

# Guide to Single Parent Account for SIS and FCPS 24/7

Online Help: <http://www.fcps.edu/is/instructionaltechnology/247help/parents.shtml>



**SIS ParentVUE Account** (<https://sisparent.fcps.edu>) will provide access to view your child's student information, including attendance, report cards, class schedules, gradebook (for Middle and High School students), course history, discipline, health, and school information.

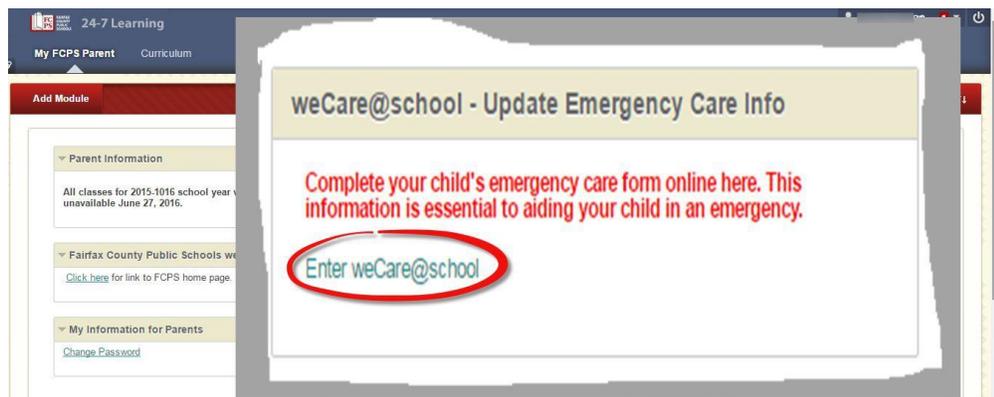


**FCPS 24-7 Learning** (<https://fcps.blackboard.com>) sometimes referred to as "Blackboard", will provide access to view all of your child's available courses, Family Connection to view Academic and Career Planning (for Middle and High school students), and Bus Stop Information. You can also update your child's Emergency Care Information through [weCare@school](mailto:weCare@school).

**New Parents:** A letter with instructions to create and activate your personal ParentVue account will be sent directly to each parent or guardian. This account will allow you access to both SIS and FCPS 24/7. The account must be activated in 45 days or parents must request a new activation code from the school.

- [Parent Account Creation Video](#)
- [SIS Parent Registration Webpage for Activation](#)

**Returning Families:** It is very important to update student information, particularly emergency contacts and any updates to health related information. To update information, log into [FCPS 24/7](#) with your email account and password you created during the activation process. Follow directions as below:



- 1** Expand the menu, click the + sign by your child's name.
- 2** Choose the information category to be updated press **save at bottom of each page.**
- 3** Click send the form. You should receive verification within 24 hours that information is updated.



## Navigating Your Parent Accounts

### What can parents see when they log into FCPS 24-7 Learning?

Parents will see Irving's Bus Schedules and their child's courses. Also links to weCare@school and Family Connection are available. If you do not see a specific course listed in FCPS 24/7, please contact the teacher so they can send you a link to their specific course agenda.

### Can parents email teachers within FCPS 24-7 Learning?

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?

Grades can be seen through the SIS ParentVue Account. 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.

### 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 or assessments. Parents do not have access to Google Apps for Education learning environment where many assignments are completed. Please ask your student to log in to their Google Apps account when needing access to a specific assignment's details.

### 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>.

### The site for my child has not been updated since September.

Courses may be updated via Google Classroom. Please ask the teacher for a link to the Google calendar.

### What should I do if my Email changes?

You will need to update **Both** weCare@school and the Username for your SIS account.



Forgot Password  
Change Username  
Change Password



**If your  
email  
changes**

### What should I do if I forget my password?

If a parent forgets their password, they should use "Forgot Your Password" link just below the login.

### What should I do if my student forgets his or her password?

If students forget their password, they may use the "Forgot Your Password" link if a personal email or cell phone has been added. Otherwise, students will need to see their teacher for a password reset.

