

## **Parent Assistant FAQ**

**Q: How do I log onto the system?**

**A:** Log onto the Internet and type in <http://pam-pilot.ncwise.org/dc8>  
Type-in the user name and password supplied by your child's school. Do not use spaces or underlines. **User name and passwords are case sensitive.**

**Q: I do not have a user name and password. How do I get one?**

**A:** The user name and password will be generated at your child's school. Please contact your school to request a user name and password. **Must present proper ID to receive user name and password.**

**Q: Can someone else gain access or change my information?**

**A:** No. Each family will receive a unique user name and password. Please protect your information by not sharing this with others.

**Q: Will I be able to print out the information I see on the screen?**

**A:** You may print the pages by using the "print screen" function on your computer.

**Q: Does it cost anything to use Parent Assistant?**

**A:** There is no cost to use Parent Assistant, but you will need a computer with Internet access. Computers are available at public library branches.

**Q: Can I change my personal and contact information online?**

**A:** You may request changes to your contact information within Parent Assistant. However, for address changes, parents must show the school proper proof of residency.

**Q: What do I do if information on Parent Assistant is incorrect?**

**A:** Contact your child's school to discuss information you believe is inaccurate.

**Q: How do I log off Parent Assistant when I am finished?**

**A:** Click on the "log off" button in the upper right corner of your window.

**Q: What do I do if I have trouble connecting to the Parent Assistant site?**

**A:** Disable any pop-up blockers or filtering system that may interfere with your connection.

**Q: Will Parent Assistant replace the need for parent/teacher conferences?**

A: No. Parent/teacher conferences are still important.

**Q: Will I continue to receive printed progress reports and report cards?**

A: With Parent Assistant, parents may check grades anytime online, eliminating the need for printed progress reports. If you do not have access to the internet for Parent Assistant, paper copies of progress reports may be requested from your student's teachers. Report Cards will continue to be printed and distributed.

**Q: Who should I contact with questions about my child's grades?**

A: As always, your child's teacher should be contacted with questions about grades that your student cannot answer.

**Q: Does the total period absences and lates mean the total days absent?**

A: Absences for high school students are calculated by periods, while absences for elementary and middle school students are calculated daily. For High School students the attendance details will show each period the student is absent or late.

**Q: When can I access Parent Assistant?**

A: Normally, Parent Assistant will be available 24 hours/7 days a week. However, once a month, the NCWISE site for student information that feeds information to PA is not available for routine maintenance. These dates will be posted to this site.