



ParentSquare Quick Start Family Guide

About this Guide:

ParentSquare will be a valuable resource to connect you with your child's school and with the larger District. We understand that it can be frustrating if you are having access issues. This guide is a resource to support parents and guardians successfully connecting to their child's school vis-à-vis ParentSquare.

Accurate Contact Information is the Key to Access:

The best way to ensure access to ParentSquare is by confirming that your campus has the most up-to-date, accurate contact information for your child.

How do you confirm or correct inaccurate contact information?

Complete the [Annual Student Information Update](#)! It's a quick, online platform to update your information and provide necessary consents for your child this year!

You can also call your child's campus and ask the office to review your contact information as it appears in the Student Information System. Your campus can make corrections directly to any incorrect information.

Still Need Additional Help?

Please contact the Family Connections Center at 713-556-7121 or parentassistance@houstonisd.org to share your information. A member of the HISD team will work to return your call and resolve your access issue as soon as possible.

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How Do I Sign Up?

The District or your child's school sends you an invitation email or text to join ParentSquare, and you'll click a link to activate your account. *If you are a parent and the school's database (SIS) contains your contact details*, you can use your email or phone number to set up your account without the invitation.

What to do:

1. Find the email from your school and click to get started, or:
2. Go to parentsquare.com/signin (or install the ParentSquare app) and follow the prompts to sign up.
3. Use your email, or your phone number to set up your account. *Your email/phone number must match contact details in the school's database for this to work!*
4. If your contact details aren't recognized, ensure that you have completed the [Annual Student Information Update](#) to correct your contact information. You can also contact your school administrator to verify your contact information in the student information system. *After they update your information in their database, the new contact details will appear in ParentSquare the next business day and you will be able to verify your account and confirm your student(s).*

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How Do I Confirm My Contact Details?

Note: All parents with active, accurate contact information will begin to receive District and school communications regardless of registration status. However, you will need to register your account to participate in two-way communication.

1. Log in to your main ParentSquare account.
2. If you have unverified contact information, you will see one or more contact cards under, "Action Required: Confirm Your Account Information."
Note: You can also click "Confirm Contact Info" on your Account page to start the process.
3. Confirm Email and/or Phone. A verification code will be sent to the email or phone number. Enter this verification code in ParentSquare to confirm.

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4. Confirm Child(ren).
5. Confirm your name and school affiliations by clicking “Yes, this is me.”

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How Do I Change My Contact Details?

Is your phone number wrong? Do you want to change your primary email? Is your name misspelled? Do you see information for a student who's not yours?

There are 2 primary ways a parent can update contact information.

1. Submit an update using the [Annual Student Information Update](#)
2. Update phone or email directly in ParentSquare (see below)

What to do in ParentSquare:

- Log in and navigate to My Account, then Edit Account.
- Edit your contact details and verify your new email/phone (if changed).
- These suggested corrections will be sent to the school.

Changes will show in your account after the school updates its database of record.

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Combining Accounts (For Parents Only)

If you have more than one ParentSquare account (for example, because your name, email, or phone number didn't match), you can combine them into one.

What to do:

1. Log in to your main ParentSquare account.
2. Click your name in upper right and select My Account.
3. Click Combine with another account.
4. If other accounts match your verified email(s) or phone(s), click Combine Accounts.
5. If the account you want doesn't show up, click Combine Another Account and sign in with that account.

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6. Choose the name you want to use, then click Combine Accounts.

Now you'll see all your students in one account, and you can log in using any of your email addresses or phone numbers.

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Why Don't I See All My Kids, Classes Or Groups?

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

- Your contact information is inconsistent across the school's student information system.
- You have more than one ParentSquare account with different contact information.

What to do:

- If you're missing kids, schools or contact info in ParentSquare, first try confirming your account information (#2 above).
- If the information is still missing, you may want to try combining your existing accounts (#4 above).
- If not successful in either confirming your account or combining multiple accounts, contact your child's campus and ask the registrar to look up the current parent contact information assigned to your missing student. The campus should be able to make necessary adjustments to match the contact information with your existing ParentSquare account. Updates will show after one business day.

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How Do I Update My Language Preferences?

Do you want to have messages translated to another language? Are your messages showing up in the wrong language?

What to do:

- If you are using the web browser: On your home page, click your name and select "My Account." Then, select "Language Settings."

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- If you are using the mobile app: From your home screen, click the triple bar in the top left corner. Click on “Account,” then “Preferences,” then “Language.”
- Select your preferred language and save.

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How do I Unsubscribe? I am Not a Parent!

Sometimes, non-parents get messages from a school using ParentSquare.

- ParentSquare synchronizes with each school’s internal student information database. It contains contact details submitted by families (on forms, during enrollment, etc.)
- Most likely, a parent or staff member made a typo, and there is incorrect contact data for a parent or student that matches an actual phone number or email belonging to someone else.
- Only the school or district is authorized to update contact details to maintain security and protect student privacy.

What to Do:

- To unsubscribe from text, text STOP to the number sending you the texts. You can also click to unsubscribe from emails.
- However, the school or district will still have you in their system and include you in urgent notifications through ParentSquare.
- To stop receiving all notifications, please contact the campus that is sending you messages to have them remove your contact details from their database.