

iParent FAQ

Software/Hardware: **iParent**

Revised Date: **9/10/2013**

Supersedes Date: **Previous**

Navigation

Bread Crumbs: Browse to <http://www.matsuk12.us>

Click on the PARENTS icon.

Select QuickLinks.

Select iParent FAQ icon

URL: <http://www.matsuk12.us/iParentFAQ>

Introduction

This document will help parents and guardians understand what iParent is and why it is beneficial to have an iParent account. It will show them how to request the access key necessary for creating an account and how to request help for an already existing account. It will also show how to create the account once they have an access key.

The document is separated into 3 sections

1. General [iParent Frequently Asked Questions](#).
 2. [Requesting iParent Access Key and getting help with current iParent account](#).
 3. [Creating an iParent account](#) once parent has obtained an access key for the current year.
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Questions

Help Desk, Information Technology: 907.761.4042 or helpdesk@matsuk12.us



iParent FAQ

What is iParent?

- Parent/guardian web based access to student information including registration, attendance, scheduling, discipline and grades.
- All enrolled students information will be accessible with one account and you will keep the same account throughout your family's time with the district.
- iParent is also recommended for registration, although you ***don't have to have an account*** to register your student!

Who uses i-Parent and what is needed to create an account? Parents and/or guardians of students currently enrolled in the district can use iParent. They will need an access key, computer, internet access, and a browser to create an account. The preferred browser is Internet Explorer.

How can I get i-Parent access? Complete [this survey](#), which will give us the information we need to provide you an Access Key. You can also check at your student's school for an access key.

What is the 4 digit District number? 0033

Can I access iParent on my mobile device? Yes, MSBSD iParent Mobile allows for monitoring grades, scheduling, attendance and discipline. You cannot create an account or register on a mobile device.

How do I access iParent? Access iParent at <http://www.matsuk12.us/parents/iparent>. You can also:



- Hover over PARENTS icon at the top right of the MSBSD website. Choose the iParent icon.
- When on a mobile device the PARENTS icon is already expanded to display the iParent icon.**

I forgot my i-Parent password, but I do know my login. What should I do? Go to the iParent logon page, enter the District number and your user name. Select I forgot my password and answer the security questions.

I forgot my i-Parent login and password. Where can I get help? Go to the iParent logon page, enter the District number and your user name. Select I forgot my password and answer the security questions. If this doesn't work for you complete [this survey](#), which will give us the information we need to find your account and contact you.

I am locked out of i-Parent. How can I get back in? Complete [this survey](#), which will give us the information we need to unlock your account and contact you.

I am having difficulty navigating inside of i-Parent. The info isn't accurate for multiple students. One student's info shows up on both children. You may be using the back button to navigate. This causes problems. Use the navigation tools provided in the system.

When I login to i-Parent not all of my students are there. i-Parent is based on family information. Contact the school that the student you are missing attends.



Requesting iParent Access Key & Getting Help with current iParent account

Complete [this survey](#). Your answers will be delivered to the IT iParent helpdesk and will allow us to:

- provide you with an Access Key. (You can also check at your student's school for an access key.)
- unlock your account
- assist you with your username and/or password
- troubleshoot issues with inaccurate students attached to your account
- other issues that may arise

The iParent helpdesk may not be able to assist you if the issue is a legal matter that needs addressed at the school. Custody issues should start at the school level.



Creating iParent account with Access Key

Use this document once you have obtained an Access Key for the current school year. You can contact the school your student is enrolled in or complete [this iParent survey](#) to request one.

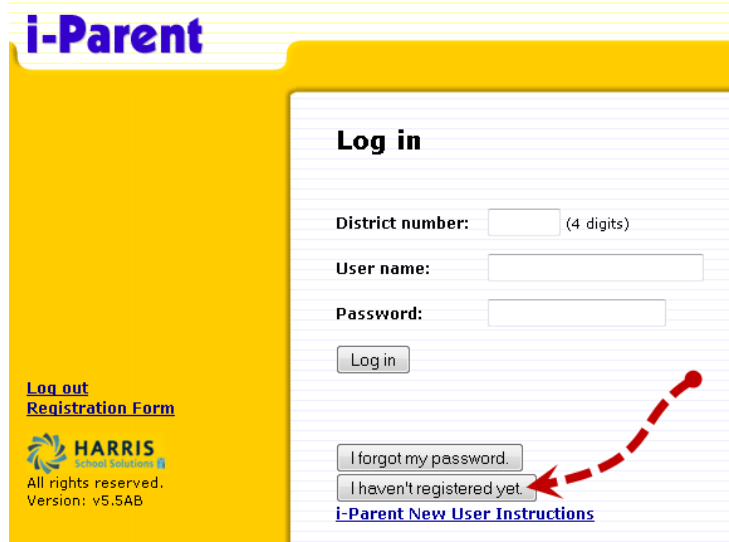
Browse to <http://www.matsuk12.us> and hover over the **PARENTS** icon. Select **iParent**.

The URL is <http://www.matsuk12.us/parents/iparent>



You will see this screen.

Click the “I haven’t registered yet” button.



Choose “I have a registration key”.
This is your access key.

If you do not have an access key you may be able to obtain one by choosing the 2nd option. If you do not have a valid email in the database at your school this option will not work; please use the [iParent survey](#) to request an access key & continue from here once you receive it.



You will see this screen. Type:
 First name
 Last name
 The district number 0033
 Your i-Parent access key.
 Select **Continue**.

This screen will appear: Enter the birth date of your oldest **currently enrolled** child and select **Continue**.

Get an error? Contact iparent@matsuk12.us.

This screen will appear: Complete the i-Parent registration.
Note: User name can never be changed
 Select **Log in**.

You are now logged into iParent and should see your students listed.

Use 0033 and the username and password you created to log into iParent in the future.