So what is FCPS 24-7 Learning Parent View?

FCPS 24-7 Learning Parent View will provide parents access to available courses the child is enrolled in, Family Connection to view College and Academic Career Planning (for Middle and High school students), and Bus Stop Information. They can also update their children’s Emergency Care Information through weCare@school.

<table>
<thead>
<tr>
<th><strong>FCPS 24-7 Learning Parent View</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>FEATURES</td>
</tr>
<tr>
<td>Exclusive parent user account</td>
</tr>
<tr>
<td>Single log-in</td>
</tr>
</tbody>
</table>

The following Frequently Asked Questions (FAQs) were devised to help address questions that were received from parents. These questions are grouped in the following topics:
- General Information
- Support Questions
- Navigating in FCPS 24-7 Learning

**General Information**

**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.*

**Support Questions**

**What does a parent do if they forget their password?**
*If a parent forgets their password, they should use “Forgot Your Password” link just below the login.*

**NOTE:** If students forget their password, they need to contact their teacher.
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 available 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 official grades through FCPS 24-7. Grades can be seen through the SIS Parent Account.

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.

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. If you cannot contact the teacher, please create a Parent Support ticket at: [http://www.fcps.edu/is/instructionaltechnology/247help/parents.shtml](http://www.fcps.edu/is/instructionaltechnology/247help/parents.shtml).

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.