

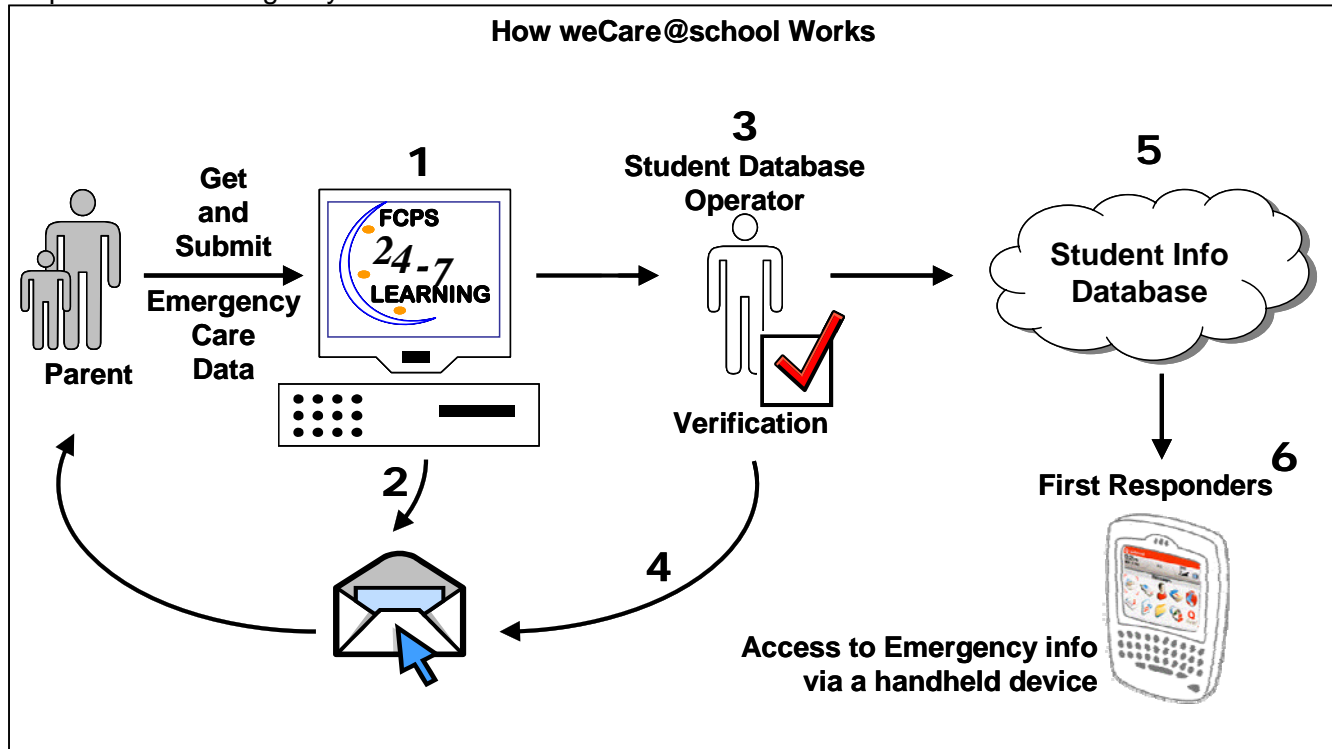
weCare@school
Frequently Asked Questions for Parents

What is weCare@school?

weCare@school (weCare) is a service that provides parents with secure, web-based access to update their students' emergency care information. It also provides first responders in schools with access to emergency care information via handheld wireless devices.

Who uses this system?

weCare is geared toward three groups of end-users, parents, student database operators, and first responders to emergency situations.



- 1) The parent accesses and updates their child's emergency care information using the FCPS 24-7: Parent View web application
- 2) An e-mail from weCare is sent to the parent as confirmation of their submission
- 3) The Student Database Operator at the school accesses the information and confirms it
- 4) An e-mail is sent to the parent as confirmation of the update
- 5) The information verified by the Student Database Operator updates the Student Information Database
- 6) The information is made available to the 1st responders to emergency situations using a handheld device

Who is defined as a first responder?

For the purposes of weCare first responders are defined as:

- Principals and Assistant Principals
- Public Health Nurses
- Clinic Room Aides
- Security Field Supervisors
- Police Officers assigned to the schools
- Directors of Student Activities
- Athletic Trainers
- After-School Specialists
- Directors of Guidance

Does this replace the paper emergency care form?

The paper version of the emergency care form is still available for parents who choose to use this method. Parents only need to update their child's emergency information online using weCare or use the standard paper version. It is not necessary to complete both. However, for school personnel hardcopies of the completed forms for each student should continue to be kept in a manner consistent with regulations.

How is this information secured?

Due to the sensitive nature of student information, security of that information is paramount. To that end, FCPS has ensured that all data communications are encrypted. No sensitive data are stored on handheld devices. Access to the application requires authentication: role-based authorization levels are used to restrict access to certain data. weCare also employs a number of safety measures designed to ensure that emergency information is viewed only by those properly authorized to do so. These methods include: software for encryption and virus protection, electronically administered system permissions, remote access regulations, and unique passwords.

How do parents get access to it?

The access gateway for parents is the [FCPS 24-7:Parent View](http://fcps.blackboard.com) (<http://fcps.blackboard.com>). Access to Parent View is password protected. For this reason it is necessary for parents to make a one time trip to the school or designated administration center in order to obtain a login and password.

Who do I contact for support?

Parents in need of support should contact the FCPS 24-7 Learning Help Desk at **1-866-434-8880**.