

ParentSquare Office Q & A

A few ParentSquare considerations:

- ParentSquare (PSq) is the official 2-way communication platform between schools and families. It will soon be adopted for official district-school-home communication, per Board approval.
- PSq relies on information from Skyward to set up parent credentials.
- Both parents must have their own accurate phone number and email address in Skyward to be able to register their accounts.
- Only 2 parents/guardians can register accounts.
- District cannot make corrections to parent information (phone numbers, email addresses). Parents can make these corrections through Skyward Parent Portal or in person at school.

Steps to troubleshoot account registration issues for parents/guardians who are having trouble registering their accounts:

- Verify if the parent/guardian is properly associated with the child in Skyward.
- Verify if the parent/guardian has the correct phone number and email in Skyward.
- If the parent/guardian is at the school and has proper identification, make the necessary corrections in Skyward.
- If you are helping the parent/guardian over the phone and information in Skyward needs to be corrected, provide instructions so they can make the corrections via Skyward Parent Access or come in person to make corrections.
- Once the information has been corrected in Skyward, please put in a helpdesk ticket requesting the parent be sent an invitation to register their account in PSq (please include parent/guardian contact information/associated student).
- If all the information is correct in Skyward but the parent cannot register their account, take their contact information and put in a helpdesk ticket for them (including contact info, associated student, etc.)
- Notify parents that there may be a wait of 48 to 72 hours for requested updates to be processed and reflected in PSq.