



Cicero School District 99
Information Services and Technology Department

Remind FAQ

I received an email to claim my classes, but when I log in to my District 99 Remind account using my District 99 email address, there is nothing for me to claim.

- ❑ Follow the steps to [claim a rostered class](#).
- ❑ Log out and back in to confirm that you are logged into Remind using your D99 account (yourname@cicd99.edu) and not a personal account.
- ❑ Follow the steps to make sure your classes aren't [archived](#).

I am a co-teacher and I do not see any of my current classes in Remind.

- ❑ The lead teacher will need to add the co-teacher as an owner to classes in Remind. Coordinate with your co-teaching partner to [add another owner to a class](#).

I used my District 99 email address to create an account for my child/personal account prior to this year, and now I am having rostering and account issues.

- ❑ You will need to contact the Remind support team directly to resolve this issue. Report your account issue to the Remind team [here](#).

I see too many classes in Remind. I only need to see 1 class for the group of students I teach all day.

- ❑ Rosters in Remind sync directly from PowerSchool nightly. If you prefer to use only 1 class from PowerSchool to communicate with parents, consider [archiving classes](#) that you will not use in Remind.

I see many people in my classes in Remind. Why are there so many people?

- ❑ Remind lists all contacts for a class, including students *and* parents. Visit the Remind [People – Help Center](#) for more information about people in Remind.

Teachers/Students/Parents are receiving messages from a school, person, or a class they don't belong to.

- ❑ Anyone reporting this issue will need to follow the steps in the [messages troubleshooting guide](#) to update their account and/or contact information in Remind. If the steps in the guide do not work, the Remind support team will need to resolve this issue. Report account issues to the Remind team [here](#).

Additional Resources:

[Cicero District 99 Remind Communication Policy](#)

[Remind Help Center](#)

[Cicero District 99 Remote Support](#)

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