

## **iParent Frequently Asked Questions**

### **1. Once I've set up my account using the access code I received in the mail, what will I be able to see?**

*You will be able to see attendance, daily schedule and recorded grades for your currently enrolled children at the middle school and high school. You will also see attendance for children enrolled at the elementary schools.*

### **2. What should I do if I feel I should have received an access code and didn't?**

*Contact the school your child is enrolled in - either the middle school or high school and they will look into this. Parents living out of town will be asked to submit a request for an access code in writing to the school principal. Following verification, an access code will be generated and mailed.*

### **3. What if I lose my access code before I have the chance to set up my account?**

*You will have to come into the school office and sign for a copy of your access code.*

### **4. I've accessed my account the first time, now an error says district and password incorrect.**

*Are you sure you are using the username you initially created? Not sure what that is? Email [iparent@bpsmail.org](mailto:iparent@bpsmail.org) and we will send you your username.*

### **5. The access code I have entered is invalid OR my child's birthdate is incorrect?**

*You have probably inputted an incorrect code. The access code is case sensitive. There are no spaces between the letters, number, symbols. Go to internet explorer, click on tools, options, delete all temporary internet files, then start the process again.*

### **6. What is the district number?**

*3001*

### **7. Why do I see and M in the grade book and why is it worth 0 points?**

*When teachers input assignment scores the day an assignment is due and a student has not handed in the assignment a "-" is put into the grade book. Within 24 hours that assignment is considered missing and an "M" is put in place of the "-" and equals 0 points. The M in the grade book indicates that the assignment has either not been inputted or that the student owes the assignment. It is useful in tracking missing assignments*

Need more help? Email [iParent@bpsmail.org](mailto:iParent@bpsmail.org)