the Zangle ParentConnection manual (pgs. 12-14) accessed through the **Help** link.

- ◆ To subscribe to ParentConnection Email Notifications select the **Email Notifications**



link in the upper right section of your main ParentConnection screen. This will open the Email Notifications management screen.

- ◆ On the Email Notifications management screen select the Notification Types you would like to subscribe to per student, per track (school). Select **Submit** to save your selections.

Student	School News	Attendance	Assignments	Report Card
(Grade 12, King Career Center)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(Grade 12, MyHigh)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(Grade 12, Steller Secondary)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(Grade 12, Steller Secondary)	NA	NA	NA	NA

- ◆ Multiple tracks will be available if your student is enrolled in more than one school. All students in grades

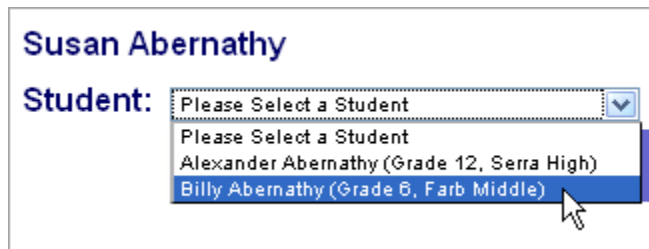
3 – 12 will have a testing track listed with NA in the selection boxes. The testing track is not used for email notifications.

2. Email notifications are sent from the Anchorage School District using an automated process beginning at 4:30pm each day. The time you receive your email will vary based upon the numbers of emails being sent by the district. Questions concerning information you receive from this service should be directed to your student's school.

# 3 Using ParentConnection

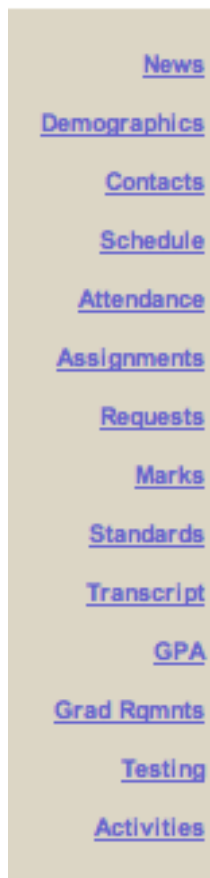
## Accessing a Student

1. If you have Web Access to more than one student in the Anchorage School District with ParentConnection, select which student's information to access via the **Student** drop-down menu near the top left of the window, under your name.



- ◆ Zangle ParentConnection allows you to move back and forth between all students you have been given access to, using this drop-down, without needing to log out and back in.
- ◆ If your student is enrolled in more than one school you will have access to all schools in the **Student** drop-down menu.

## Accessing the Various Information Available



Access your student's information by clicking on the links located in the column on the left side of the window.

**News** - This page allows you to access school-wide and class-specific announcements.

**Demographics** – View demographic data on your child. You may want to review this page to be sure that the school has the most up-to-date information. Follow the procedures at your student's school for the necessary updating of this information.

**Contacts** – This page lists your child's contact information, including parent or legal guardian, and Emergency Contacts. Here again, you may wish to review this information to be sure that the school has the most up-to-date information. Follow the procedures at your student's school for the necessary updating of this information.

**Schedule** – This page lists your child's current class schedule.

**Attendance** – This page contains any pertinent information regarding your child's attendance. Contact your student's school for questions concerning this data.

**Assignments** –

Here you can view your child's

Class Assignments for 10/15/2009 - 10/29/2009									
Period: 2		Asia Studies				Teacher: [REDACTED]			
Current Grade For Quarter 2: Not Available									
No Assignments To Display									
Period: 2		Asia Studies				Teacher: [REDACTED]			
Current Grade For Quarter 1: B									
Detail	Date Due	Assignment	Pts Possible	Score	Scored As	Extra Credit	Not Graded	Comments	
	10/15/2009	Religion Study Questions	10	9					

progress in their classes. This page defaults to Show Assignments For Last/Next Week. If you select Show All Assignments in the upper-left corner near the menu items, you can see all assignments for the class term. Items appearing in **red** are missing assignments. **You will see a section for each course and each marking period the course is scheduled to the student.**

**Requests** – This page allows you to view the course requests and the “Alternate For’s” entered for your student by the school counselor. For questions regarding this information contact your school counselor. This information is only available certain times of the year.

**Marks** – This screen will display a list of all the report card marks that have been posted to the system for the selected student in the current school year. For assistance reading this information please reference page 34 of the Zangle Manual found through the **Help** link in the top right corner of the ParentConnection window.

**Standards** – Here you will see the latest scores for Standards that have been entered for you. The Anchorage School District currently only uses this feature for Kindergarten Marks and Elementary Work Habits. For questions regarding this information contact your course teacher or counselor.

**Transcripts** - This is **NOT** an Official Anchorage School District transcript. This screen will display the complete history of marks and credits earned for the selected student, since the beginning of their secondary enrollment in the Anchorage School District. The **Mark** column shows the final mark earned for a course. The **Credit** column shows the credit awarded towards graduation for completion of the course. Questions concerning Transcript information should be directed to your school counselor. For more information on this screen please reference pages 39 - 43 of the Zangle Manual found through the **Help** link in the top right corner of the ParentConnection window.

**GPA** – This page profiles the complete history of a student’s grade point average for each Mark Reporting term, including class rank and class size. The cumulative grade point average is also shown as each term is reported. Different GPA types are displayed in different tables. Questions concerning GPA information should be directed to your school counselor. For additional information on the features of this page refer to page 42 of the Zangle Manual found through the **Help** link in the top right corner of the ParentConnection window.

**Grad Rqmnts** – Graduation Requirements are credits that must be earned per subject in order for a student to graduate from high school. The Anchorage School Board defines these requirements. This screen compares the **Required** credits to the current (**Actual**) number of credits the student has earned to date per each area. The Requirement Met (**Reqmnt Met**) column indicates by a yes if the requirements for an area have been met. This field will be blank if the requirement is unmet. The balance of credits remaining to be satisfied is shown in the **Short** column. A blank field in the Short column indicates the credits have been met for that area.

- Courses taken at King Career Center may not reflect correctly in Grad Requirements.

- Courses in which a Waiver has been granted will not show as completed on the Grad Requirements page.
- Questions concerning Graduation Requirements information should be directed to your school counselor. **Students should complete a Credit Check with their school counselor for an accurate statement of their current Graduation Requirement status.**

**Testing** – This page displays the student’s score history in standardized testing. Questions concerning Testing information should be directed to your school counselor.

**Activities** – Here you can view a historical record of any Activities the Anchorage School District is recording. This may include clubs, athletics or other programs. For questions concerning this information contact your school counselor.

For assistance in reading this ParentConnection information please reference the Zangle Manual found under the [Help](#) link in the top right corner of the StudentConnection window. The Zangle Help menu has additional information on all features currently being deployed by the Anchorage School District (ASD). It also contains information on features not being deployed by ASD at this time. As new features are added in future years you will be notified and given documentation to support your use of the features as implemented by ASD.

# 4 ParentConnection Frequently Asked Questions (FAQ)

## Introduction

ParentConnection is a web-based application providing parents with read-only access to student data via the Internet. Using a confidential PIN number and password, parents can connect to the district database and view data such as progress reports, attendance records, homework assignments, report cards, transcripts, test history, classroom news, and more. In the beginning some of the information will not be available but over time we will implement more of the information into ParentConnection.

### **Zangle ParentConnection Requirements.\***

1. You must have an actively enrolled child to participate in this program.
2. Internet access is required. This service will work if you are connecting to the Internet via a modem. High Speed Internet access will make browsing faster and more reliable.
3. You must have an Internet Browser such as Internet Explorer or something comparable. You must have an email account. In order to sign up for the service the school district requires that you have at least one email account that you can provide to the district.

\* If you are still having problems connecting to the ParentConnection site, please make sure that you have the latest version of your web browser and your Operating System is up-to-date and patched with the latest patches.

**The Anchorage School District is not able to offer IT support at home, through a home visit or home support via email or telephone.**

### **Why am I getting pop-up alerts in my web browser?**

- ◆ ParentConnection employs JavaScript pop-up windows for viewing student information pages. If you have a pop-up blocker turned on you will not be able to view ParentConnection. To view your child's information go to <https://parentconnect.asdk12.org/>

### **I click on a link in a page, but I don't see anything displayed?**

- ◆ ParentConnection uses the JavaScript scripting language in its pages to display windows and communicate information requests back to the database server where the information is stored. You should be using a JavaScript capable browser and the latest version of the Java runtime environment for your computer's operating system.

## **I forgot my PIN and/or password. What do I do?**

- ◆ If you have forgotten your password or your PIN you will need to go to the office of your child's school. The office staff will confirm your identity via your driver's license or other valid picture identification and will then provide you with your PIN and/or password. Upon log in please select the Account link near the upper right corner and change the password to something that you can easily remember but not so easy that someone could guess it. Also, do not use the same password as you do for any other online accounts you have.

## **Is there some way to change my PIN?**

- ◆ The PIN (Personal Identification Number) is automatically generated and there is no way to change the number.

## **I receive an error that says “LOGIN ERROR: PIN entered is invalid” OR “LOGIN ERROR: the password entered is invalid”.**

- ◆ The PIN or password you are using is not correct. Make sure your CAPS LOCK is not on. Make sure you type your PIN and password exactly as they were provided to you (upper and lower case). Keep in mind that the lower case letter “l” looks like the number “1” and the capital letter “O” looks like the number “0” in certain circumstances. If you are still unable to log in please visit your child's school for assistance. The school will require a photo ID for verification purposes.
- ◆ Be sure you are at the correct web address. Access Parent Connect through the [ASD](#) web portal. “Googleing” Zangle can take you to another school district.

## **I receive an error that says “LOGIN ERROR: Your access period has expired.”**

- ◆ The end date for your account has been reached and your account has expired. Please visit your child's school for assistance in reactivating your account.

### **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 (for Internet Explorer this is -> 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 (for Internet Explorer this is -> Tools-> Internet Options -> General-> Delete Files).

### **I do not see all of my children listed. What should I do?**

- ◆ If you do not see one or more of your children in the drop-down list you will need to call the school(s) at which the missing child(ren) attend(s).

### **Why do my spouse and I have individual accounts? Couldn't we just use the same one?**

- ◆ Because a child's parents/legal guardians may live at different addresses, access was established for each parent/legal guardian individually. The information available will not differ between parents of the same child.

### **Why can't I see 'Course Requests'?**

- ◆ The Anchorage School District has not implemented this feature.

### **Why don't I see anything on the 'Assignments' page?**

- ◆ The default view for assignments is the "last week" and the "next week." If an assignment date does not fall within this range it will not be shown on the default view. Select the "View All Assignments" link near the upper left corner of the page. This will allow you to view all assignments from the beginning of the term in which the course is scheduled.

### **Why are certain assignments in RED type?**

- ◆ Assignments that appear in RED are assignments that have a DUE DATE that has passed but no grade has been entered in the Grade Book. This could happen for various reasons. Please contact the teacher of that class for more information. Example: A homework assignment has a due date in the grade book of 01/30/2006...the current date is 02/12/2006. If no grade has been entered for this assignment, the assignment will appear in red faced type.

### **Why is the grade in the teacher's grade book not current?**

- ◆ Each school updates their grades differently. The best resolution to a grade problem is to contact the teacher of the class. There are many reasons why a grade may not be posted and many questions can be answered through contact with the teacher.

### **Do I have to have more than one login if I have kids in multiple schools?**

- ◆ NO. You only need one login to access all your children regardless of the schools they attend.

### **I think someone has my account information, what should I do?**

- ◆ Notify your child's school IMMEDIATELY. We will temporarily disable the account until we can change the password so that the account is inaccessible. Once we change the password you will need to visit the school office and receive your new information.

### **How do I get my child's demographic and/or contact information corrected?**

- ◆ To add or change demographic information or contact information please contact your child's school office.

### **Who will have access to my email address?**

- ◆ Parent email addresses provided through ParentConnection will be used only for district communication. Administrators, teachers, and staff will be the only ones with access to parent e-mail addresses.