

## **Uxbridge iPass iParent Access Frequently Asked Questions**

### **What is iPass?**

iPass is Uxbridge Public School's student information system. The district uses iPass for student demographics, attendance, storing grades, scheduling and more.

### **What is iPass/iParent?**

iParent is a feature of the iPass student information system that provides parents access to grades, attendance records, schedules, and biographical information, in effort to facilitate and improve communication between home and school.

### **How do I access iParent?**

You may access iPass/iParent from any computer with an internet connection by launching your web browser and going to the Uxbridge Public Schools NEW website ([www.uxbridgeschools.com](http://www.uxbridgeschools.com)). The link to iPass/iParent can be found on the bottom right side of the homepage. You must complete an on-line application and be authorized first before you will have access to iParent.

### **Who may access iParent?**

Parents/Guardians who have been given authorized access by completing an on-line application.

### **How do I obtain a username and password?**

Parents/Guardians may register for access on-line through the school's NEW website at [www.uxbridgeschools.com](http://www.uxbridgeschools.com) under the section iParent. At this time you will be creating a UserID and Password. Please keep your UserID and Password information in a secure location. ***The Uxbridge Public Schools is not responsible for keeping a record of this information.***

### **How do I use iParent?**

There is an iParent User's Guide available on the Uxbridge Public School website [www.uxbridgeschools.com](http://www.uxbridgeschools.com) under the section iParent/Announcements.

### **How do I add an additional student to an existing account?**

At this time only grades 6 through 12 students will be participating in this program. You may contact your school building to add an additional student if that student falls under the appropriate grade level.

### **If I already have registered for more than one student, how do I view the other student.**

After selecting an option from the menu on the left, such as attendance, go to the drop down arrow on the right of the student's name and you will see any additional students.

### **What do I do after I get to the main page?**

There are menus on the left hand side. Click the + (plus) sign on the left of iParent to expand the menus.

**What may I reasonably expect from iPass/iParent as a parent?**

Daily attendance is taken at the Uxbridge Public Schools during the homeroom period. In addition, the High School attendance is also taken in each class. You are able to monitor your child's attendance on a daily basis.

You are able to view your child's class grades as soon as the teacher enters the data into his/her electronic gradebook. **Although teachers attempt to record grades in a timely manner, the time needed to accomplish this task will vary from teacher to teacher. Please keep in mind that teachers have various methods of grading and the number of assignments varies based on the course content and individual teaching style. Teachers are required to post assignment grades in a timely manner.**

You will be able to monitor your child's progress. Look for unusual changes in grades or attendance, but realize that the final grade for a course is based on a number of factors, often including class participation, extra credit, dropping the lowest grade, etc. Your child's grade may appear unusually high or low at the beginning of the year when there have been few assignments. Your child's grade may appear lower during the quarter, but the final grade may actually be higher once all factors have been included. The opposite may also be true. The information made available to you through the system should not be considered a substitute for a dialog with your child's teacher.

**Are there any guidelines that I need to know when sending an email to my child's teacher?**

When sending an email to a teacher, it is advisable to use an email address with a valid sounding name. A teacher who receives a message from peanutbutter@url.com might ignore the message thinking that is it junk mail. It is also important to include a valid subject line in your emails. The Uxbridge Public Schools has an aggressive anti-spam filter in place and it may block messages without subject lines if they seem suspicious.

This system is intended to improve communication between home and school and it should not be used as a vehicle to create an adversarial or challenging relationship between parent and teacher. Questions and comments sent over email should be informational only and not excessive in length. This system is not intended to remove the responsibility of the student to be responsible and accountable for his/her work. Issues and/or questions that are personal in nature should be handled by meeting with the teachers personally.

**I don't remember my password?**

If you have forgotten your userID or password and a new one is required, go to the login page and click the "Forgot ID" or "Forgot Password" under the login section and follow the directions.

**I have locked myself out of the system, my account is inactive?**

If you have locked yourself out of iParent, or your account is inactive, you **MUST** email the student(s)name, student(s) date of birth, and the student(s) ID number to: iparenthelp@uxbridge.k12.ma.us. Changes cannot be done until this information has been

received and verified with your account information on record in your child's school building. Review of this information could take up to two weeks to complete.