



Findlay High School

Student
Attendance

To report your high school student's absence call **844-305-3755** or go to fcs.schoolconnects.com

The following documents provide information and guidance with how to utilize the parent portal. If you have further questions please do not hesitate to call the school at 419-425-8289.

Contents

This document contains the following topics on the use of the Safe Arrival Parent Portal:

- Opt-in to receive SMS text messages
- Activating Your Parent Portal Account
- Reporting an Absence using the Parent Portal
- Updating Your Login Information
- Updating Your Contact Information
- Reviewing Messages Sent by SchoolConnects
- Logging Out of the Parent Portal

How can I opt-in to receive text messages regarding attendance and important messages?

If you would like to receive text messages from the school, please ensure the school has your mobile phone number on file. If you currently receive phone calls from the district on your mobile phone, you can be assured that we have your mobile number. Next, text the word "JOIN" (no quotation marks) to the number 56360. You should receive a confirmation message from our messaging system. At any time, you can unsubscribe by texting the word "STOP" to 56360. Remember to create a contact on your phone with the name of the school and the phone number or short code "56360" and remember that Data and Messaging rates may apply. (depending on your cellular plan)



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Activating Your Parent Portal Account

When parents click on the link in the email invitation, they are brought to the parent portal website. If you do not receive an email you must go to <http://fcs.schoolconnects.com> to create your account and click on "Don't have a login".

School Connects

Please supply your login name or phone number or email address and your password and then click on the Log In button to login

Login Name: [Forgot login name?](#)
Click here for assistance

or phone number or email address you designated for login identification

Password: [Forgot password?](#)
Click here for assistance

Remember my login name

[What is Parent Portal?](#)

Parents must enter one of the following pieces of information contained in the email into the "Login Name" field:

- Name
- Phone number
- Email address

Parents enter their password from the invitation into the "Password" field. Once this information is entered correctly, a popup screen appears that steps the user through the authentication process.

School Connects

Please supply your login name or phone number or email address and your password and then click on the Log In button to login

Login Name: [Forgot login name?](#)
Click here for assistance

or phone number or email address you designated for login identification

Password: [Forgot password?](#)
Click here for assistance

Remember my login name

This is your first time logging into Parent Portal. You are required to go through a user authentication process to ensure the security and privacy of the student information. You will receive a call at the phone number associated with you on the student record and be given a code to enter on screen to verify that you are the intended user.

Click OK to begin the process.

The authentication process involves SchoolConnects emailing you a 6 digit code or calling the phone number listed in the parent email and playing a confirmation number to the caller that must be entered into the "Please input the authentication code" field.



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Parent Portal User Authentication

The Parent Portal user authentication process has begun. You will receive a call shortly at the telephone number associated with your user login to verify that you are the intended user.

Important: The telephone message will give you an authentication code that you need to enter on your computer. Have a pen and paper ready to write down this code or enter it directly on the computer when requested. When your phone rings, answer the call and follow the voice instructions.

Please input the authentication code

Process Status



[Cancel](#)

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Once the confirmation number is entered correctly on-screen, the account is authenticated and the user enters the parent portal.

The following menu is presented:

Log Out

Parent Portal

[What is SchoolConnects Parent Portal?](#)

Welcome to the Synrevoice SchoolConnects Parent Portal.

 Student Attendance Explain student absences marked by teachers or notify the school of planned absences, late arrivals and early departures	 Edit Contact Information Update contact information and preferences for parents and relatives the school may contact	 Edit Your Login Information Change your password, login name, login phone number, or login email
 Review Messages Sent to You Retrieve messages that have been sent to you through SchoolConnects		

Parents can update their contact information, report a student absence or edit their login information.



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Reporting an Absence using Parent Portal

To report an absence, a parent clicks on the "Student Attendance" icon and the following screen appears:

[Explain Absence / Report Planned Absence](#) ?

Click on student name to select student:

Peter Miller	TRAINING SCHOOL
Vanessa Miller	TRAINING SCHOOL

Planned Absences: 2 **New** Attention: Before reporting a new planned absence, please review the lists below to see if it has been reported already or marked by a teacher.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	Nov 26	Absent full day	Weather	Mark Miller	Nov 22	3:08 PM		
	Nov 23	Absent full day	Illness		Nov 22	3:01 PM	Pt514	

Absences Marked by Teachers: 0

Date	Incident - Periods	Reason	Entered By	On	At
There are no marked absences.					

Cancel

Note: The attendance data on this screen may not accurately reflect that on the students official record. The reason displayed for each incident is according to what the students parent(s) have entered in the past and transferred to the official student records. However, changes made to the official records may not be reflected here. To obtain an accurate attendance report for the student, please contact the school office.

To report an absence, the parent clicks on the "new" button and the following screen appears:

(The same absence reporting options are available in parent portal and the telephone IVR.) Absences reported through the parent portal appear in the daily attendance report.

When parents report an absence through the parent portal or through the telephone interactive voice response system (IVR) and there is an email address on file with any or all parents, an email confirmation message will be sent to all email addresses, one email for each day absent.

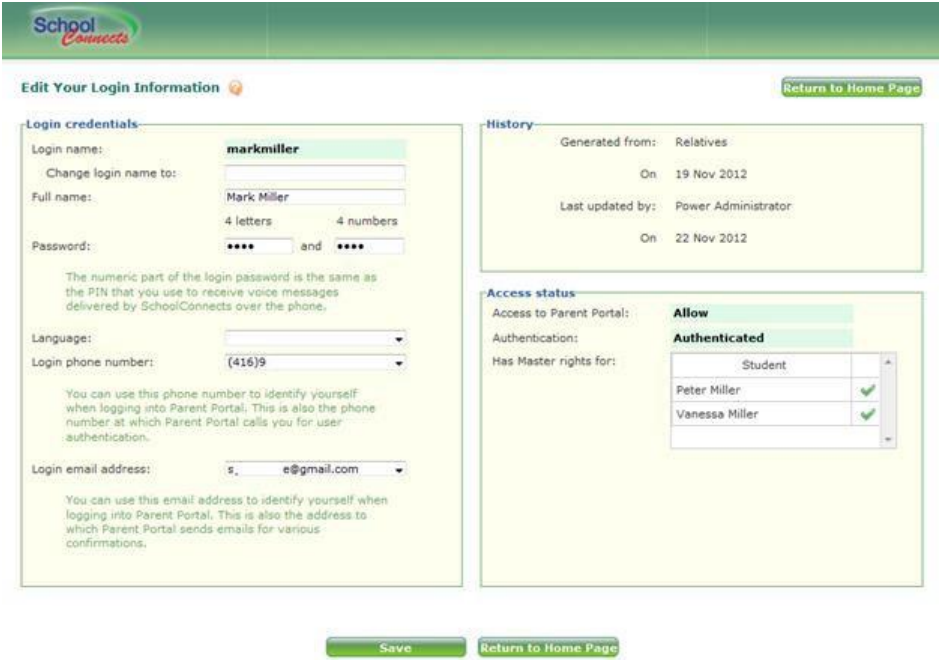


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Update Login Information

Parents can change their login information by clicking on the “Edit Your Login Information” icon and the following screen appears:



The screenshot shows the 'Edit Your Login Information' page. It includes a 'Login credentials' section with fields for login name (markmiller), full name (Mark Miller), password (4 letters and 4 numbers), language, login phone number ((416)9), and login email address (s. e@gmail.com). There is also a 'History' section showing generated from (Relatives) on 19 Nov 2012 and last updated by (Power Administrator) on 22 Nov 2012. An 'Access status' section shows 'Allow' for access to the Parent Portal and 'Authenticated' for authentication, with a table listing 'Student', 'Peter Miller', and 'Vanessa Miller' with checkmarks. Buttons for 'Save' and 'Return to Home Page' are at the bottom.

In this screen, parents can change their:

- Password
- Login name
- Login phone number
- Login email address

When creating a new password, the password **MUST** contain 4 alpha characters followed by 4 numeric characters. The numeric characters serve as the parent's PIN. The PIN will be requested by SchoolConnects if the parent receives an automated attendance call from SchoolConnects.

If parents experience a problem logging in, they can click on a link and have their password or user name emailed to them. Parents can login using the login name they were assigned (or modified), their login email address or their login telephone number.



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Please supply your login name or phone number or email address and your password and then click on the Log In button to login

Login Name: [Forgot login name? Click here for assistance](#)

or phone number or email address you designated for login identification

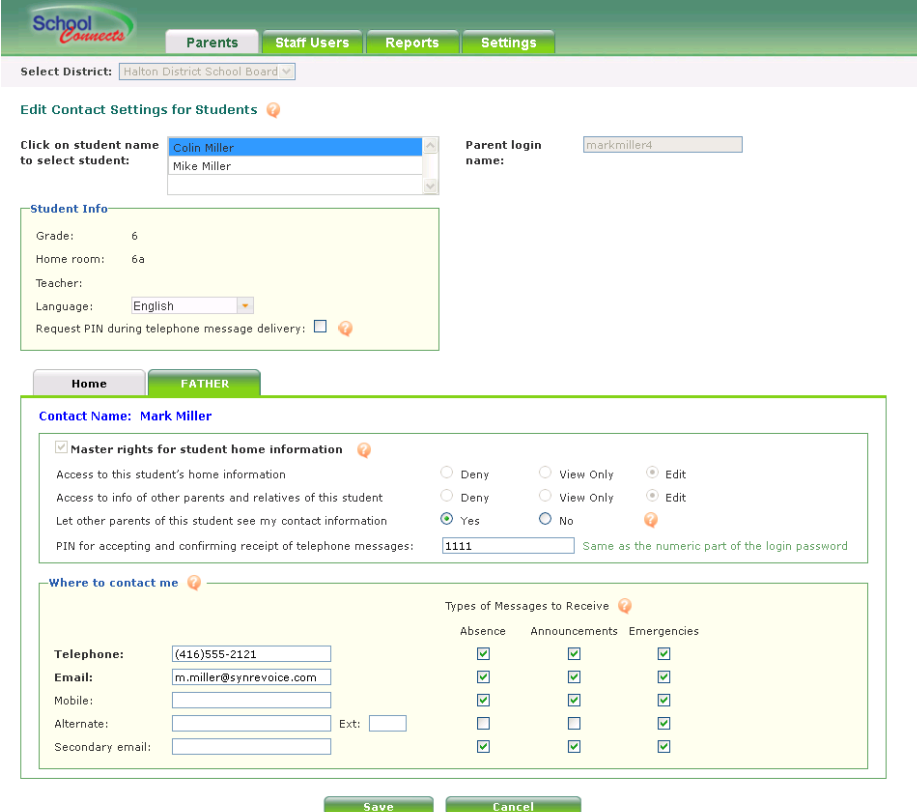
Password: [Forgot password? Click here for assistance](#)

Remember my login name

[What is Parent Portal?](#)

Update Contact Information

To update parent contact information, parents click on the “edit contact information” icon and the following screen appears:



School Connects Parents Staff Users Reports Settings

Select District:

Edit Contact Settings for Students

Click on student name to select student:

Parent login name:

Student Info

Grade: 6
 Home room: 6a
 Teacher:
 Language:
 Request PIN during telephone message delivery:

Home **FATHER**

Contact Name: Mark Miller

Master rights for student home information

Access to this student's home information: Deny View Only Edit
 Access to info of other parents and relatives of this student: Deny View Only Edit
 Let other parents of this student see my contact information: Yes No

PIN for accepting and confirming receipt of telephone messages: Same as the numeric part of the login password

Where to contact me

Telephone:
 Email:
 Mobile:
 Alternate: Ext:
 Secondary email:

Types of Messages to Receive

	Absence	Announcements	Emergencies
Telephone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alternate	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Secondary email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Parents can check off which phone numbers SchoolConnects calls for absence, general announcements and emergency messages. To change your home phone number, we ask that you call the school.



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Reviewing Messages Sent Via SchoolConnects

Parents can review messages by clicking on the "Review Messages Sent to You" icon.

The screenshot shows the SchoolConnects Parent Portal. At the top left is the 'School Connects' logo, and at the top right is a 'Log Out' button. Below the header is a yellow box with the text 'Parent Portal' and 'What is SchoolConnects Parent Portal?'. A white box below that says 'Welcome to the Synnevoice SchoolConnects Parent Portal'. There are three main menu items: 'Student Attendance' (with a calendar icon), 'Edit Contact Information' (with a person icon), and 'Edit Your Login Information' (with a person icon). The 'Review Messages Sent to You' icon, which shows an envelope, is circled in red. Below the icons is a 'Back' button.

Messages Sent to Parent

Back

Student: Last **30** **60** **90** days

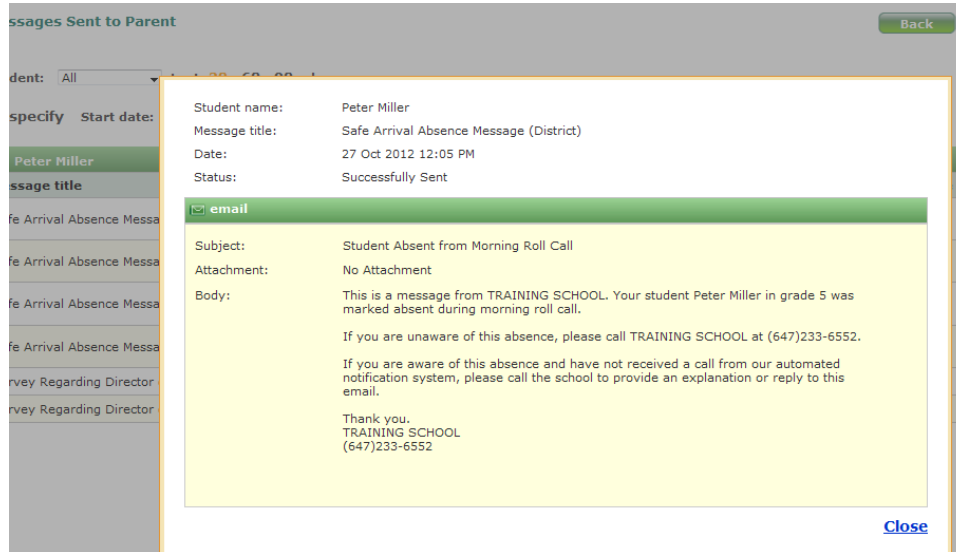
Or specify Start date: End date:

Peter Miller		
Message title	Sent to	Delivery status Click icon to retrieve message
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	+1 Confirmed delivery to person 29 Oct 2012 10:40 AM Successfully Sent 29 Oct 2012 10:40 AM
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	+1 Confirmed delivery to person 28 Oct 2012 11:09 AM Successfully Sent 28 Oct 2012 11:09 AM
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 27 Oct 2012 12:05 PM Successfully Sent 27 Oct 2012 12:05 PM
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 26 Oct 2012 4:10 PM Expired before delivery completed
Survey Regarding Director of Education (District)	Home	Confirmed delivery to person 26 Oct 2012 2:50 PM

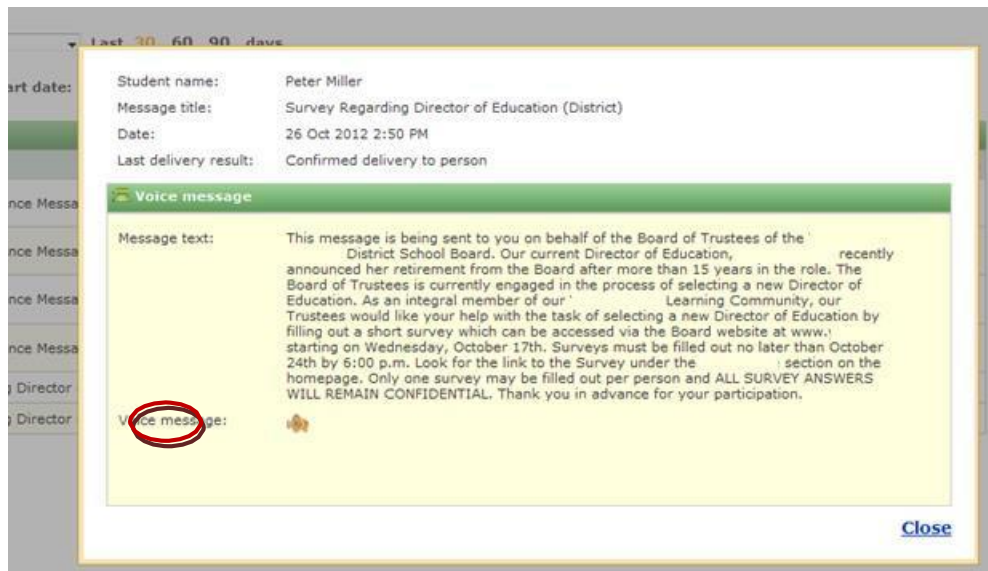
Within this module, email messages can be reviewed by clicking on the the green envelope icon.



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If parents click on the green telephone icon, they can listen to messages and review the text of your message onscreen. Apple Quicktime player must be installed in order to listen to messages.



By clicking on the speaker icon, the message will be loaded and played in Apple Quicktime.

Logout of the Parent Portal

Click the Logout button in the upper right hand corner of the Parent Portal window, and choose OK.



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Parent Self Merge Feature

Parent Portal follows a strict set of rules when creating and auto-merging parent accounts. It is possible for a parent to receive one parent portal account for each student in their household. If you receive multiple Parent Portal accounts, you can merge these accounts into one primary account.

Merging Two Parent Portal Accounts

Within each "Edit Contact Settings for Students" screen there is a link just below the student list titled "Missing Students? Click here!".

The screenshot shows the 'Edit Contact Settings for Students' page. At the top, there is a header for 'School Connects Synrevoice District School Board' with a 'Log Out' button. The page title is 'Edit Contact Settings for Students' and the parent login name is 'airiatinney'. A dropdown menu shows the selected student: 'TINNEY, FLESC ONWUALU - Abbey Lane Public School'. Below the dropdown is a yellow box with the text 'Missing Students? Click here!'. The page is divided into several sections: 'Student Information' (Grade: 06, Home room: 6-2, Teacher: Murray-Law..., Language: English), 'School Information' (repeated text), 'Parent Communication Program Sign-Up' (checkboxes for eBackpack, Safe Arrival, Positive Attendance Notification, Immediate notification for absence, and Notify me of absences), and 'Contact Name: TINNEY, AIRIA'. At the bottom, there is a 'Master rights for student information' section with options for 'Access to this student's contact information', 'Access to other contact's information', 'Let other relatives of this student see my contact information', and 'PIN for accepting and confirming receipt of telephone messages'.

If you are missing a student and you have the login information for that student, you can click on the link and a new login screen is displayed.



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Merge Parent Login

This module is used to combine multiple accounts into one. Please enter the login information for the account to merge.

Login credentials

Login name:

Password:

Within this screen enter your Login name and password of the account to merge and delete to begin the merge process. *Please note that you can NOT use their login email or login phone number for the merge process.* If the “Return” button is pressed before the merge process has started, you will return to the “Edit Contact Settings for Students” screen.

To merge an account, you must step through the authentication process you used to authenticate your primary account. If the account to be merged is in a “locked” or “deny” status, you will not be able to merge these accounts and will need to contact the school to reset these accounts.

The following message will be displayed if you need to authenticate the account(s) to merge: “For security purposes, in order to merge accounts you are required to authenticate or re-authenticate the account you want to merge. The authentication process involves calling your primary phone number to deliver a code to enter on screen to verify that you are the account holder. Click OK to begin the process.”

If the login phone number is not one of the merge parent contact phone numbers, the system will not allow the

For security purposes, in order to merge accounts you are required to go through a user authentication process for privacy protection. You will receive a call at your primary phone number and be given a code to enter on screen to verify that you are actually the intended user.

Click OK to begin the process.

merge to continue. The following message will be displayed:

The account '[MegeParent]' could not be merged with your account: [The login phone number used by Parent Portal to call as part of the authentication process is not listed as one of merge parent contact phone numbers. Please log in Parent Portal you want to merge and update the login phone number].

If this is the case, you will need to contact the school to verify your telephone numbers.

Once the process is completed successfully, you will be redirected back to the Merge Account page where they will be presented with merge status message. If at any point during this process you click “Cancel” (either in the pop-up or on the page), you will return to the Manage Accounts page with a merge status stating that the merge failed because it was canceled by the user.

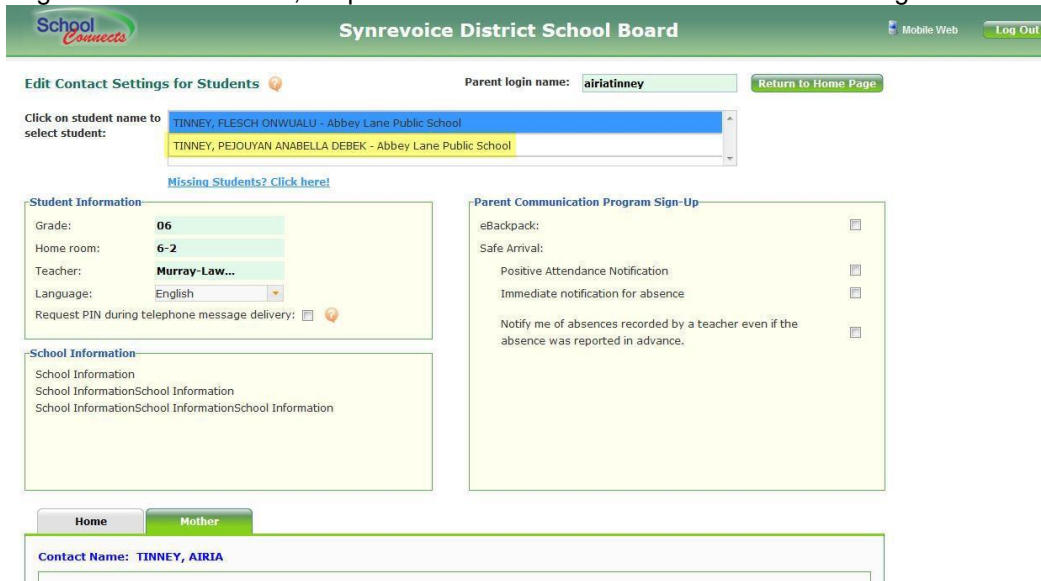


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If the merge process was unsuccessful, the parent will be directed to contact the school. " The account you are trying to merge is not accessible. Please contact the school regarding this account."

After clicking on the "Return button, the parent will be redirected to the "Edit contact settings for student" screen.



The screenshot shows the 'Edit Contact Settings for Students' page on the Synvoice District School Board website. The page header includes the 'School Connects' logo and the text 'Synvoice District School Board'. A parent login name 'airiatinney' is displayed, along with a 'Return to Home Page' button. A dropdown menu for selecting a student is open, showing two options: 'TINNEY, FLESCH ONWUALU - Abbey Lane Public School' and 'TINNEY, PEJOUYAN ANABELLA DEBEK - Abbey Lane Public School'. Below the dropdown is a link for 'Missing Students? Click here!'. The main content area is divided into three sections: 'Student Information' (Grade: 06, Home room: 6-2, Teacher: Murray-Law..., Language: English), 'School Information' (repeated text), and 'Parent Communication Program Sign-Up' (checkboxes for eBackpack, Safe Arrival, Positive Attendance Notification, Immediate notification for absence, and Notify me of absences recorded by a teacher even if the absence was reported in advance). At the bottom, there are 'Home' and 'Mother' buttons, and a 'Contact Name: TINNEY, AIRIA' field.

Upon successful completion of the merge process, an email will be sent to all the email addresses (if on file) of the account that was merged advising them of the merge.