

Welcome Parents to the
FCPS 24-7: Parent View
Pilot Program

Having trouble?

Who do you call?

FCPS 24-7 HELP Desk

1-866-434-8880



FAQ – FCPS 24/7 Parent View Accounts

Question: I registered for Parent View last year and I can't remember my username/password – where can I get that information?

Answer: Call the helpline at **1-866-434-8880**

Question: I tried to complete the parent view registration, but it says my child cannot be found. How can I add my child to my account to complete the registration?

Answer: The data you enter for your name and address must match what the school has in the system **EXACTLY** – street names, abbreviations, everything has to be the same. If it is not entered the same way as what the school system has, it will not allow you to continue or complete the registration process for Parent View. If it is **NOT** allowing you to complete the process, please plan to visit the school and speak to the SIA operator, **Pam Molina**, in the Office of Student Services. She can be reached by phone at 703-533-2603 to set up an appointment.

Question: I completed the Parent View registration and had the account validated here at Longfellow where they gave me my username but the password has never been e-mailed to me. How can I get my password?

Answer: Call the helpline at 1-866-434-8880

Question: When I log in I see my child's classes from last year. How can I fix this?

Answer: At the end of the school year maintenance is done on the database that should prevent this for the most part. However, if you are still seeing incorrect data, you may contact last year's teacher and ask the teacher to remove the student from the course.

Question: Why can't I see all of my child's classes?

Answer: There are a number of settings that need to be set in order for both students and parents to see a course. While most classroom sites are pre-set to provide parents access, some courses may have had these settings modified, or have been created after the course access settings were made. If you have a concern, please contact the teacher.

Question: Who do I contact when I need a real, live person to help me with my FCPS 24-7: Parent View problem?

Answer: Call the FCPS 24-7 help desk any time day or night (**1-866-434-8880**).

Question: My child can't log in to Blackboard– who can reset the password?

Answer: Any of your child's teachers can reset the password; please contact one those seven teachers.