



## Parent Connect and MISTAR FAQ

Parent Connect is a program which provides an easy way for parents to view their child's school information.

At the **K-4 level**, parents have access to the Demographic Module, Contacts Module, Cafeteria Module, e-mail notifications and the My Account Link.

Demographic Module – Student information including name, address, telephone number, birth date, etc. Please notify your student's school office if any of this information is inaccurate.

The Cafeteria Module allows parents to view cafeteria charges, payments and balances for student lunch accounts. Parents also have the ability to make online payments to their student's cafeteria account.

E-mail Notifications link – Choose to receive e-mail notifications regarding activity in your student's cafeteria account.

My Information link – provides a review of demographic information for all members of the household as well as Emergency Contacts listed for each student.

My Account link – Parents can use this link to update their e-mail address or change their password.

At grades **5-12**, parents have the ability to view the following:

Demographic – Student information including name, address, telephone number, birth date, etc. Please notify your student's school office if any of this information is inaccurate.

Schedule - Lists your student's schedule and teacher.

Assignments - Assignments and marks earned will display as they become available to view in the teacher grade book.

Marks – Displays the most recent marking period, along with the grade received and the teacher's comments.

Attendance – Provides a summary of student attendance.

The Cafeteria link allows parents to view cafeteria charges, payments and balances for student lunch accounts. Parents also have the ability to make online payments to their student's cafeteria account.

Accounts is a link to view charges, displays deposits and donations. Parents are also able to make online payments. Check this area to confirm payments received.

My Information link – provides a review of demographic information for all members of the household as well as Emergency Contacts listed for each student.

My Account link – Parents can use this link to update their e-mail address or to change their password.

E-mail Notifications link – Choose to receive daily e-mail notifications regarding your student's classroom assignments, student attendance, school news, report card and/or cafeteria balance/activity.

### **How do I use Parent Connect?**

You will be e-mailed a PIN (Personal Identification Number) and password when your account is created. Once you receive this information, you can access Parent Connect through the Brighton Area Schools website ([brightonk12.com](http://brightonk12.com)) or the web address:

<https://sisweb.resa.net/MISTAR/Brighton/> and click on Parent Portal.

Parents of current students should have received their PIN and password previously. If you need your information, click on "Need your login information?" on the Parent Connect login screen.

Once you have logged in, all of your students should appear under one account. If you have multiple accounts, please e-mail [pc@brightonk12.com](mailto:pc@brightonk12.com)

## PASSWORDS AND PINS

### *I've lost or didn't receive my PIN and password.*

PINS and passwords are e-mailed to new parents shortly after enrollment, as long as they have an e-mail address on file. If you forgot your password or did not receive it, click on the "Need Your Login Information?" link located on the Parent Connect login screen.

ParentPortal Login

Brighton Area Schools

PIN:

Password:

Log In

Need Your Login Information?

District Links

ParentPortal FAQ

**Welcome to Brighton Parent Portal**

Welcome to the Brighton Schools Parent Portal application. ParentPortal allows you to view your student's information, and communicate with teachers and staff through e-mail links provided in the application.

If you have questions about the ParentPortal site, or would like tips using the software there is a video available to assist you.

[mistreamnet.org/videos/1222](http://mistreamnet.org/videos/1222)

If you need your log in information, please request it by using the link under the log in boxes at the left. If you still have difficulty logging in, please send an e-mail to: [pc@brightonk12.com](mailto:pc@brightonk12.com) and briefly describe the problem you are experiencing.

On the next screen, enter the e-mail address you have registered with the school district. Your PIN and password will be e-mailed to you within minutes.

## **Brighton Area Schools**

### **ParentPortal Login Information**

Please enter your email address. Your PIN and Password will be emailed to you. If you are still experiencing problems logging in, please contact your student's school for additional assistance.

Email Address:

**Note:** Information sent through email is not protected from interception by other parties. It is recommended that, after successful login, you click on the 'Account' link and change your account password.

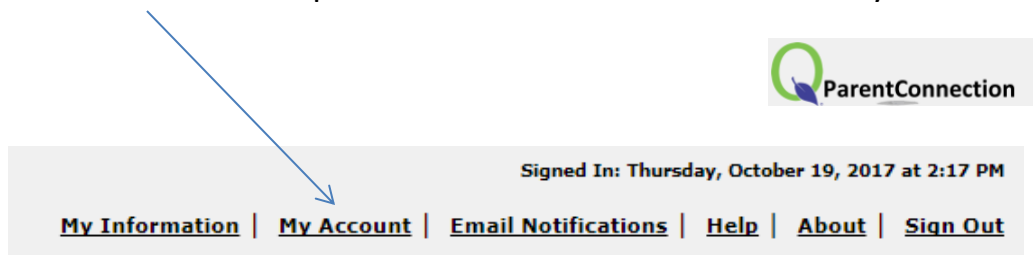
### *I entered my e-mail address to get my password, but received this message:*

**Unable to Process Request** – This happens when both parents have registered the same e-mail address with the district. Each parent has their own unique PIN and password. To maintain privacy and security, MISTAR will not send both passwords to the same e-mail address. To make corrections to your account, please contact your student's school.

## INFORMATION CHANGES

### ***How do I change my password?***

Parents can change their password by logging into Parent Connect and clicking on the *My Account* link. This new password will take effect immediately.



## **Brighton Area Schools**

### **ParentPortal Login Information**

Note: Enter your current password for authentication to make any changes.

**Current Password:**

**Email Address:**

**New Password:**

**Confirm Password:**

NOTE: New password must contain at least 8 characters including 1 non-alphabetic characters.

Your current password will be required to change your password.

Your email can also be changed here.

### ***Can I change my PIN?***

No, PINS cannot be changed. PINS are permanent numbers generated by our MISTAR student information system.

### ***How do I add/update/change my basic contact information (e.g. phone number, address)?***

Phone number and address changes cannot be made in Parent Connect. There are certain fields you can request to update by clicking on *My Information*. Address changes will require proof of address so please contact the school to update an address.

## CAFETERIA PAYMENTS

### *How do I deposit money into my child's cafeteria account?*

Sign in to Parent Connect, click on your child's picture to bring up the menu (iPad and iPhone users may need to double-click on the picture), then select the *Cafeteria* option on the left. When the cafeteria section opens, you will see charges accrued to date, payments made to date, and the current account balance. Click on the "Online Food Service Payments" link on the right to make a deposit.

Charges	Payments	Balance
\$72.50	\$74.75	\$2.25

Date	Description	Location	Charge	Payment
09/30/2015	Lunch line pmt (Cash)	Sunset Strip	\$0.00	\$5.00
09/30/2015	\$3.50 Daily Lunch Special	Sunset Strip	\$3.50	\$0.00
09/29/2015	Lunch line pmt (Cash)	Sunset Strip	\$0.00	\$3.00
09/29/2015	2.75 Burger Meal	Sunset Strip	\$2.75	\$0.00
09/29/2015	\$3.50 NR Entree Only	Sunset Strip	\$3.50	\$0.00
09/29/2015	Pop Tart \$1.00	Grab & Go 1	\$1.00	\$0.00

## ACCOUNTS

### *How do I make a deposit for a yearbook or purchase a Prom Ticket?*

Go to the Accounts link on the left side of the page and click on the payments link

Balance
\$0.00

Student:

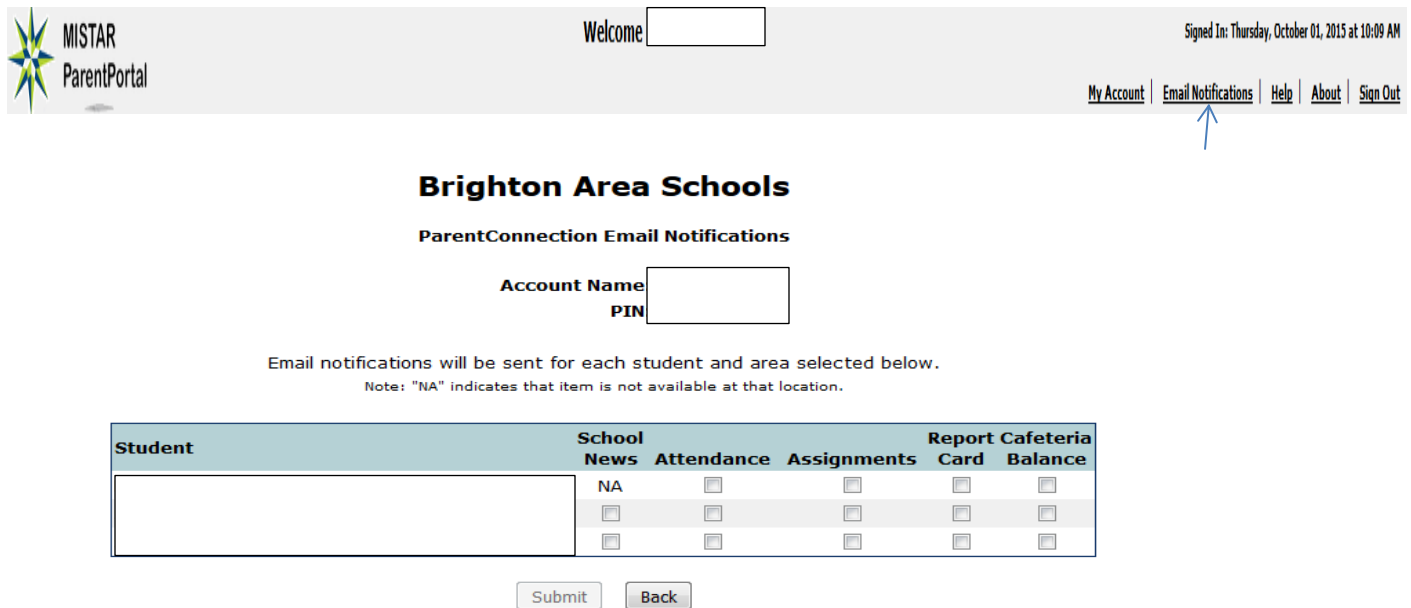
Item:

Quantity:

Item Total Amount: \$

## What if I change my mind about which reports I want e-mailed to me?

Select the Email Notifications link.



The screenshot shows the MISTAR ParentPortal interface. At the top left is the MISTAR ParentPortal logo. In the center, there is a "Welcome" message followed by a text input field. On the top right, it says "Signed In: Thursday, October 01, 2015 at 10:09 AM". Below this, there are navigation links: "My Account", "Email Notifications" (highlighted with a blue arrow), "Help", "About", and "Sign Out".

**Brighton Area Schools**  
ParentConnection Email Notifications

Account Name   
PIN

Email notifications will be sent for each student and area selected below.  
Note: "NA" indicates that item is not available at that location.

Student	School			Report Cafeteria	
	News	Attendance	Assignments	Card	Balance
<input type="text"/>	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit Back

Remove checkmarks from reports you no longer want, or add checkmarks to reports you would now like to receive.

## I don't want to receive any reports anymore. How do I make them stop?

Follow the answer above, except remove the checkmarks from all reports.

### Additional Questions:

***I'm using an iPhone or iPad and although I can see my student's picture, nothing happens when I click on it. (I can't access the various Parent Connect modules.)***

When using an iPhone or iPad, you may need to double-click on your student's picture in order to access the Parent Connect modules.

### ***Can I receive notification at more than one e-mail address?***

No. E-mail notifications are only sent to the single e-mail address associated with the Parent PIN and password you use to log into Parent Connect. Each parent receives their own unique Parent Connect PIN and password, so it is possible for each parent to sign up for their own notifications, but only at one e-mail address each.

***Will the attendance office see my message if I reply to the MISTAR attendance notification e-mail?***

No, e-mail from MISTAR Parent Connect is automatically generated and sent by the MISTAR computer. Replies to these e-mails do not go to the school building. You may use the link provided in Parent Connect attendance, or contact the school directly if you have any concerns about attendance e-mails.