Blocksi



Support for Blocksi Parent Access: What Happened & What to Expect Next

Dear parents of **Hillsboro School District,**

On September 12, some parents accidentally received **duplicate invite emails** to the **Blocksi Parent Dashboard**. We know this may have caused confusion, and we're truly sorry for the disruption it created for you, and your families.

Our team acted immediately, stopping additional emails and investigating the issue so you can continue enjoying a seamless experience. We temporarily paused new invitations while we sorted things out, and **everything is now back on track**.

What Happened?

A full upload of parent contacts was followed by a system-wide 'Invite All' action, which unintentionally triggered duplicate email invitations to a large number of parents. Because so many messages were sent at once, some parents' inboxes became overloaded, causing your personal emails to be delayed, overlooked, or buried among other messages.



What Can Parents Expect Next?

- We've completed the fix and resumed the invitation process. Invitations will now be sent one time only to the correct parent contacts—no duplicates and no unnecessary notifications.
- Parents who previously received an invitation do not need to do anything. Their existing link will continue to work now that the system is active again.

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HILLSBORO SCHOOL DISTRICT

A Simpler Way for Parents to Stay Involved

There's no need to check your child's device or jump between platforms. Now that the system is active again, you can register on the Blocksi Parent Dashboard and quickly validate with your student.

Once you're connected, you'll be able to keep an eye on your child's online activity, set the right boundaries, and stay informed—all from one easy-to-use dashboard. No hassle, no extra apps, and no interruptions to your day. Just a simple way to stay involved and protect your child with confidence.

Activate Your Account On The Blocksi Parent Dashboard To Stay Connected With Your Kid





We're in touch with your Support contact and will share updated instructions to prevent any further issues.

We appreciate your patience and understanding as we work to improve your Blocksi experience, and we're confident these updates will make things smoother moving forward.

The Blocksi Team

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