

Parent Access Frequently Asked Questions

Who can I contact if I need help setting up my ParentAccess Account?

If you need any help setting up your Parent Access account or have questions regarding the updates that were made to Parent Access, please contact Heidi Rhodes at 216-485-8149.

Can I use the login information that I had from last year?

Yes. If you have forgotten your username and password, please visit the ParentAccess site and click on "Can't access your account?"

Why are there two registration keys listed on the letter?

Parent Access allows both parents and students to create their own usernames and passwords. The parent registration key should be used to set up a Parent account. The student registration key should be used to setup an account for students. When creating an account, there are two options. If you select "I am a Parent", you will want to use the Parent Registration Key. Your letter may not have two keys if one of the accounts was already setup in a prior year.

When trying to create an account, I am prompted that my username and/or password is not meeting requirements.

If you are unable to create an account, please make sure that the username and password is meeting the following requirements:

Usernames:

- May have letters and numbers
- **Must** be between 6 – 50 characters
- Not case sensitive
- Cannot be changed once you've created your account

Passwords:

- **Must** contain 1 letter and 1 number
- **Must** be between 8 – 50 characters
- Case sensitive and cannot match your user name

Why am I unable to see my child's assignments for some classes when I click on the grade for that class?

When a teacher creates an assignment, he or she must check a box marked, "Post to the Web," in order for it to be viewable through Parent Access. Teachers are expected to post assignments regularly to Parent Access.

Weighted Assignments

Teachers may choose to weigh some assignment types more than others. To view whether an assignment type has a weight associated with it, click on the link at the bottom of the list of assignments from the Home page titled, "View All Assignments." Clicking this link will show the average for each weighted assignment category in a gray bar above the list of assignments.

Parent Access website: <https://pa.nccohio.org>