

# South St. Paul Public Schools

## ParentSquare



ParentSquare is the mass communication system used by South St. Paul Public Schools for school to family and family to school communications. It is a simple and safe way to connect and communicate. If you have an email address registered with the school district, then you have a ParentSquare account ready for you.

### SSPPS Uses parentsquare for:

- Mass notifications to families
- Emergency school closing information
- Two-way communication with teachers and staff
- Classroom communications
- Attendance notifications
- Conference and meeting signups
- School and district newsletters
- Athletics and activities communications
- StudentSquare for staff/coach and student communication

### Activate Your Account

Contact information syncs nightly from our information system Infinite Campus Parent Portal. Your account will be in ParentSquare the day after your student's enrollment is active. The school district will send an activation email, however if you did not receive an activation email, it's easy to activate your account yourself.

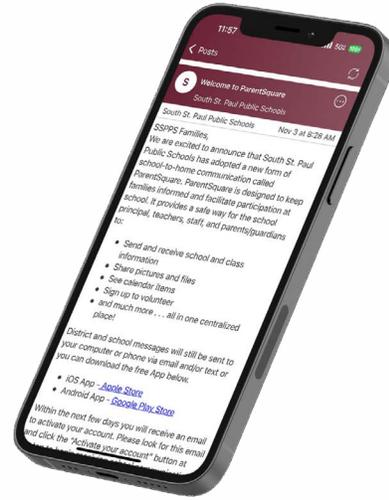
- Go to [parentsquare.com](https://parentsquare.com)
- Look for the box that says "Register"
- Enter your email address or phone number and click "Get Started"
- If the school district has the correct contact information for you, you will receive an email to setup a password

*Activating your account ensures that SSPPS has the correct contact information for you and allows you to message staff. If you do not activate your account you will still receive messaging.*

### Updating Contact Information

ParentSquare syncs your contact information directly from Infinite Campus-Parent Portal. If you need to update your contact information, you can log into Parent Portal or contact your child's school. If your contact information has been updated in Parent Portal, ParentSquare will reflect the updated contact information the following day, after the overnight sync.

For frequently asked questions and troubleshooting information visit: <https://parentsquare.zendesk.com>



### Download the ParentSquare App

Stay involved with your student's learning and activities at school from anywhere using the ParentSquare app. The best way to receive school alerts and communication is to download the app to your smartphone.

If you do not have a smartphone or download the app, you will still receive all communications from your student's teachers, school, and the district.



## Notifications

ParentSquare allows users to customize their notifications based on notification type and select their preferred delivery method for each school. The Instant setting will send all post notifications in real-time. The Digest setting sends direct messages, alerts, and time-sensitive posts instantly, but sends all non-time sensitive posts at the end of the day, reducing the number of notifications you receive daily. To change your notification settings:

- From the Homepage, click My Account
- Click Notification Settings
- Choose notification settings for each school and device

*Note: you cannot turn off Urgent Smart Alerts and Notices; this includes attendance notices. You can also change your preferred language in settings.*

## Notification Troubleshooting Tips

If you are having trouble receiving notifications, there are some steps to take. If you are unable to sign into your ParentSquare account, be sure you have activated your account. If you are still unable to login, reach out to your student's school for help. If you are able to log into your ParentSquare account, please try the following steps:

- Check your contact information in Campus Parent Portal, change anything incorrect
- Check your ParentSquare notification settings using the steps above



### Email Notifications

- Check your SPAM folder for emails from donotreply@parentsquare.com
- Add donotreply@parentsquare.com to the safe senders list



### Phone Notifications

- If you are not receiving texts, text the word START to 66458
- If you are not receiving phone calls or texts add South St. Paul Public Schools to your address book, this will override settings your phone or provider might have for unknown numbers. Add the following numbers:
  - For phone calls: 651-457-9400
  - For text messages: 60710, 66458, 87366, 36794

For more troubleshooting information visit: <https://parentsquare.zendesk.com/>

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