

PARENT CONNECT AND MISTAR FAQ

PARENTCONNECT

ParentConnect provides an easy way for parents to view their child's school information.

At the K-6 level, this program includes the following modules:

- Demographics – Student information including name, address, telephone number, birth date, etc. Please notify your student's school if any of this information is incorrect.
- Transportation – Bus pick-up and drop-off times, bus letter, and bus stop location are available in this module for students eligible for transportation.
- Contacts – Lists the contacts indicated on the student's emergency card. Please notify your student's school if any of this information is incorrect.
- Schedule – Lists your student's teacher(s)
- Attendance – Provides both summary and detailed attendance information for your student
- Health – Lists important health information for your student, including allergies. Please notify your student's school if any of this information is incorrect.
- Report Cards – Includes both Standards (your student's grades) and Marks (comments/narratives for your student)
- My Account – Can be used to update email addresses and change password

At the 7-12 level, this program includes the following modules:

- Demographics – Student information including name, address, telephone number, birth date, etc. Please notify your student's school if any of this information is incorrect.
- Transportation – Bus pick-up and drop-off times, bus letter, and bus stop location are available in this module for students eligible for transportation.
- Contacts – Lists the contacts indicated on the student's emergency card. Please notify your student's school if any of this information is incorrect.
- Schedule – Lists your student's teachers
- Attendance – Provides both summary and detailed attendance information for your student
- Assignment – Provides a listing of your student's assignments, along with points possible and points received (must be enabled by teacher)
- Health – Lists important health information for your student, including allergies. Please notify your student's school if any of this information is incorrect.
- Marks – Shows each class your student has taken, along with the grade received and the teacher's comments
- Transcript – Provides a listing of all high school courses and the grades and credits received in each course
- My Account – Can be used to update email addresses and change password

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How do I use ParentConnect?

You will be emailed a Personal Identification Number (PIN) and password upon registering your new student. Once you have received this information, you can access ParentConnect through the Livonia Public Schools website (www.livoniapublicschools.org), under the PARENTS tab. Click "ParentConnect" and you will be directed to the login page. Once logged in, you will be able to view all your students under the same account. If you have multiple accounts, please email parentconnect@livoniapublicschools.org.

Parents of current students should have previously received a PIN and password. If you do not know your login information, please visit the ParentConnect website on a computer and click "Need your login information?" on the ParentConnect login screen. It is not currently possible to recover login on a mobile device or tablet.

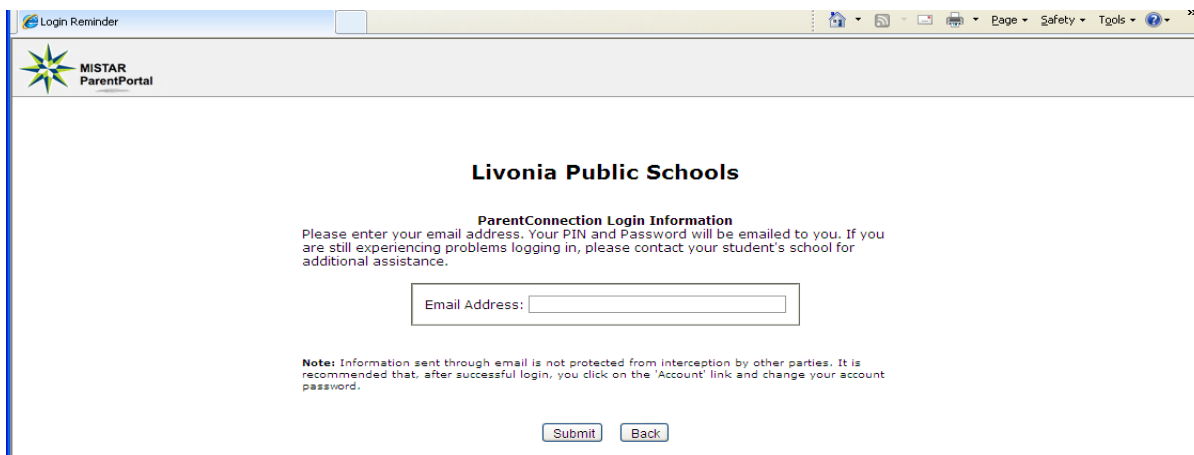
Passwords and PINs

Q. I've lost or didn't receive my password and/or PIN.

A. PINs and passwords are emailed to new parents shortly after enrollment. If you forgot your password or didn't receive it, click "Need your login information?" on the ParentConnect login screen.



On the next screen, enter the email address you have registered with the district. Your PIN and password will be emailed to you within minutes.



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Q. I entered my email address to get my password, but received a message that said, "Unable to process request."

A. This happens when both parents have registered the same email address with the district. Each parent has their own unique PIN and password. To maintain privacy and security, MiStar will not send both passwords to the same email address. To get your PIN and password, send an email request to parentconnect@livoniapublicschools.org.

Information Changes

Q. How do I change my password?

A. Parents are able to change their password by logging into ParentConnect and clicking on "My Account" in the upper right hand corner. The new password will be effective immediately.

Q. Can I change my PIN?

A. No, PINs cannot be changed. Your PIN is a permanent number generated by our MiStar student information system.

Q. How do I add/update/change my basic contact information (phone number, email address)?

A. These changes cannot be made in ParentConnect. Please contact the main office at your student's school to initiate these edits.

Q. How do I change my child's demographic information?

A. These changes cannot be made in ParentConnect. Please contact the main office at your student's school to initiate these edits.

Q. I'm using a mobile device and can view my student's picture, but am unable to click on it to access the modules.

A. When using a mobile device or tablet, you may need to double-click your student's picture to access the modules.

Q. What if I change my mind about which reports I want emailed to me?

A. Select the Email Notifications link, and remove or add checkmarks to the applicable reports.

Account Name:
PIN:

Email notifications will be sent for each student and area selected below.
Note: "NA" indicates that item is not available at that location.

Student	School News	Attendance	Assignments
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Q. Can I receive notifications at more than one email address?

A. No. Email notifications are sent to the single email address associated with the PIN and password you used to log in to ParentConnect. Each parent receives a unique PIN and password, so each parent is able to receive notifications at separate email addresses.

Q. Will the attendance office see my message if I reply to a MiStar attendance notification email?

A. No, email from MiStar ParentConnect is automatically generated. Replies to these emails do not go to the school building, so please contact the school directly with concerns about attendance emails.