

Frequently Asked Questions for Parents

FCPS 24-7: Parent View

Fall, 2007

Fairfax County Public Schools provides the capability for all schools to support parent access to their children's online class sites. FCPS began providing each parent their own username and password for login to FCPS 24-7 Learning (Blackboard) in March 2007. This program allows parents and legal guardians of FCPS students to access FCPS 24-7 Learning without sharing login information with their children. Parents are also able to use other tools of special interest such as weCare@school for updating Emergency Care Information online.

So what is FCPS 24-7: Parent View?

FCPS 24-7: Parent View allows parents and legal guardians of FCPS students to request an account for FCPS 24-7 Learning. With this account, parents will be able to log into FCPS 24-7 and access class information for each of their children. Here is a chart that summarizes the Features and Benefits of this opportunity.

FCPS 24/7 Learning	
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 courses using this one login.
Security	To keep information secure, parents will encounter two separate checkpoints: a security code and a verification process.

The following Frequently Asked Questions (FAQ) were devised to help address questions that were received from parents that participated in a pilot program during the spring and fall of 2006. These questions are grouped in the following topics:

- General Registration Information
- Support Information
- FCPS 24-7 Navigation Information

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 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 classes 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. The one in private school returns to FCPS in January. Will the student automatically be in the family module?

*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.*

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

When children withdraw from FCPS the student's account on FCPS 24-7 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.

Support Questions

What does a parent do if they forget their password?

Parents need to contact the FCPS 24-7 Help Desk (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: Parent View problem?

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

How do I cancel my FCPS 24-7: 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 (Blackboard)

What can parents see with they log into FCPS 24-7: Parent View?

When a parent logs on with their FCPS 24-7 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 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 that the teacher has made available in the course.

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

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 discussion boards and virtual classroom.

What happens with tests/surveys/discussion boards posted in FCPS 24-7? 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 by 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 log in 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.