



This year Triad will be using ParentSquare to communicate with staff, students, families and community members. ParentSquare will replace school messenger, and will be used for items such as delays, cancellations, newsletters, announcements, group chats, calendars, conference appointments, volunteer sign-ups, and more.

ParentSquare automatically generates an account for each parent, using the email address and phone number associated with their child's information submitted through FinalForms.

*While it is not required, we highly suggest all parents/caregivers:*

- 1) Download the ParentSquare app from the Google Play Store or Apple Store, and
- 2) Verify your ParentSquare account using the invitation link sent to the email address that you provided through the FinalForms.

Parents/caregivers should have received an initial invitation on 8/8/2024 to activate your account, and follow-up invitations will be sent periodically. For families who enroll after the start of the 24-25 school year, you will receive an invitation after your enrollment is complete.

Students in grades 5-12 can also download the StudentSquare app and connect using their school email address. Sign up emails will go out on the first day of school. This will allow students to communicate with teachers, coaches, and activity advisors in real time!

NOTE: StudentSquare sends messages to students via the app or their school email accounts ONLY, not their phone numbers. The district does not collect student cell phone numbers.

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## What is ParentSquare?

- Receive messages from the school via email, text, call and/or app notification.
- Choose how often to receive notifications:
  - Receive information as it is released (instant), or

- All at once (digest) which will give you all messages at 6:00 p.m.
  - All emergency emails will go out immediately.
  - Download an app to receive notifications.
  - Comment on school postings to engage with your school community
  - Direct message teachers and staff.
  - Chat in group messages
  - Sign up for parent-teacher conferences
  - Sign up to volunteer
- ... and more all from your desktop or mobile device!

Watch this brief video to learn more about ParentSquare (3 minutes)

[ParentSquare Overview for Parents](#)



Download the ParentSquare App

[Apple Store](#)

OR

[Google Play](#)

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Learn more about how to use ParentSquare:

[Visit the ParentSquare Help Center](#)

[Take the Parent 101 course](#) (15-20 minutes)

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# ParentSquare FAQs

## How do I sign up for ParentSquare?

Any parent/caregiver can simply log into ParentSquare using the email provided through Final Forms. Any staff member or student in grades 5-12 can simply log into ParentSquare using their school email account to get started.

Go to [parentsquare.com](https://parentsquare.com) then click "Sign in with Google." Or, download the app from Apple or Google.

Periodically, the district will send activation reminders to parents who have not activated their ParentSquare accounts. If you receive that invitation, simply open the email or text, and click "Activate your Account" or tap the link to activate your account.

Create a Password for your ParentSquare account and click Register.

Click Confirm for your phone number and/or email. A verification code will be sent to the email or phone number.

Enter the verification code to confirm.

Confirm your child or children associated with your account by clicking Confirm. Use "Not My Child" if a child listed is not associated with yours.

Select "Yes, This is Me" when you have confirmed your contact information and child(ren) associated with your account.

If you are both a parent and staff member (or have children in another district that uses ParentSquare), and you are asked to "merge accounts," please do so.

### **My email is correct in ParentSquare. Why am I not receiving emails?**

Check your spam folder to see if any ParentSquare messages ended up there, and mark them as "Not Spam."

Add donotreply@parentsquare.com to your email contacts so your server recognizes our messages.

If you still are not receiving emails, please contact support@parentsquare.com so they can assist you.

### **My phone number is correct in ParentSquare. Why am I not receiving texts?**

You may have accidentally blocked text messages from ParentSquare from your phone.

Text "START" to 66458 to re-enable your text messages.

If the problem continues, contact your school administrator for assistance.

If you blocked texts because you received too many of them, you can instead adjust your notification settings. Select "off" or "digest."

### **How do I update my email and phone number?**

**Parents:** Update your contact information in FinalForms. It will automatically sync with ParentSquare overnight.

**Staff:** Update your contact information using the Change of Information form in SCView.

### **How do I add a student who's missing?**

If you are missing a child/school, it may be because:

Your contact information does not match what we have in FinalForms.-OR-

You have more than one ParentSquare account with different contact information

### **To add a child or school:**

Update your contact information in FinalForms and make sure it is the same for all your children.

### **Staff Members Who Are Also Parents**

As a staff member and a parent, you will be able to have both your staff contacts and your parent contacts linked to the same account.

If you have a district-issued staff email on your staff record and a personal email address on your parent record, multiple accounts may have been created for you.

If you already have the same phone listed on your staff and parent accounts, your accounts can be easily linked. The accounts will merge automatically once you complete the verification process and confirm both accounts. After this, both emails will be listed on your account, but you will be required to use your staff email to log in.

If you already have separate registered accounts under different emails/phones, you can use the Combine Account option to merge them together.

### **How do I add another parent on my child's ParentSquare account?**

ParentSquare has accounts for caregivers marked as the guardians in FinalForms. Please check your FinalForms account to verify how the parent is listed.

If the additional parent is not listed as a guardian, make the necessary changes.

Changes should take effect within 24 hours.

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

Go to parentsquare.com and on the login page click "Forgot Password."

Put in your email or phone number and you will be sent a link to reset your password.

### **How can I receive content in a different language?**

ParentSquare will automatically appear in the set language of a user's device, but you also have the option to change the language.

### **Change your language on a web browser:**

From Home, click your name at the top-right and select My Account.

On the left, select Language Settings.

Click the drop-down menu and select your language and click Save.

### **Change your language from the phone app:**

From Home, tap the Menu (triple bars) on the top-left.

Select Account.

Select Preferences.

Select Language.

Scroll through the list and tap on your language.

Need more detail?

CLICK [Help article on how to change your language settings](#)

### **Why does my ParentSquare account have my spouse's or co-parent's name on it?**

If you and your spouse/co-parent share an email address, only one of you will be able to log in to ParentSquare using that email address. The other person should use their cell phone number to log on.

We recommend that each parent/guardian have their own cell phone or email listed for emergency situations. You can update your contact information in FinalForms

### **I am getting too many messages from ParentSquare.**

If you do not want to be notified of all messages instantly, we advise you to change your notification settings. You have three options for how often you receive notifications on the platform via text, app alert, or email:

- **Instant:** Receive all messages instantly
- **Digest:** Receive all messages together in one daily communication around 6 PM.\*
- **Off:** No notifications are sent.\*

\*NOTE: **Regardless of your notification settings, you will continue to receive emergency notifications instantly.** These notifications can be sent in the following ways: 1) A "Post" that is set to send immediately; 2) A Smart Alert or 3) An Urgent Alert. In addition, Direct Messages can still be received. This includes attendance notices.

### **Change Notification Settings on Mobile App:**

From Home, tap the Menu (triple bars) on the top left.

Select Account.

Select Notifications.

Use the toggle to turn on or odd notifications by email, text, and app.

Select Instant or Digest for email, text, or app.

### **Change Notification Settings on Web Browser:**

From Home, click your name in the top-right corner and select My Account.

Select Notification Settings on the left.

Choose your preferred Notification Settings for General Announcements & Messages (Off, Instant or Digest) and School Alerts (On or Off).

Need more detail?

CLICK [Help article about notification settings](#)

### **How do I send a message to my child's teacher?**

Contact your child's teacher privately by using the direct messaging tool.

On the web, you can click "Messages" in the left sidebar and start a direct conversation by clicking "New Message". On the ParentSquare App, you can tap on the "+" sign to start a new message.

You will see their child's teacher and group owners in the quick-select recipients' box at the top of the page. Or, you can type the first three letters of a name in the recipient box for other users to auto-populate.

From here, you can send a direct message to your child's teacher that only you and the teacher can see. You can also send messages to other staff members at the school, such as your child's coaches and club leaders.

Need more detail?

CLICK [Help page on direct messaging](#)

### **How can I edit my sign-up?**

In order to change your sign-up (e.g. for a conference appointment), you must delete your existing sign-up and sign up again for the correct slot.

To delete your sign-up, hover your mouse over your name and you will see a trash can appear to the right of your name. Click on the trash can and your sign-up will be removed. Then, you can click on the "Sign Up" button that corresponds with the correct slot.

### **Can I change my RSVP?**

If your plans change and you would like to change your RSVP, click on "Sign Ups and RSVPs" under the participation tab in the left sidebar. On this page, find the event that you had previously sent an RSVP for and click the green button that says "Change my RSVP" on the right side.