FCPS 24-7 Learning Parent View

What if...

Parents forget their password, want to change their password or wants to change their email address?
Follow these directions after the online registration process and validation at the child’s school have been completed.

As parents are using FCPS 24-7 Learning there may be a time when:
- A parent forgets their password
- A parent wants to change their password
- A parent wants to change their email address

A parent forgets their password
If a parent forgets their password they should first try using “Forgot your password” link just below the login. If still experiencing difficulties, please create an FCPS Learning Parent Support ticket at:
http://www.fcps.edu/is/instructionaltechnology/247help/parents.shtml.

A parent wants to change their password
After logging in, click on the Change Password link under My Information. You will be prompted to type your new password twice. Then click on the Submit button.

A parent wants to change their email address
To change the email address associated with your FCPS 24-7 Learning Parent View account, click on the Change Email Address link under My Information. You will be prompted to type your new email address twice. Then click on the Submit button.

NOTE: Changing the email address through Parent View’s “Change Email address” feature only changes the email address used in FCPS 24-7 Learning and Family Connection. This does not change the email address used for Keep In Touch communication. Using weCare@school link to update the Emergency Care will change the email for Keep In Touch. Updating weCare@School with the correct email address will ensure better communication via Keep in Touch and the student’s school.

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FCPS Learning Parent Support http://www.fcps.edu/is/instructionaltechnology/247help/parents.shtml