Using Parent Self Serve

When parents/guardians click the link for the Parent Self Serve application, the Welcome page is displayed. How the parent/guardian proceeds depends on whether he or she is a new user or an existing user.
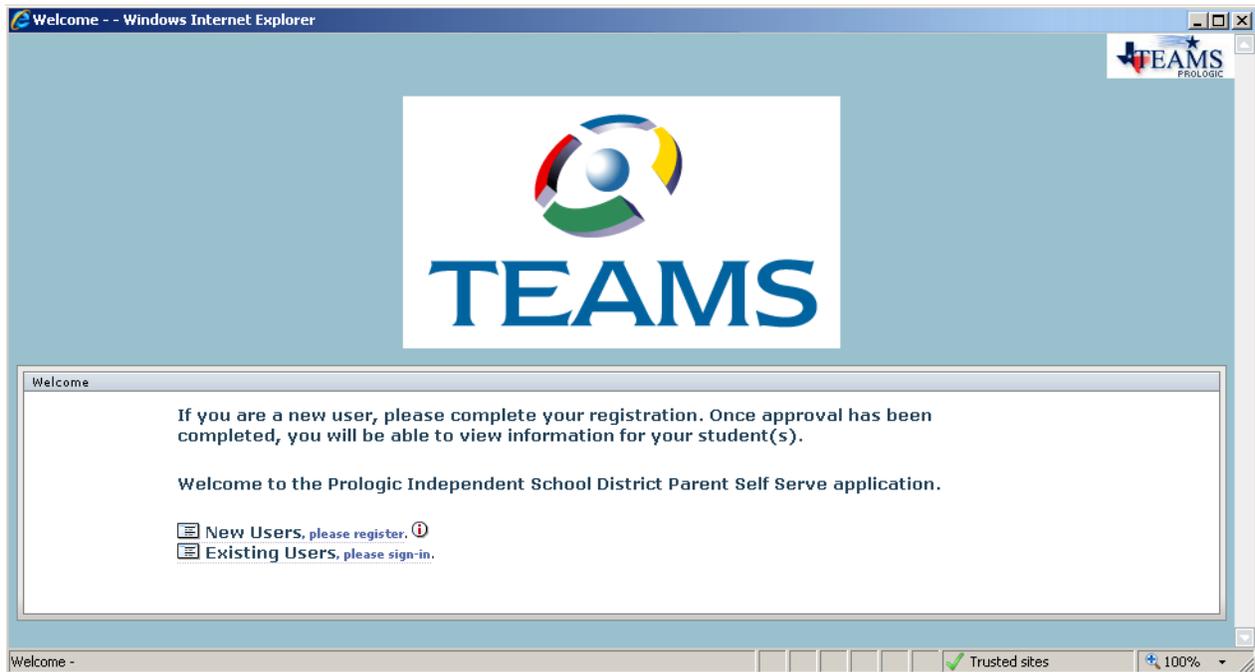

*Figure 27: Sample Parent Self Serve Welcome Screen*

See below for more information on the following topics:

- "New User Registration" on page 31
- "Existing User Sign In" on page 32
- "Parent Self Serve Messages" on page 33
- "Information Parents/Guardians View in Parent Self Serve" on page 34

New User Registration

New users click the **New Users, please register** link. The New User Registration tab is displayed, as shown below. The specific fields that are displayed on the tab are set by your district in the DPSS Setup Options function. (For more information on the DPSS Setup Options function, see page 12.)

Note: Registration is restricted to users who are on record in the TEAMS system as a Parent or Guardian contact for the student.
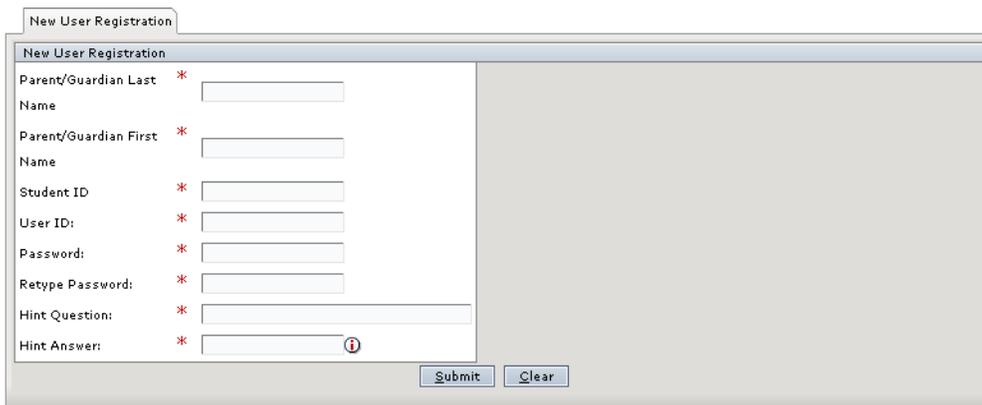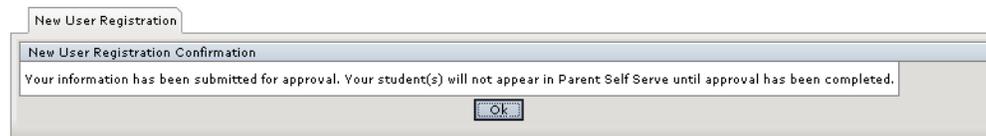

Figure 28: New User Registration tab

The user completes the fields and clicks the **Submit** button. The tab that is displayed depends on whether your district requires the registration to be manually approved before granting the user access to the Parent Self Serve application. If the district requires manual approval, the New
User Registration tab is displayed with a message that the approval is pending, as shown below.

Note: Approval for the new registration is granted in the Campus PSS Approval function. For more information on this function, see page 21.

Figure 29: New User Registration tab when approval is pending

Users click the **Ok** button. The Sign In tab is displayed, as shown in **Figure 30**, but users in districts that require manual approval cannot log in until approval is granted.

Existing User Sign In

Parents/guardians who have previously registered and been approved, if required, click the **Existing Users, please sign in** link. The Sign In tab is displayed.

Figure 30: Sign In tab

The parent/guardian completes the **User ID** and **Password** fields and then clicks the **Sign On** button. The View Student List tab is displayed. All the students the parent/guardian can access are displayed on the tab. Parents/Guardians will see students who are enrolled or withdrawn in the current fiscal year. Parents/Guardians will not see students who are schedule enrolled or schedule withdrawn.

Figure 31: View Student List tab

The parent/guardian highlights to select a student from the list and then navigates through the tabs that are set to display for the selected campus. At any point he or she can click the **Sign Out** button. See the "Parent Self Serve application Information" on page 34 for sample Parent Self Serve tabs Parents/Guardians View in Parent Self Serve.

Note: Whether tabs are displayed is set in the Campus PSS Setup Options function. For more information about this function, see page 16.

Resetting Forgotten Passwords

Users can reset their passwords following the steps below:

1. On the Sign In tab, enter the **User ID**.

2. Click the **Forgot Password** button. The Forgot Password tab is displayed with the appropriate Security Question for the User ID.

3. Enter the **Security Question Answer**.

4. Click the **Submit** button. The Change Password panel is displayed on the tab.

5. Enter a **New Password**.

6. Retype the password entered in Step 5 in the **Confirm Password** field.

7. Click the **Save** button. A message is displayed that the new password has been saved.

Changing Passwords

Users can change their passwords following the steps below:

1. On the Sign In tab, enter the **User ID**.

2. Click the **Change Password** button. The Change Password tab is displayed.

3. In the **Old Password** field, enter the current password.

4. In the **New Password** field, enter the new password.

5. Retype the password entered in Step 4 in the **Confirm Password** field.

6. Click the **Submit** button. A message is displayed that the password has been saved.

Parent Self Serve Messages

This section describes the system messages that parents or guardians might see as they are registering or logging in to the TEAMS Parent Self Serve application.

Submitted for Approval Message

If the parent/guardian has successfully registered and created a login, but the campus requires that parent registrations be approved manually, the following message is displayed:

Your information has been submitted for approval. Your student(s) will not appear in Parent Self Serve until approval has been completed.

Approval Denied Message

If the parent/guardian attempts to log in to the application, but access to the student's information was denied to the parent/guardian, the following message is displayed:

You have not been approved to use the self-serve application. Please contact the administrator for more information.

Unable to Verify Credentials Message

If the parent/guardian attempts to log in to the application, but he or she enters incorrect or invalid information, the following message is displayed:

Unable to verify credentials.

Student ID Not Valid for the Parent/Guardian Message

If the parent/guardian is creating a login, but the student ID is not valid for the parent guardian,
the following message is displayed:
[Student ID number] is not valid for parent/guardian.

This message could indicate that the Student ID number that was entered might be invalid or that the user might be a type of contact other than Parent or Guardian.

Information Parents/Guardians View in Parent Self Serve

This section displays sample tabs of information that districts might include in their Parent Self Serve application. The modules to display are set for each campus in the Campus PSS Setup Options function. (For more information on this function, see page 16.) At any point, the parent/guardian can click the **Sign Out** button to exit the Parent Self Serve application.

Attendance Tab

A sample Attendance tab is shown below.

Figure 32: Attendance tab

Working With the Attendance Tab

Users can click the **View Legend** button to display the Attendance Value box of attendance codes and their descriptions. Clicking the **OK** button closes the Attendance Value box.

Report Cards Tab

A sample Report Cards tab is shown below.

Figure 33: Report Cards tab

On the Report Cards tab, grades that are displayed in red are the student's current average based on the assignment grades entered to date. These are not final grades. NG in a grade type
column indicates that there are currently no grades for the course.

Working With the Report Cards Tab

Users have the following options for viewing information from the Report Cards tab:

- They can click on a specific grade value to display the Assignments tab with the student's individual assignment grades. (See "Assignments Tab" on page 36 for more information.)

- They can click the **Display Comments** button to redisplay the Report Cards tab with columns that contain any recorded teacher comment codes. When comments are shown on the tab, the **Comment Pop-up** button is displayed. Users can click this button to display the Comment Values box that lists descriptions for the comments. Clicking the **OK** button closes the Comment Values box. To change back to the view of the tab without comments, users click the **Hide Comments** button.

Assignments Tab

The Assignments tab is displayed when the user clicks a specific grade value on the Report Cards
tab. A sample Assignments tab is shown below.

Figure 34: Assignments tab

Working With The Assignments Tab

Users can click the **View Assignments by Date** button to redisplay the assignments on the tab
in date order, as shown in the following figure.

Figure 35: Assignments tab with assignments displayed by date

On the Assignments tab in the view of assignments by date, users can click the **View Assignments by Category** button to change back to the view shown in **Figure 34**.

Progress Reports Tab

A sample Progress Reports tab is shown below.

Figure 36: Progress Reports tab

On the Progress Reports tab, grades that are displayed in red are the student's current average based on the assignment grades entered to date. These are not final grades. NG in a grade type
column indicates that there are currently no grades for the course.

Working With the Progress Reports Tab

Users have the following options for viewing information from the Progress Reports tab:

- They can click on a specific grade value to display the Assignments tab with the student's individual assignment grades. (See "Assignments Tab" on page 36 for more information.)

- They can click the **Display Comments** button to redisplay the Report Cards tab with columns that contain any recorded teacher comment codes. To change back to the view of the tab without comments, users click the **Hide Comments** button.