



Frequently Asked Questions

- 1. Why won't the interface load on my Macintosh PC?**
ParentsWeb will only load through Mozilla Firefox on Macintosh computers. It will not load through Safari.
- 2. What do I do once I'm logged into ParentsWeb?**
Please click the "Tour the New ParentsWeb" icon located in the left-hand corner of the ParentsWeb website once you have logged in. The tour will teach you how to navigate and use the site.
- 3. Who updates ParentsWeb and how often?**
The home page of ParentsWeb is updated by the school office regularly. The teacher sites, including homework, grades and attendance are updated by each teacher on a regular basis.
- 4. I cannot locate the homework for my student(s). Where is it in ParentsWeb?**
Once you have logged in to the home page, click on the button link to the left titled Student Information. The Student Home page will display the grades for each class in a window to the right. If you have more than one child, you will see separate tabs at the top of the windows that you can click on for each one.
- 5. If there is a conflict between my child's planner and ParentsWeb - which is right?**
Go with the planner. On occasion it could happen that the real time homework assigned by the teacher in class is more up to date than the assignment they posted online the day before.
- 6. Why should my child keep their planner updated if the teachers will post everything online?**
Keeping a planner is a crucial practice which helps students develop important skills of responsibility, organization and self-reliance, which they will need to succeed in their future schooling and in life.

General Questions

- 1. Can I delete myself or spouse from the RenWeb system?**
No. RenWeb only allows you to delete grandparent or emergency contact information.
- 2. Can I have more than one email address in the ParentsWeb system?**
Yes, each individual family member is allowed to have two email addresses. Just remember that if you have two email addresses in our system, you will receive duplicate emails, one at each address.
- 3. When I first signed on to RenWeb to obtain my password, I did not receive the responding email.**
If you did not receive the email that contains your temporary password, it could be that a spam filter has blocked the RenWeb email to you. If you have used your work email address, you would need to check with the individual at your company responsible for the spam filter. If you used your home email address, this message may end up in a Junk Mail folder. If you cannot locate the email either at work or at home, please contact the School Office to verify the email address that is on file for you in RenWeb.
- 4. What can I do to guarantee that my child's information is secure?**
It is very important that you have a cryptic password for your login to ParentsWeb. You should never use your child's name as the password. It is best if you use either the numeric password sent to you or a password that is a combination of letters and numbers.