ParentsWeb Help & Frequently Asked Questions

What is RenWeb?

RenWeb is a web-based program that brings the parent and the school together in one unified system allowing parents to access grades, homework, and other school info in one convenient place. Parents access information through ParentsWeb (note for returning families—RenWeb is replacing Edline).

What is our district code for Sacred Heart? SH-AR

How do I sign up?

- Go to your web browser (e.g. Internet Explorer, Firefox, Safari, but <u>not</u> Chrome) and type in the address of our school website at www.sacredheartmorrilton.org.
- Click on "ParentsWeb Login" found at the bottom of the home page.
- Log in as follows: **Note:** Your email address must be entered into the RenWeb database at SH before signing up. You can send it to akoonce@sacredheartmorrilton.org.

1. Click on the "Create New ParentsWeb login" link if you have not logged into RenWeb before.
2. Enter SH-AR for the district code; type in your e-mail address that you provided to the school.
3. Click on the "Create Account" button. You will be e-mailed a link that will instruct you on how to set up your login and password (to the e-mail address you typed in, which must be the same e-mail address that you provided to the school). The link is active for 6 hours; if you miss the deadline, resend the link to your email.
4. Click on the Parent Login button.
5. Create your login and password (8 characters)

I tried to sign up but did not receive an email link.

The email sent to you by RenWeb may be blocked by a SPAM filer or ended up in your junk folder; please check there.

How do I login?

Once you have set up your account using the secure link emailed to you , you can use the ParentsWeb icon on our website's homepage to access the login page, or you may use this link: https://logins2.renweb.com/logins/ParentsWeb-Login.aspx

What if I forgot my username or password?

1. Select *ParentsWeb* from the SH homepage.
2. Selected *Forgot Username/Password?*
3. Enter your email address on file.
4. A link will be sent to you to change your password. (Passwords must be at least 8 characters). *The link will expire in 6 hours.*

I get a message that says Invalid Credentials when I try to login to ParentsWeb.

This means that the password you are entering doesn't match the username. Make sure you username is correct and re-enter your password. If you continue to have trouble, your password may need to be reset (see *Forgot Username/Password* above).

I'm getting an error that says *User not Correctly Configured*.

This message either means you have not been activated to have access to ParentsWeb, or this is an issue with your account. Email akoonce@sacredheartmorrilton.org or call 354.4358 for assistance.

How do I change my username and/or password?

If you are able to login to ParentsWeb, you may change your username or password:

1. Login in to **ParentsWeb.**
2. Click **Family Information**: click **Username/Password**
3. Enter and confirm your new information.
4. Click **Submit**

How do I update my name, address, and phone number in ParentsWeb? How do I update Emergency Contacts for my student? How do I alert you to allergies?

You can update your name, address, phone number, Emergency Contacts, Medical Information and more. Note: This form is a request; it may take up to 2 business days for the information to be updated in your view. We recommend that you notify your child's teacher of specific allergy and medical needs as well.

1. Login to **ParentsWeb**
2. Select **School Information**
3. Selected **Web Forms: Family Demographic Form**
4. Select the information section you want to edit.
5. View and submit changes

SPECIAL NOTES:

    A.   Changes may take 2 business days to be approved and updated in your view.

    B.   Changes for one member in a household should "flow" to all other members of that house hold—you only need to submit one change for address, phone number.

    C.   If you no longer have a landline, we will use "Mom's" cell phone number as the family's home number

Who else can see my home address, email address and phone number on ParentsWeb? Can I turn these off.

Right now, only you and SH faculty/staff can see your contact information. Eventually, we may allow for a full school directory to be available to all families (but only to SH families). We will notify you before this information is released and you can opt out/control what others see at any time by going to the **Family Demographic Form** (under **School Information: Web Forms**) and editing your preferences (click on the parent name you want to edit and you can make changes).

Who else can see my family demographic information?

Only persons in your own family and staff members have access to your demographic information.

How do I check my child's homework?

1. Login in *ParentsWeb*
2. Select *Student Information*
3. Select the *Lesson Plans* or *Homework* tabs (you can view by your individual students name and date)

How do I check my child's grades?
1. Login in *ParentsWeb*
2. Selected *Student Information*
3. Select *Grades*
4. Select the name of your individual child and the class that you wish to view from the dropdown menu

What else can I access on ParentsWeb?
Our **school calendar** is posted under *School Information*; the tab "*Dates to Note*" refers to days we are out of school. The **lunch menu** is located under *Student Information*. Eventually we hope to post updated lunch balance information, but currently the menu is the only information available. **Announcements** are also available under the *School* tab.

How do I control my parent alerts?
RenWeb allows Sacred Heart to send our families email and text messages. We use this feature for special updates, reminders, and weather-related closure notifications. You can modify how you receive messages by clicking on the *Family Demographic Form* (under *School Information: Web Forms*), click on the tab you want to edit (custodial parent, grandparent, etc) and check the preferences at the bottom.

Can I access ParentsWeb from my phone or mobile device?
Yes. If you click the ParentsWeb link on our homepage from your mobile device you will automatically be redirected to the mobile website.

Is there a ParentsWeb app?
Yes. You can download the RenWeb Home App for Apple and Android devices. Visit RenWeb's app page for the most up to date information. www.renweb.com/RenWeb-Home-App.aspx

Is there a difference between ParentsWeb mobile and the RenWeb Home app?
Both provide access to the same ParentsWeb information. ParentsWeb Mobile uses a free, mobile-friendly browser. RenWeb Home accesses the information using an app, which provides additional features only an app can offer, including the ability for parents to:
- Always stay logged into ParentsWeb, providing instant access.
- Navigate to their information faster.
- Import school calendar events and student homework assignments directly into your personal calendars (note: we also have a google calendar ical available at the bottom of our school webpage)

Is there a cost for the RenWeb Home App?
The mobile version of ParentsWeb is free. The app is free to download but there is an annual subscription fee of $4.99 per household. More information is available on the RenWeb App link above.

For any ParentsWeb questions/issues, contact Alisha Koonce
501.354.4358 | akoonce@sacredheartmorrilton.org