GISD Parent Self Serve

Online Access to Student
Grades and Attendance

PARENT USER GUIDE

Updated: February 2011

https://parents.georgetownisd.org

What is TEAMS Parent Self Serve?

The Georgetown Independent School District is pleased to announce a new tool available to assist parents in monitoring the progress of their GISD students. TEAMS Parent Self Serve provides you with online access to your child's attendance and grades. *Please note that this is a new parent information system for the 2010-2011 school year.*

Access to Parent Self Serve

Parents/Guardians must register as a New User to set up an account the first time you log in. If you have more than one child enrolled in GISD, you only need to register for ONE child to gain access to all of your children.

Maintaining the security of student information is a priority for GISD. Setting up initial parent access involves several detailed steps that guarantee this security. After these initial steps have been completed, in the future you will only need to enter a user name and password to access your child's/children's information.

To set up a Parent Self Serve Account, please be prepared to enter the following information for ONE of your children:
- **Your first and last name** (as you entered them on your child's Student Registration Form)
- **Your child's legal first and last name** (nicknames will not work)
- **Your child's Student ID Number** (Your child will know this as their school lunch or library number. It can also be found printed on progress reports and report cards. Please note that for student confidentiality reasons, **we cannot provide student ID numbers over the phone**.)
- **Your child's birth date**
- **Zip code** of your child's primary residence

You will also be asked to create the following information for yourself:
- **UserID**
- **Password**
- **Security Question** (for online password resets)
- **Security Answer** (for online password resets)

If all of the information you enter on the **New User Registration** screen correctly matches the information GISD has on file for your child, you will be automatically approved and ready to use Parent Self Serve. All of your children should appear under this single account if they are correctly associated with you in TEAMS.

If you are not automatically approved, if you have difficulty registering, if your account does not display all of your children, or if you have problems or questions about using Parent Self Serve, please email GISD Parent Self Serve Help at pss@georgetownisd.org.

To access the Parent Self Serve home screen, go to https://parents.georgetownisd.org

- **For *New User Registration* instructions, continue to Page 3 of this manual.**
- **If you *already have a Parent Self Serve Account*, skip to Page 6 of this manual for user instructions.**

NOTE: *If you are a **GISD employee** who has children enrolled in the district and you have a Novell computer login account, **you will use your Novell username and password to access Parent Self Serve** by using the **Existing Users** option on the Parent Self Serve Home Screen. After clicking **Existing Users,** you may **skip to Page 6** of this manual.*

Welcome to Georgetown ISD's TEAMS Parent Self Serve!

TEAMS Parent Self Serve is a new parent information system that provides you online access to your child's attendance and grades. *Please note that this is a new parent information system for the 2010-2011 school year.*

All parents/guardians (except GISD employees) must register as a New User to create an account the first time you login. If you have more than one child enrolled in Georgetown ISD, you only need to register for ONE child to gain access to all of your children.

Georgetown ISD employees: Please do not register for a Parent Self Serve account. Select **Existing Users** at the bottom of the page. Sign in with your TEAMS userID and password.

Parents/Guardians: At the bottom of the page, select **New Users** to begin the registration process. You will be prompted to create a userID, a password, and a security question/answer in case you forget your password.

To register for a Parent Self Serve account, you must enter the following information for ONE of your children:

- **Your first and last name** (as you entered them on your child's Student Registration Form)
- **Your child's legal first and last name**
- **Student ID** (Your child's lunch number. It can also be found on progress reports and report cards. Please note that we cannot provide student ID numbers over the phone.)
- **Student birth date**
- **Zip code of your child's primary residence**

<Link to Instructions>

If the information you provided matches your child's information in TEAMS, you are a Parent Self Serve. All of your children will appear under this account if they are conn

If you are not automatically approved, if you have difficulty registering, if your acco or if you have problems or questions about using Parent Self Serve, please email Geo pss@georgetownisd.org

<Link to FAQ>

⊞ **New Users**, please register. ⓘ
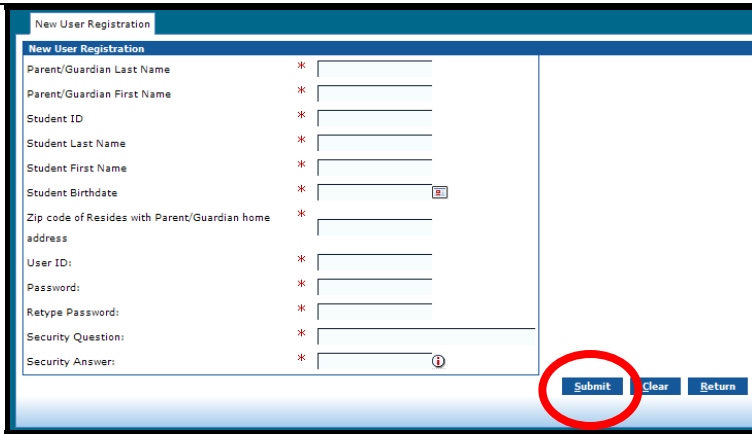⊞ **Existing Users**, please sign-in.

Click **New Users** if this is your **first time to request access** to Parent Self Serve. **Continue to Page 4** of this manual.

Click **Existing User** if you **have already set up an account or you are a GISD employee with students in the district** and have a district computer login account. **Skip to page 6** of this manual.

New User Registration Screen	
Below you will find explanations of the information required on the New User Registration Screen. Click **Submit** after you are finished entering the information below.	

Parent/Guardian Last Name: Enter your last name *as it appears in district records*. You may enter the name in capital letters, lowercase letters, or a combination.

Parent/Guardian First Name: Enter your first name *as it appears in district records*. You may enter the name in capital letters, lowercase letters, or a combination.

Student ID: Enter the Student ID Number for your child. This is **NOT** the social security number. Your child's student ID **can be found on any previous report card or progress report you have. You may also ask your child if they know their lunch or library number**, as this is the same as their Student ID.

> NOTE*: For the security of your child's records, Student ID numbers cannot be provided over the phone. Please email pss@georgetownisd.org for assistance with obtaining your child's Student ID number or visit your child's campus in person. Photo ID will be required.*

Student Last Name: Enter the **legal last name** for the student whose ID number you entered.

Student First Name: Enter the **legal first name** for the student whose ID number you entered (no nicknames).

Student Birthdate: Enter your child's birth date **without any spaces**. You may enter with '/' in the date.
                Example: for January 1, 1998 you may enter 010198 or 01/01/98.

Zip code of Resides with Parent/Guardian home address: Enter your child's **home address zip code**.

User ID: Create a unique user ID for yourself. The user ID must be **at least 3 characters** in length.

Password: Create your own password. The password must be **at least 3 characters** in length.

Retype Password: Re-type the password you just entered.

Security Question: Create a question that can be answered by you if you forget your password and need to create a new one. Suggestions are:
- What is my mother's maiden name?
- What is the name of the street where I grew up?
- What is the name of my favorite pet?

Security Answer: Enter the answer to the security question you created. The security answer will be needed if you ever forget your Parent Self Serve password and need to create a new one.

Approval Screen

Once you have completed the online registration successfully, the following screen will be displayed. You are automatically approved. The screen below may be printed if desired.

Click **Print** to print a copy of this screen for your records.
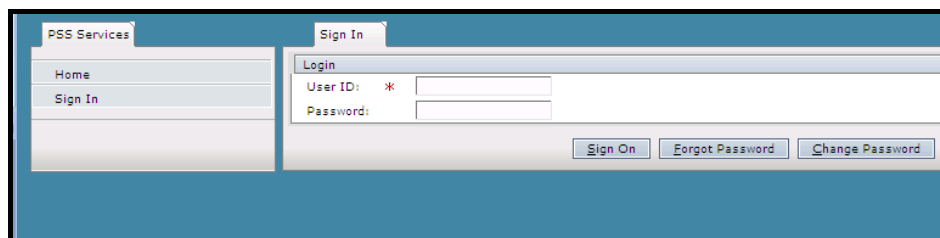
Click **Ok** to be taken to the TEAMS login screen.

NOTE: If you have several children enrolled in Georgetown ISD, you will only need to seek approval for ONE student. Once approval is granted for the one student, then you should automatically see all of your GISD children when you log in to Parent Self Serve for the first time.

Signing In To Your Parent Self Serve Account

Once you have signed up successfully, return to the Parent Self Serve site at **https://parents.georgetownisd.org** and click on **Existing Users**.

Sign In	
You will sign in by entering the unique **User ID** and **Password** that you created during your registration process. Click **Sign On** after typing in your User ID and Password.	

Forgotten Password

If you have forgotten your password, enter your User ID and click the **Forgot Password** button. The system will ask you the Security Question you entered when you created your account. If you provide the correct answer, you can create a new password.

Changing Password

To change your password, enter your User ID and Password. Then, click the **Change Password** button. You will be required to enter your old password. You will then enter a new password twice.

GISD Employees

NOTE: *GISD employees who have Novell login accounts will use their Novell username and password on this screen. They will **NOT** be able to use the **Change Password** or **Forgot Password** functions.*
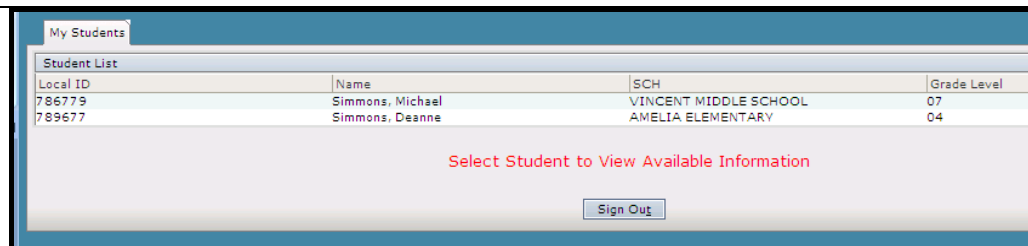
Need Assistance Signing Into Your Account?

If you need access assistance, please email us at pss@georgetownisd.org. Please include your exact question(s), your full name, the full legal names of your child/children, and their campuses and grade levels in your email.
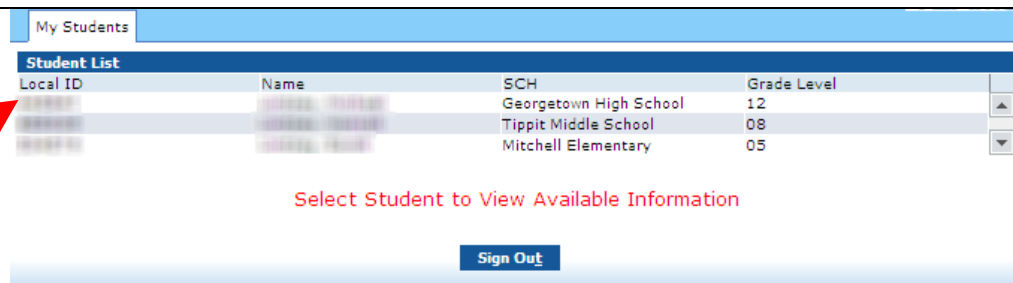
My Students Tab

After you click **Sign On**, all of the students you have parent/guardian rights to in TEAMS will be displayed.

What if I can't see all of my children?

My Students			
Student List			
Local ID	Name	SCH	Grade Level
786779	Simmons, Michael	VINCENT MIDDLE SCHOOL	07
789677	Simmons, Deanne	AMELIA ELEMENTARY	04

Select Student to View Available Information

Sign Out

If you do not see all of your enrolled GISD children, please email pss@georgetownisd.org. *Please include your full name as well as the full names and campuses of the children you see and do not see when you email us. We will work with you to resolve the issue.*

To view information, click once on a **child's row**.

My Students			
Student List			
Local ID	Name	SCH	Grade Level
		Georgetown High School	12
		Tippit Middle School	08
		Mitchell Elementary	05

Select Student to View Available Information

Sign Out

After you click a **child's row**, the row will highlight yellow, and **multiple tabs** will appear at the top of your student list.

The tabs contain information about the currently selected student.

NOTE*: As you navigate through Parent Self Serve, you can click on the **My Students** tab at any time to return to your list of students and select a different child by clicking on the child's row.*

My Students	Attendance	Report Cards	Progress Reports	Email Teacher	Edit Contact Info	Notifications	Transportation
Student List							
Local ID		Name		SCH		Grade Level	
				Georgetown High School		12	
				Tippit Middle School		08	
				Mitchell Elementary		05	

Click on tabs to view student information.

Sign Out
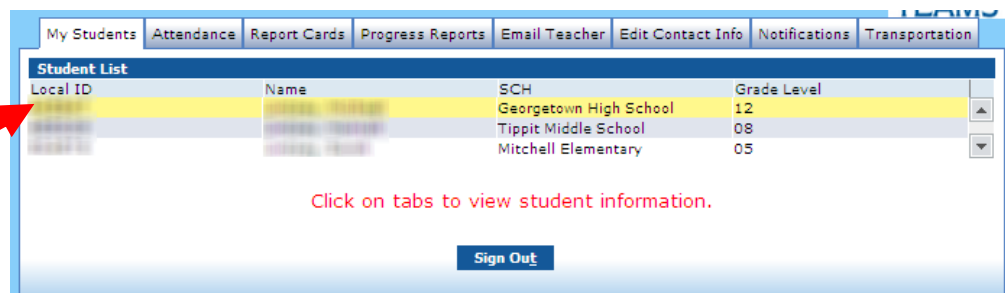
Attendance Tab

Absences may be viewed for a student by clicking on the **Attendance** tab.

*NOTE: If you **have questions about your student's attendance record**, please contact your student's campus directly.*

Click the **view legend** button to see explanations of the absence codes recorded for the student.

Only codes that have been applied to your student's absences will be listed.

Click **Ok** to close the Attendance values legend window.

Report Cards Tab

Report Card grades may be viewed for a student by clicking the **Report Cards** Tab.

Averages displayed in **black** are **final averages**. You can **click on the average** to see all of the assignments which contributed to the average.

Averages displayed in **red** are **current averages** based upon assignment grades entered to date. These are not final grades. You can **click the average** to see all of a student's current assignments.

An **NG** average means the teacher has not yet posted any grades for the reporting period.

*NOTE: During the 2010-2011 school year, **assignments for the first semester (NW1, NW2) will NOT be available** due to our mid-year student information system conversion.*

Progress Reports Tab

To view a student's Progress Report grades, click the **Progress Reports** Tab.

Averages displayed in **black** are **finalized and posted**. You can **click on the average** to see all of the assignments which contributed to the average.

*NOTE: During the 2010-2011 school year**, progress report grades for the first semester will NOT be available** due to our mid-year student information system conversion.*
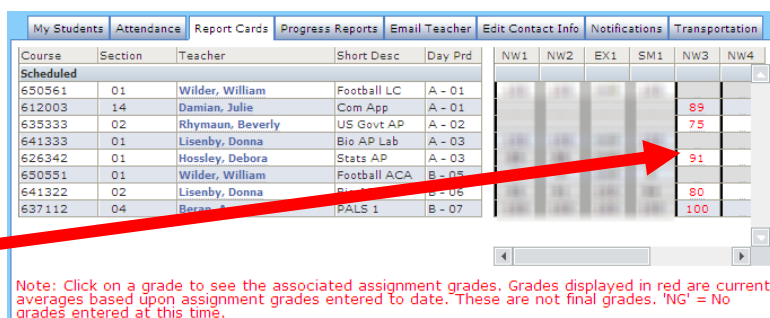
Assignments Tab

Assignments for each Report Card or Progress Report grade including assigned dates, due dates, and grades can be displayed by **clicking on the average** you wish to review.

RED averages on the **Report Cards** tab will give you access to the **most current assignments** for your student.

When you **click on an average**, the **Assignments** tab appears showing all assignments and grades that were used to determine the report card or progress report grade you clicked on. The Due Dates and any Notes entered by the teacher are also displayed.

Notice there is information specific to the student and teacher above the navigation tabs, including the **current average** on the **far right**.

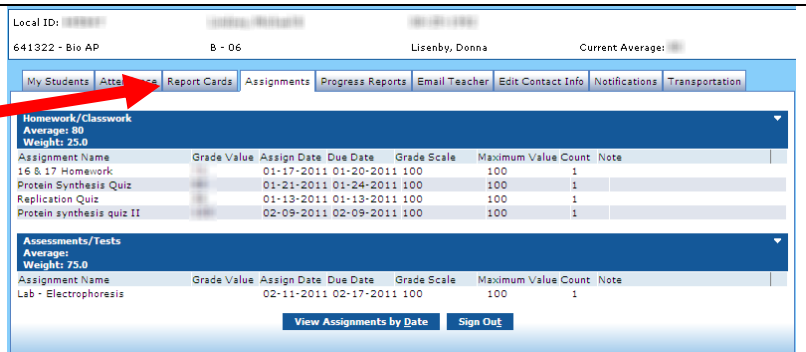The default view sorts the assignments by grading category. Click the **View Assignments by Date** button to list the assignments in date order.

To return to a list of your student's courses, click the **Report Cards** or **Progress Reports** tab. The Assignments tab will close and remain invisible until an average is clicked again.

Local ID:

641322 - Bio AP   B - 06   Lisenby, Donna   Current Average:

My Students | Attendance | Report Cards | Assignments | Progress Reports | Email Teacher | Edit Contact Info | Notifications | Transportation

Homework/Classwork
Average: 80
Weight: 25.0

Assignment Name	Grade Value	Assign Date	Due Date	Grade Scale	Maximum Value	Count	Note
16 & 17 Homework		01-17-2011	01-20-2011	100	100	1	
Protein Synthesis Quiz		01-21-2011	01-24-2011	100	100	1	
Replication Quiz		01-13-2011	01-13-2011	100	100	1	
Protein synthesis quiz II		02-09-2011	02-09-2011	100	100	1	

Assessments/Tests
Average:
Weight: 75.0

Assignment Name	Grade Value	Assign Date	Due Date	Grade Scale	Maximum Value	Count	Note
Lab - Electrophoresis		02-11-2011	02-17-2011	100	100	1	

View Assignments by Date   Sign Out

Email Teacher Tab

To email one of your child's teachers, select the **Email Teacher** tab.

The **Teacher Name** drop-down menu will list your child's teachers. Select the teacher to be emailed from the menu.
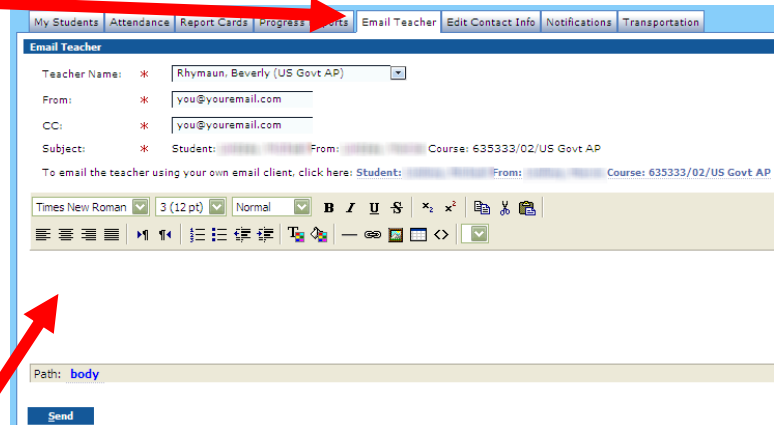
The **From** and **CC** fields will auto-fill with your email address if it is on file in the TEAMS/Parent Self Serve system, or you may enter your email address manually.

The **Subject** field is not editable; it pre-populates the subject line with your student's name, your name, and the course your student has with the selected teacher.

Next, **type your message** to the teacher in the box located in the middle of the screen.

Click the **Send** button to send the message to the teacher.

NOTE: *When the teacher responds to your email, you will receive it in your regular email account, not in Parent Self Serve.*

My Students | Attendance | Report Cards | Progress Reports | Email Teacher | Edit Contact Info | Notifications | Transportation

Email Teacher

Teacher Name: ✳   Rhymaun, Beverly (US Govt AP)

From: ✳   you@youremail.com

CC: you@youremail.com

Subject: ✳   Student: From: Course: 635333/02/US Govt AP

To email the teacher using your own email client, click here: Student: From: Course: 635333/02/US Govt AP

Times New Roman | 3 (12 pt) | Normal | **B** *I* U S | x₂ x² |

Path: body

Send

Edit Contact Info Tab

On the **Edit Contact Info** tab, you have the option to update contact information that is associated with your child.

If notifications by email are desired, a valid email address must be entered. Setting up notifications will be covered in the next section of this document.

NOTE: *If you edit contact information for one of your children, the same updates will automatically take place for **all** of your children who are enrolled in GISD.*

To Edit/Add Phone Numbers:

Click the **Edit** button in the **Edit Phone Numbers** group.

Enter the **phone number** information.

If you wish to make the phone number private, click the **Yes** button. (This means the number will not print automatically on some reports run by GISD staff, but anyone with access to your student's records will still be able to look up the phone number.)

Click the **Submit Changes** button to save your new/updated information.

To Edit/Add Email Addresses:

Click the **Edit** button in the **Edit Email Address** group. Enter the **email address**.

If you wish to make the email private, click the **Yes** button. (This means the email address will not print automatically on some reports run by GISD staff, but anyone with access to your student's records will still be able to look up the email address.)

Click the **Submit Changes** button to save your new/updated information.

Notifications Tab

Click the **Notifications** to subscribe to email alerts regarding your child's attendance and grades. **These alerts are sent daily after 5pm**.

NOTE: *If you have **multiple children in Georgetown ISD,** the settings on this tab will apply to **all** of them. Also, you must have a valid email address entered on the **Edit Contact Info** tab to receive these notifications.*

Attendance:

- **Unexcused Absences**: These are absences where an excused reason has not been entered by or returned to the campus.

  - For **secondary campuses** (grades 6-12), attendance is posted each period. So if the student misses all day on a campus that has 7 periods, you would receive notifications for all 7 periods if you choose **Every Occurrence**. To only receive one notification, select **First Occurrence Only**.

  - For **elementary campuses** (grades PK-05), attendance is only posted once daily. Therefore, you may select either **First Occurrence Only** or **Every Occurrence** to receive the notification.

- **Daily Attendance Summary:** Choose **On** to receive an email summary of your student's absences each day.

Daily Assignment Grades:

- **Missing:** Choose **On** to receive a notification when your child is missing an assignment grade.

- **Incomplete:** Choose **On** to receive a notification when your child's teacher marks an assignment incomplete.

- **Grade Value:** Choose **Below** and **a grade value** to receive notification that your child has an assignment grade below the grade you indicate.

Grades:

- **Current Grading Cycle Average:** Choose **Below** and **a grade value** to receive notification that your child has a **current average** that has fallen below the grade you indicate.

- **Progress Grades and Report Card Grades:** Choose **Below** and **a grade value** to receive notification that your child has a **posted progress report or report card grade** that is below the grade you indicate.

Sample Email Notification:

When you receive notifications from TEAMS Parent Self Serve, they will be similar to the sample email below:

```
-----Original Message-----
From: Georgetown ISD [mailto:donotreply@georgetownisd.org]
Sent: Friday, February 25, 2011 5:00 PM
To: Jane Doe
Subject: Georgetown ISD TEAMS Parent Self Serve Daily Summary for 02/25/2011

Student: Doe, John has an unexcused absence in
            period: 7
            date: 2/25/2011

Student: Doe, John has a grade below 70
            Course: 5001 - READING 5-5001
            Assignment: Modern Pioneers Reading Passage
            Due Date: 02/25/11
            Grade Value: 67 (Grading Scale: 100)


This email has been sent as you have requested. If you would like to change your email
notification settings, please do so from the Parent Self Serve website.
```

Parent Self Serve Frequently Asked Questions (FAQs)

Issue: **When I log in, I do not see all of my enrolled GEORGETOWN ISD children on the screen.**

Answer: Please email pss@georgetownisd.org. Provide your full name and the full legal name, campus, and grade level of each child you are seeing as well as children you are not seeing. We will make the changes needed for you to be able to view all your children's information.

Issue: **I cannot remember my password.**

Answer: Visit https://parents.georgetownisd.org, Click the **Existing User** link, enter your **User ID**, and then click the **Forgot Password** button on the login screen.

You will be asked to respond to the **Security Question** you picked when you initially signed up for your account. Submit your answer. If your answer is correct, the **Change Password** fields will appear. They will allow you to enter and confirm a New Password. Be sure to click **Save** when you are finished.

Issue: **The system does not allow me to create/finish my online application. It is giving me error messages.**

Answer: Please email pss@georgetownisd.org. In the email provide your full name and the full legal name, campus, and grade level of each child you have enrolled in GISD. Please provide the exact wording of the error messages as well. We will contact with you to resolve your issue.

Issue: **How do I set up a Parent Self Serve account?**

Answer: You must be a legal parent or guardian of the student. Visit https://parents.georgetownisd.org and click on the **GISD Parent Self Serve User Guide** to access directions for setting up a Parent Self Serve Account.

Issue: **I would like to change my password.**

Answer: Visit https://parents.georgetownisd.org, click the **Existing User** link, enter your **User ID**, and then click the **Change Password** button on the login screen. Enter your Old Password, then enter and confirm your New Password and click **Submit.**

Issue: **I do not remember my hint answer.**

    Answer: Please email pss@georgetownisd.org **from the email address associated with your PSS account** and provide us with your PSS **User ID** and the names and campuses of all of the children associated with your account.

Issue: **Can other people sign in and see my child's information?**

    Answer: As long as you do not share your User ID and password with anyone else, only parents and guardians that are assigned/registered with the child and have set up a Parent Self Serve account have access to view their chlid's information.

Issue: **Is my child's social security number visible on the screen?**

    Answer: No.

Issue: **I would like some documentation on the Parent Self Serve program.**

    Answer: Visit https://parents.georgetownisd.org. Click on **GISD Parent Self Serve User Guide** for information on how to use the Parent Self Serve program.

Issue: **When I try to get to the sign on screen, it goes away.**

    Answer: Your pop-up blocker is turned on. Another window should display that says "*Your browser's popup blocker has prevented TEAMS from starting. Please click **here** to launch TEAMS.*" Click on the word "here" or disable your pop-up blocker and visit the PSS website again.

Issue: **I cannot remember my username.**

    Answer: Please email pss@georgetownisd.org **from the email address associated with your PSS account** and provide us the legal names and campuses of all of the children associated with your account.

Issue: **I have questions about the Parent Self Serve.**

    Answer: If the question is about using PSS, please visit https://parents.georgetownisd.org. Click on **User Guide for Parent Self Serve** for information on how to use the Parent Self Serve program. If this guide does not address your question, please email pss@georgetownisd.org.

Issue: **I believe my child's attendance record is not accurate.**

    Answer: Please contact your child's campus directly to address this issue.

Issue: **I have a question about a low or missing grade or a low average for one of my child's assignments.**

    Answer: Please contact your child's teacher directly. You can use the **Email Teacher Tab** as a convenient way to send a message to your child's teacher. Or, you can call your child's school and ask to speak with the teacher.

Acknowledgements: *Portions of content in this User's Manual and FAQ are taken from Hays CISD's Parent Self Serve documentation and are used with their permission.*