

ParentSquare Helpful information:

1. How do I sign up for ParentSquare?

Schools will most likely send 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.

ACTION:

- Go to www.parentsquare.com/signin. You can also install your school's ParentSquare app and follow the prompts to sign up.
 - Use Google single sign on, your email or your phone number to set up your account. Your email/phone number must match contact details in the school's SIS for this to work.
 - **If your contact details aren't recognized, contact your school administrator to get them added.** After they update your information in their SIS, the new contact details will appear in ParentSquare after the next daily sync. Then you will be able to create an account.
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2. How do I fix or change my contact details?

Is the 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?

For most schools, ParentSquare is configured to NOT allow contact info changes, as it synchronizes with the school student information system (SIS) daily. In this case, a school administrator will first make the change in the SIS, and it will sync over to ParentSquare within 24 hrs.

ACTION:

Contact the school office and ask for your contact information to be updated. Once they update your information in their SIS, the changes will appear in ParentSquare after the next daily sync.

3. How do I add a student who's missing?

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

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

ACTION IF ONE ACCOUNT:

- **Contact your child's school to update your contact information in the SIS.** Ensure you have the same email and phone number on file for all children and all schools.
- Your account will be corrected when we sync with the SIS (daily).

ACTION IF MULTIPLE ACCOUNTS:

- **Contact your child's school to update your contact information in the SIS.** Verify that each of your children have the same email address and mobile phone number listed for you.
- **Delete your ParentSquare user account(s) that does not have the correct email address** (choose "Delete" when accessing your account in ParentSquare).

- Your account will be corrected when we sync with the SIS. If the contact information has been made consistent across accounts in the SIS and the ParentSquare account(s) with the incorrect contact information have been deleted, then *when we sync, your associations will be pulled into one ParentSquare account.*

4. How do I update my language preference?

NOTIFICATION SETTINGS

Choose how and when you want to be notified for each of your schools

[Customize your settings →](#)

LANGUAGE SETTING

Your preferred language setting is **English**.

[Change this →](#)

