



IMPORTANT!

- Please read ParentCONNECTxp FAQ's **before** creating an account.
- If you already have an active account, **do not** register again!
- For technical and password issues contact the CFBISD Service Desk.
Telephone: 972.277.0999 Email: helpdesk@cfbisd.edu
- To make changes to student demographic information, contact the school office.

ParentCONNECTxp FAQ's

Q: What is ParentCONNECTxp?

A: ParentCONNECTxp is a convenient home-to-school collaboration tool that allows parents/guardians of CFBISD students to keep track of their children's academic progress online via an easy-to-use web site. As a parent you will be able to view general student information as well as your student's class schedule, attendance, assignments, grades, discipline and health information. Parents may also elect to have alert messages sent via email to inform the parent of an issue regarding attendance, assignments or grades needing immediate attention. To maintain the integrity of student data, the ParentCONNECTxp application is a "read-only" system.

Q: What is the minimum computer requirement needed to use ParentCONNECTxp?

A: You will need an Internet Provider. The system works best on the following internet browsers: Internet Explorer 5.0 or greater, AOL 5.0 or greater, or Netscape 4.7 or greater. ParentCONNECTxp will work with PC and MAC.

Q: Who is eligible to use ParentCONNECTxp?

A: All parents/guardians who have legal rights to view their children's school records. Students are NOT allowed to register for access to this site.

Q: Can more than one parent/guardian have access to a child's record?

A: Yes, with the same login. CFBISD allows one User ID and Password per household. Parents must have legal rights to view their child's school records. Legal parents/guardians not living in the same household will be allowed a separate User ID and Password providing each is listed in the Parent atom of the student information system.

Q: I do not live in the same household as my child, can I still gain access to my child's information on ParentCONNECTxp?

A: Yes, as long as you are listed in the Parent atom of the student information system. Before being added to the system, you will be asked to provide proof that you have legal rights to view the child's educational records.

Q: Can I access ParentCONNECTxp from any computer?

A: Yes. All you need is Internet access to view the ParentCONNECTxp website.

Q: What if I do not have a computer in my home?

A: You can use any computer with Internet access to view the ParentCONNECTxp website. Computers at the public library and your child’s school have internet access.

Q: What do I do if I feel that the ParentCONNECTxp information is not updating?

A: Click on the yellow "Home" button which is located on the right side of the ParentCONNECTxp banner. Make a note of the "last updated" date listed at the top of the page. If this date is several days behind the current date, there is a possibility that the information you are viewing may not be accurate. Please contact the CFBISD Service Desk.

Q: What do I do if I lose my password?

A: Contact the CFBISD Service Desk. You will be asked to provide your UserID. You will be notified when the password will be available for pickup at your child’s school. You will be required to show a photo ID to get the password. **** Please note: NO passwords will be given over the phone. ****

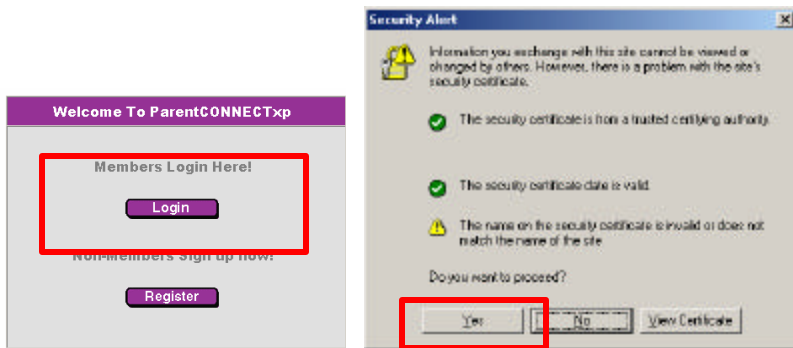
Q: What do I do if I get "locked" out of my ParentCONNECTxp account?

A: As a security measure, if you have three failed attempts entering your User ID and Password the system will prevent you from accessing your account. This protects you from having someone “hack” into your account. The system will automatically reset itself within 60 minutes. There is NO need to contact the CFBISD Service Desk. If you try logging in after the safety timeout, and you are still unsuccessful you will need to treat this as a lost password and follow the procedure for lost passwords.

Q: How do I register for ParentCONNECTxp?

Step #1:

- Open your browser
- Type **http://parentsran.cfbisd.edu** and click the ENTER key
- Click "Register" and click "Yes" on the Security Alert



- Fill out both Parent Information & Student Information sections completely. **It is important to enter your student’s information in the same format as the examples that are given. The email address must be populated in order to receive “alert notifications”.**

Parent Information	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Mailing Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/>
Home Phone:	<input type="text"/>
Work Phone (optional):	<input type="text"/>
Email Address (optional):	<input type="text"/>
Student Information	
<p><i>Please enter information for each of the students you would like to register.</i> Please list each student you wish to register as follows <Student Name>, <Student School>, <Grade Level> e.g. Victoria Bright, Alameda High School, 9 Daniel Bright, Alameda High School, 12</p>	
<input type="text"/>	
<input type="text"/>	
<input type="button" value="Submit"/>	

- Click "Submit".

User information and passwords may be picked up at the school office of your youngest student from noon Wednesday through noon Thursday. If registration was not submitted by 4:30 p.m. on Tuesday, user information and password will not be available until the following Wednesday.

Step #2: After you receive your User ID and Password

- Open your browser
- Type **http://parentsran.cfbisd.edu**
- Type in User ID and Password
- Click "Login"

Step #3: It is **IMPORTANT** that you change your password

- Click on "Settings" tab in top right corner of the ParentCONNECTxp screen
- Type in a new password (must be at least 6 characters and at least one character must be a number)
- Confirm it by typing the new password again
- Under Alert Notifications check the boxes for the items you would like to receive an email message indicating immediate attention is needed.
- Click "apply". "Your changes have been applied" should display in the message box.