

FCPS 24-7 Learning Parent View Frequently Asked Questions for Parents



Parents can now create their own account for FCPS 24-7 Learning. After registering and having their account validated at one of their children's schools, parents will have their own username and password to access all of their children's available courses, their high school students' career and college planning through Family Connection and will be able to update their children's emergency information through weCare@school. Updating weCare with the correct email address will ensure better communication via Keep in Touch.

So what is FCPS 24-7 Learning Parent View?

FCPS 24-7 Learning Parent View	
FEATURES	BENEFITS
Exclusive parent user account	Parents no longer need to share their student's login and ID.
Single log-in	Parents will be able to access all their children's available courses using this one login.
Security	To keep information secure, parents will encounter two separate checkpoints: registration and a verification process.

The following Frequently Asked Questions (FAQ) were devised to help address questions that were received from parents that. These questions are grouped in the following topics:

- General Registration Requirements and Information
- Support Questions
- Navigating in FCPS 24-7 Learning

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General Registration Requirements and Information

Is there an FCPS expectation that parents provide proof (picture ID) before being given access?

Yes. When a parent visits their school they will need to provide a picture ID. This helps safeguard student privacy by helping the schools make certain that FCPS 24-7 Learning Parent View user account information is issued only to those who have legal rights to view that student's information.

If a parent has students in multiple schools, do they need to validate their account at each school or just one?

The parent only needs to go to one of their children's schools to validate their account.

Will parents need to register for the parent portal account each year?

No. Parents will not have to register each year. One thing to keep in mind is at the beginning of the school year, teachers need to make the courses available. Until teachers make their courses available, the parent will not see those courses.

Will parent accounts automatically update as students enroll into FCPS? For example, a family has three children enrolled in FCPS and enrolls a new student.

*No. Parents will need to add each additional child as they enter FCPS. There is an **Add Child** link when the parent logs into FCPS 24-7 Learning.*

Will parent accounts automatically update as students transfer out of FCPS?

When children withdraw from FCPS the student's account on FCPS 24-7 Learning is disabled; in turn the parent view does not include students that have been disabled in the system.

Many schools have students with similar names, in some cases there are students with the same first and last name. How does FCPS make sure that parents are matched with their children?

Each student has a unique student ID number which will ensure that a parent is matched to the correct child during registration.

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Support Questions

What does a parent do if they forget their username or password?

*Parents need to contact the FCPS 24-7 Help Desk at **1-866-434-8880** for help with their password. Teachers and school staff can not change the parent's password. If students forget their password, they need to contact their teacher.*

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

*Call the FCPS 24-7 Help Desk any time day or night at **1-866-434-8880**.*

How do I cancel my FCPS 24-7 Learning Parent View account?

A parent can contact the school. The school will contact appropriate staff to remove the parent account from the FCPS 24-7 Learning system.

Navigating in FCPS 24-7 Learning

What can parents see when they log into FCPS 24-7 Learning Parent View?

When a parent logs in to their FCPS 24-7 Learning Parent View account they see a module that contains a link to the child's school website and a link for each child to the FCPS 24-7 Learning courses the student is enrolled in. When a parent clicks on a link to the course they will have access to the content areas, announcements and staff information areas the teacher has made available in the course.

Can parents email teachers within FCPS 24-7 Learning Parent View?

Currently parents do not have email capability but if teachers have supplied their email under Staff Information, parents can use their personal email to contact the teacher.

Can I see my child's grades from within FCPS 24-7 Parent View?

***FCPS 24-7 Learning is not the gradebook of record** for FCPS teachers, so parents will not have access to their child's grades through the parent view.*

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Why can't I see everything that my child sees when I log in?

Parents will not have access to the interactive features of FCPS 24-7 Learning such as Wikis and Blogs and Discussion Boards.

What happens with tests/surveys/discussion boards posted in FCPS 24-7 Learning? What does a parent see?

In order to preserve the security surrounding information such as test questions, parents will not have access to these areas of the course. This is a setting of the software and can not be changed.

Will I see any organizations that my child is enrolled in?

No. Organizations are not visible to parents.

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

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.

When I login I see my child's classes from last year. How can I fix this?

At the end of the school year maintenance is done on the database that should prevent this for the most part, if you have a concern, you may contact last year's teacher and ask the teacher to remove the student from the course.

The site for my child has not been updated since September.

Updating a course site is the responsibility of the teacher of the course. Please check with the teacher to see how often they plan to update their site.