

WESTPORT PTA ONLINE DIRECTORY: FREQUENTLY ASKED QUESTIONS

Q: Where do I register for the Westport PTA Online Directory?

A: To access and use the online directory, you must first register at https://westport.mobilearq.com/school_directory_parent_register.html

Q: Why do I need to register for the Westport PTA Online Directory?

A: Westport PTA online directory represents a private and secure database. Online registration into Westport PTA Online directory, represents a secure check-in that provides directory access only to the parents, teachers, and staff of Westport Schools.

Q: What do I need to do to insure that I receive immediate feedback from MobileArq following registration?

A: Please add support-westport@mobilearq.com to the address book of your email. Once you register, an email is sent from this address with the email and password. Your email provider may block this address unless it is part of your address book that will accept mail from MobileArq.

Q: What information do I have to provide on the Registration Form to be in the Online Directory?

A: On the registration page, enter your name and email address that is with the school records. In addition, you will also need to provide consent for your information to be in the directory and accept the *Terms of Service* for accessing the Westport PTA Online Directory.

Q: What does it mean to give consent when I register for access?

A: In compliance with the need to protect student and family privacy, you have the right to have yours or your family's information held confidential. When you register for the directory, you have the opportunity to opt-out of having all or parts of your contact information in the directory.

Q: How do I access the directory after I have completed registration?

A: After completing registration, parents will receive an email with information on the link to the directory login page and a temporary password to access their account.

Q: I have not received confirmation of registration in my email. Why?

A: Your server may block or filter this email to your Spam folder, unless <mailto:support-westport@mobilearq.com> is added to your address book. If you still cannot find the confirmation email then please contact <mailto:support@mobilearq.com>.

Q: I receive *Invalid Email or Password* error message following login to the directory. What do I do now?

A: The initial temporary password generated for you is an alphanumeric password with alternate numbers and letters. It is easy to mistake a letter for a number, or vice-versa or to enter empty spaces. **Please reenter the password as displayed.**

If, you have registered successfully once but cannot remember your password, then please use the *Forgot Password* link on the Directory login page.

Q: Where can I change my temporary password to something that I can remember?

A: When you log into the online directory, click/tap on the tab marked *Edit Profile and Password*. Then, click/tap *Change Password* option to change/reset your password from that provided by the administration.

Q: How can I edit my directory information?

A: After logging into the online directory, click on the tab marked *Edit Profile and Password*. Then click/tap on the tab *Edit My Directory Info*. You will then see information relevant to you and your family. Please make any changes to correct/update the stored information.