HANOVER COMMUNITY SCHOOL CORPORATION

Parent FAQ & Quick-Start Checklist

Interactive checklist and quick answers to help you navigate your free Qustodio Parental App account.

Part 1: Quick-Start Setup Checklist

Follow these structured milestones to get Qustodio set up on your household devices and connect to your child's Chromebook:

- [ ] **Step 1: Verify Registration Email:** Ensure you know which email address Hanover Community School Corporation has registered for you in the district database. (This email is required to link Qustodio to your child’s Chromebook).
- [ ] **Step 2: Access the Onboarding Portal:** Open your browser and navigate to **qustodio.com/my-school**.
- [ ] **Step 3: Create Login:** Input your registered parent email address and select a password.
- [ ] **Step 4: Link Student Account:** Follow the onboarding instructions to associate the parent account with your student's school profile.
- [ ] **Step 5: Test Control Features:** Log in to the Qustodio App on your phone/tablet and verify you can view your child's Chromebook activity timeline and use the 'Pause Internet' button.
- [ ] **Step 6: Configure Outside-School Rules:** Establish Bedtime Routines, Custom Filters, and Daily Time Limits to match your household guidelines.
- [ ] **Step 7: (Optional) Add a Free Personal Device:** Download the Qustodio Kids App on one personal phone or tablet per child to extend free security outside of school.
- [ ] **Step 8: (Optional) Set up Co-Parenting Logins:** Invite your co-parent or guardian through the app settings under 'Additional Parent' so both adults can maintain identical rules and insights.

Part 2: Frequently Asked Questions

> ■■ **Critical District Notice:** Hanover Community School Corporation does not provide technical support or assistance with app configuration. The school's administrative role is strictly limited to managing and updating your registered email address on file in the school records. For any app issues, troubleshooting, or configurations, please contact Qustodio directly at **myschool@qustodio.com**.

Q: Does the school district support the Qustodio App if I run into technical problems?

A: No. Hanover Community School Corporation does NOT provide technical support or configuration help for Qustodio. The school's sole role is maintaining the parent email address used to access the platform. Because Qustodio is a secure, private parenting tool, only you and Qustodio's support engineers can view your configurations. Please email **myschool@qustodio.com** directly for all technical help.

Q: Why is the district providing Qustodio?

A: To support a collaborative approach to digital wellness. While US laws mandate content filtering on campus, Qustodio provides parents with the tools needed to encourage a healthy balance when devices are used at home.

Q: What email address must I use to register my account?

A: You must register with the exact email address that Hanover Community School Corporation has on file in its systems. If you try to use an alternative email, Qustodio will not be able to identify your child or link their Chromebook.

Q: Who should I contact if my registered email address is incorrect or needs to be changed?

A: If the email address we have on file is outdated, please contact **gs@hanover.k12.in.us** to have your contact email updated in the school records. Once updated, you can register with Qustodio.

Q: Can both parents have access to Qustodio?

A: Yes. Qustodio offers two distinct arrangements: a Co-Parent setup where you invite another adult to share your account settings with a separate login, or a Split-Family setup where parents create individual accounts and swap active Chromebook rules back and forth.

Q: Does Qustodio share or sell student data?

A: Absolutely not. Qustodio strictly adheres to COPPA and FERPA privacy regulations. Your child's data is safely stored, never sold, and never utilized for marketing or commercial profiling.