Training Guide

txConnect

AUGUST 2007

Texas Computer Cooperative
iTCCS/RSCCC

Contents

Introduction 3
How to Display a Page in Another Language 3
How to Display Help 4
Registration and Login 5
How to Register as a New User 5
How to Log On 9
How to Reset a Password 10
Summary 13
Attendance 15
Detailed Attendance 15
Calendar View 16
Totals View 17
Grades 19
How to View Assignment Grades for a Class 19
How to View Semester and Final Averages 21
Assignments 23
How to View Assignments 23
Alerts 25
How to Read Alerts 25
How to Change an Alerts Subscription 26
Attendance Alerts 27
Average Alert 27
Assignment Alerts 28
How to Receive Alert Notices by E-Mail 28

My Account 29
How to Change a Hint Question/Answer 29
How to Change a Password 30
How to Add Another Student to an Account 31
How to Add or Update an E-Mail Address 32
Administrator Access 33
Administrator Login 33
Impersonate User 34
Statistics 35
Error Handling 37

Introduction

The parent portal application, txConnect, provides parents and guardians Web access to school-related information about their students including grades and attendance. It works in conjunction with txGradebook. Parents may access txConnect from anywhere with an Internet connection.

The txConnect application consists of the following:

- Registration and Login
- Student Summary
- Attendance
- Grades
- Assignments
- Alerts Subscription
- My Account
- Administrator Access

This training guide is for district and campus use.

How to Display a Page in Another Language

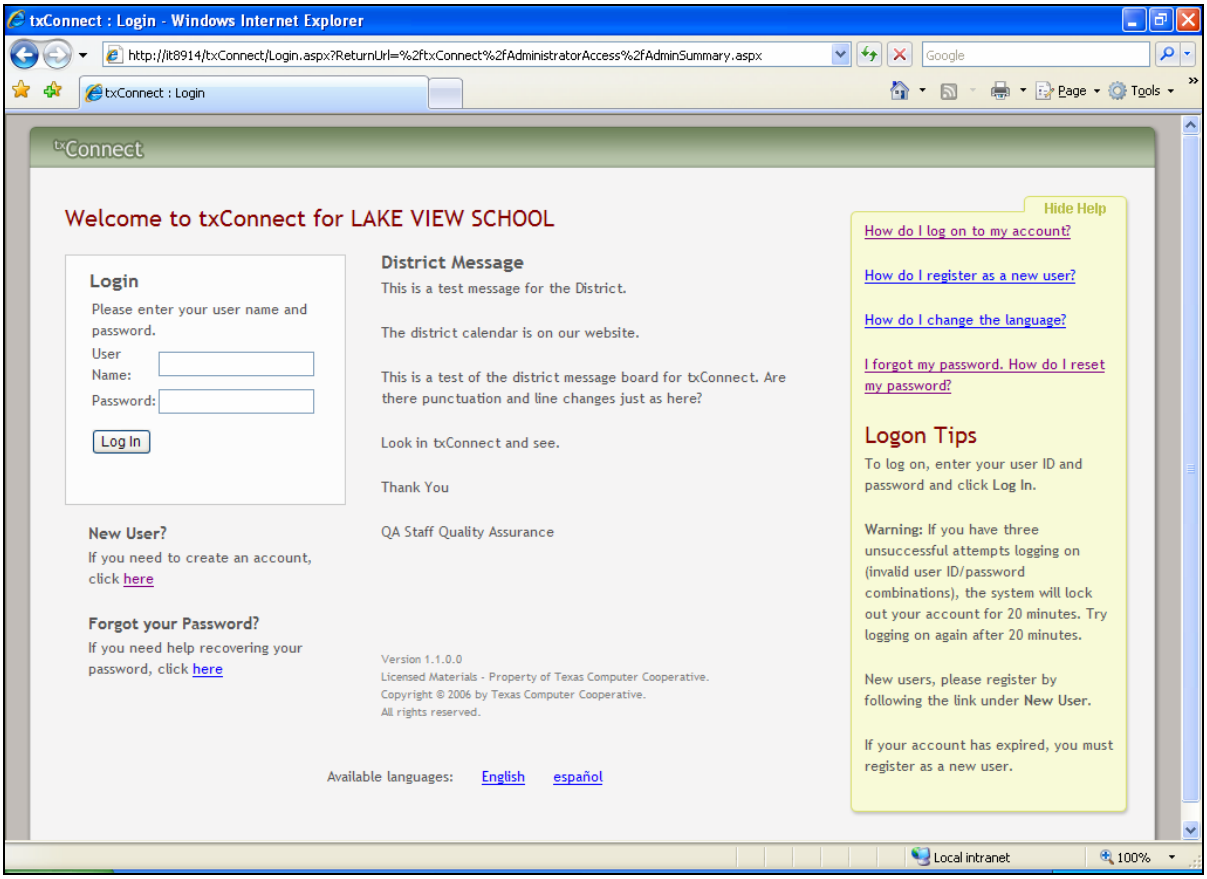
The parent may change the language in which a page is displayed by clicking the language from the list of available languages at the bottom of the page. This list is available on all pages, so that the language can be changed on any page.

- Some information may not be translated to other languages, if the campus or district has not created a translated version.
- The parent's language setting is saved until he changes to another language.
- If the browser uses *persistent cookies*, and/or if the default language has been set for the browser to a preferred language, the language setting will be saved so that the parent does not need to change the language every time he visits txConnect. Otherwise, the parent will need to change the language every time he visits txConnect.

How to Display Help

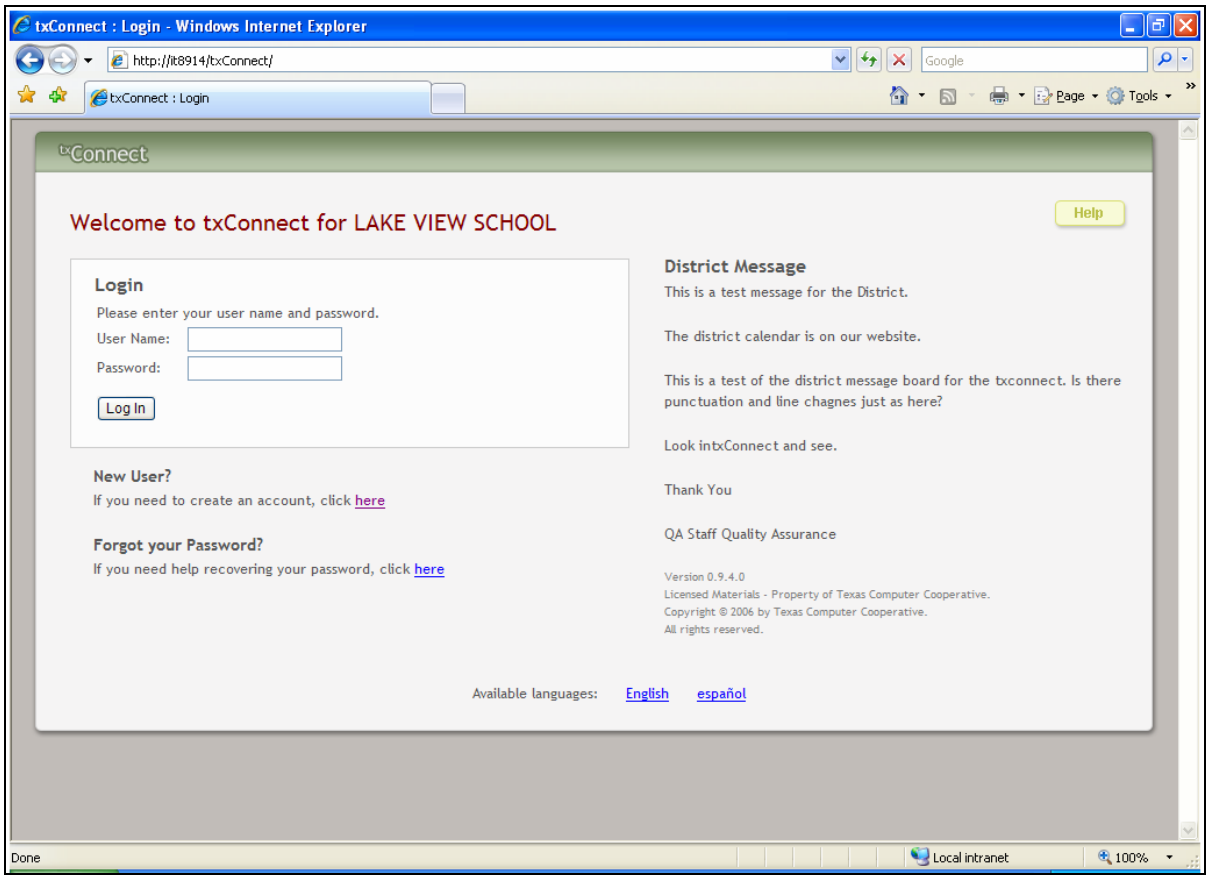
On any page in txConnect, you may display Help for a page by clicking **Help** in the upper-right corner of the page. The information is displayed in a pop-up box with how-to links to more detailed information in the Help system.

To close the Help pop-up box, click **Hide Help**.



Registration and Login

When a parent accesses txConnect, the following Login page is displayed. The parent needs to register as a new user.

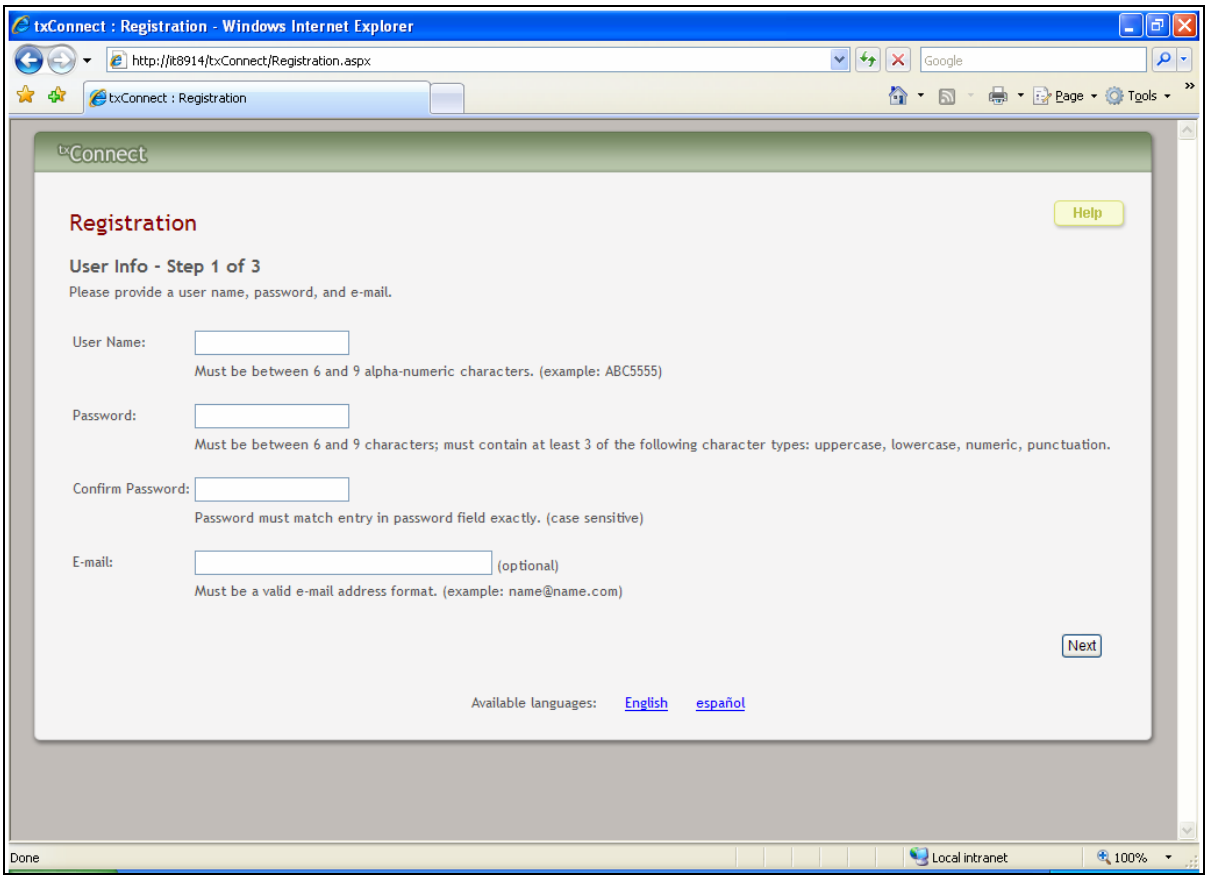


How to Register as a New User

The registration process is self-administered, which means that the parent chooses his user name and password. If he forgets or loses his password, or wishes to change it, he will go through an automated process to reset his password.

The parent must provide at least one valid Student Portal ID, which the campus will provide. The parent must have a valid Student Portal ID for every student he wishes to add to his account.

From the Login page, click the link under **New User** to go to the Registration page. The Registration User Info - Step 1 of 3 page is displayed.



Step 1:

- In the **User Name** field, the parent enters a user name that will identify him when he logs on to txConnect, such as a combination of letters from his first and last names.
    - The user name must be six to nine characters and must be unique (not used by anyone else in the district).
    - The user name is not case-sensitive (i.e., it does not matter if it is uppercase or lowercase letters).
    - If the parent types a user name that is already taken, the system will notify him that the user name is taken. Another user name needs to be entered.
- In the **Password** field, the parent enters a password that he will use when he logs on to txConnect.
    - The password must be six to nine alphanumeric characters.
    - It must be a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBc1234).

  - The password is case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).

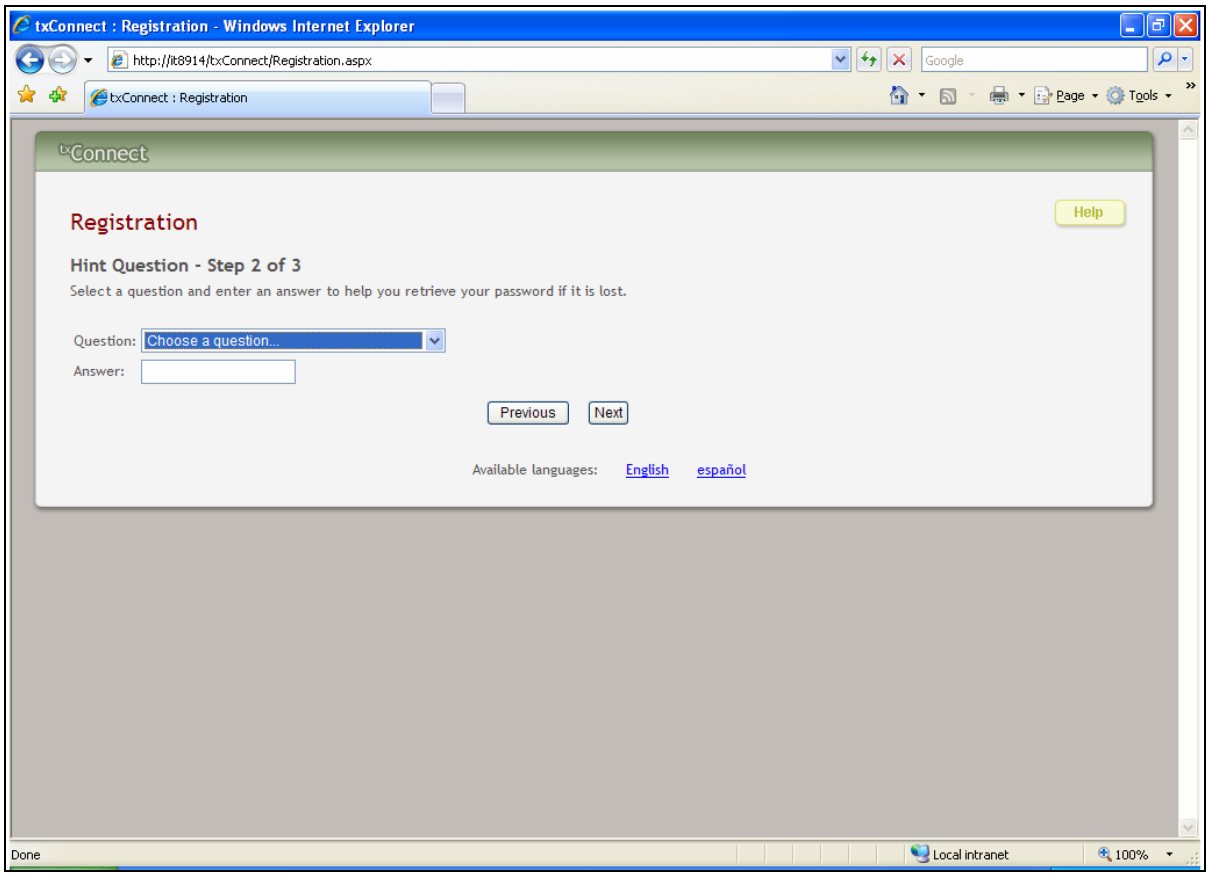
- In the **Confirm Password** field, the parent retypes his password exactly as it was typed above. This step confirms that the parent typed his password as intended.

- The **E-mail** field is used to send the parent attendance, grade average, and assignment alerts. It is an optional field.

- Click **Next**.

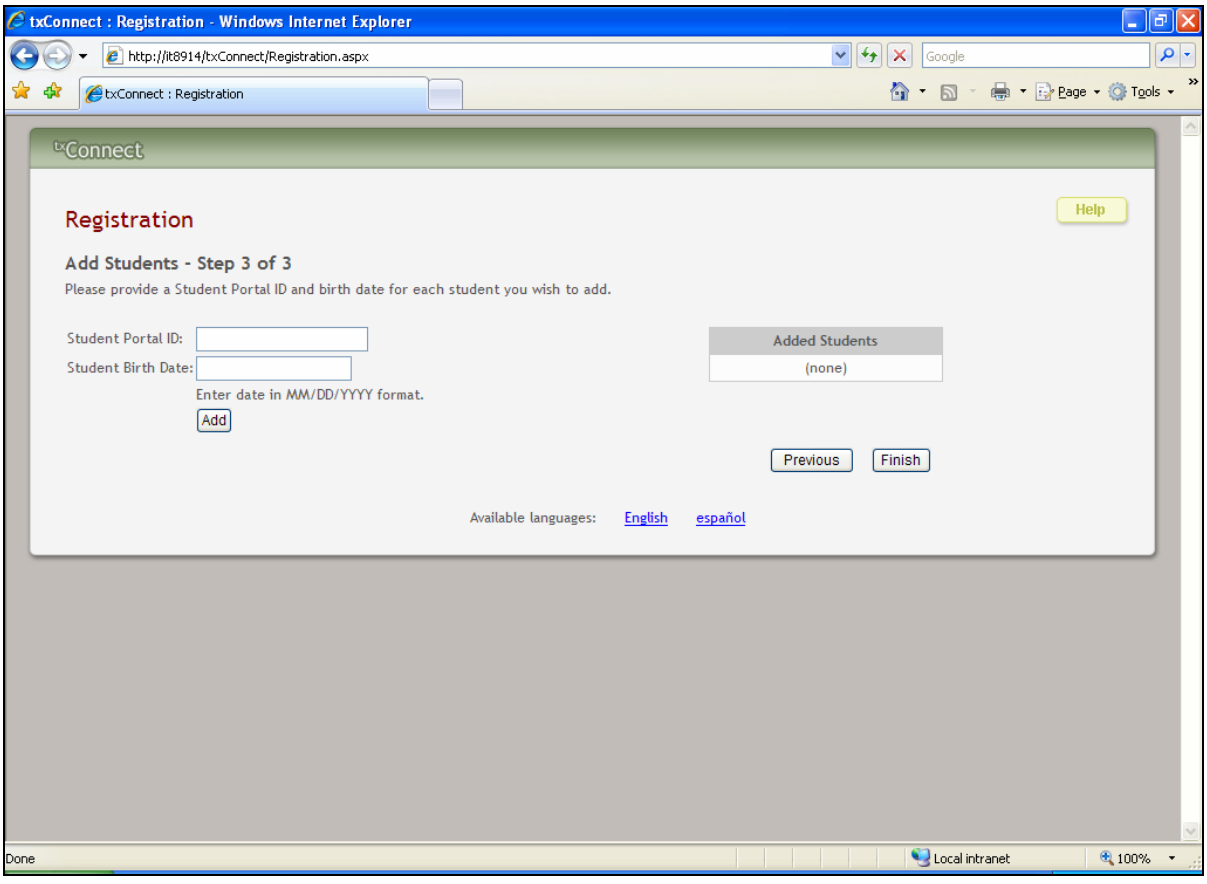
  - If all required data was not entered, a red message will appear to the right of each field that is missing data. That information must be provided before you can continue.

  - If the data was entered correctly, the Hint Question - Step 2 of 3 page is displayed.



Step 2:

- In the **Question** field, the parent selects a question to which he will provide an answer. This question will be asked in the event that he loses his password.
- In the **Answer** field, the parent types the answer to the question. He will be required to answer the question correctly in order to recover his password. The parent should select a question for which he will easily remember the answer. Answers are case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).
- Click **Next**.
    - If the data was entered incorrectly, a red message will appear to the right of each field that has incorrect data. That information must be provided before you can continue.
    - If the data was entered correctly, the Add Students - Step 3 of 3 page is displayed.



Step 3:

- In the **Student Portal ID** field, the parent types his student's portal ID provided by the campus. If he does not have this ID, he must contact the campus to get the ID. He cannot continue without entering a valid Student Portal ID.

- In the **Student Birth Date** field, the parent types his student's complete birth date in the MM/DD/YYYY format (e.g., 01/19/1998). The date entered here must match the birth date in his student's record at the campus. He cannot continue without entering the correct birth date.

- Click **Add**. The student's name will appear in the **Added Students** box on the right side of the page. The parent must successfully add at least one student in order to create an account.

- Repeat the previous steps to add another student, or click **Finish**. The Summary page for the first student in the parent's alphabetical list is displayed.

How to Log On

Reminder: A new user must create a user ID and provide a unique Student Portal ID for each student to gain access to students' records. District or campus administrators distribute the Student Portal IDs.

- From the Login page, in the **User Name** field, the parent types his user ID. The user ID is not case-sensitive.

- In the **Password** field, the parent types his password. The typed text will be hidden. The password is case-sensitive.

- Click **Log In**. The student's Summary page is displayed.

    - If the parent has more than one student in his account, the Summary page for the first student in his alphabetical list is displayed.

    - If the parent entered an invalid user ID and/or password, an error message will prompt him to reenter the data.

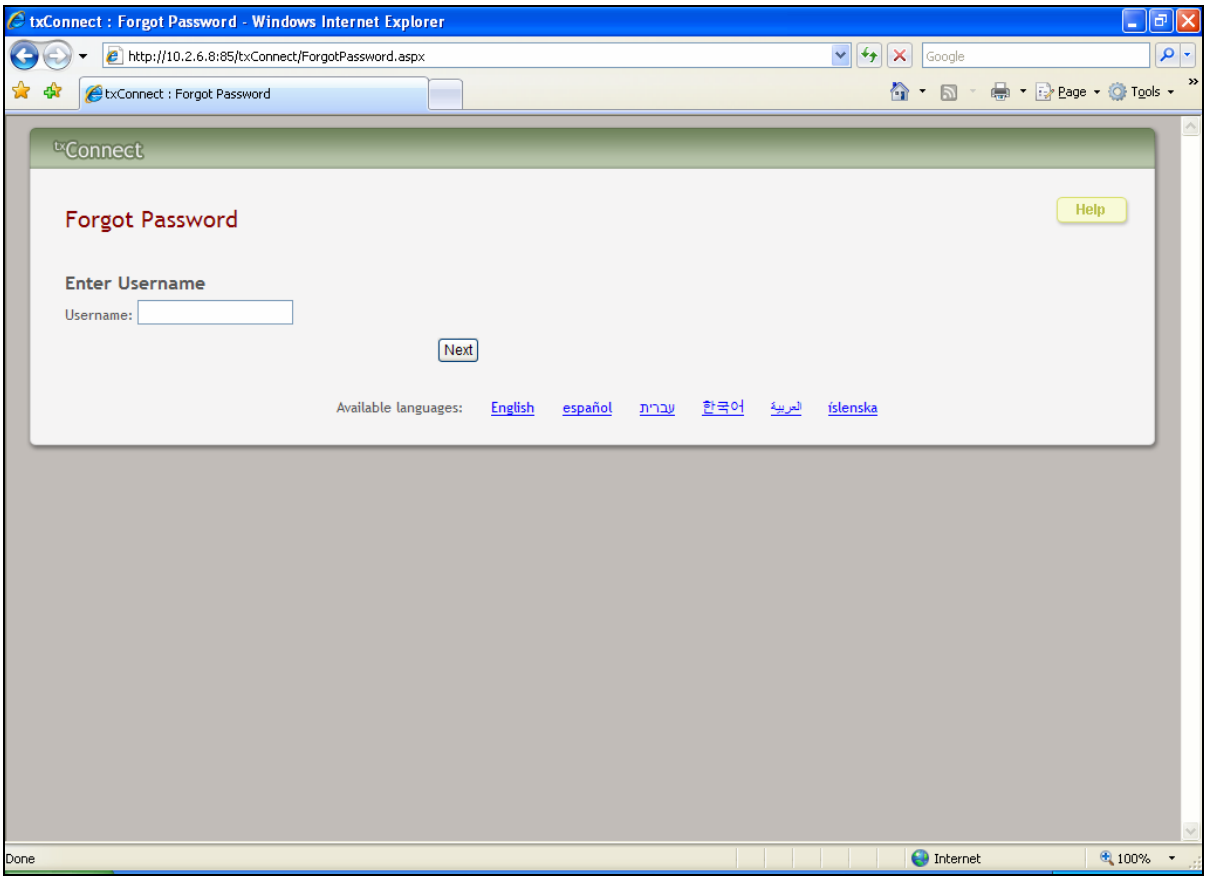
Warning: If the parent has three unsuccessful attempts logging on (invalid user ID/password combinations), the system will lock out his account for 20 minutes. He should try logging on again after 20 minutes.

How to Reset a Password

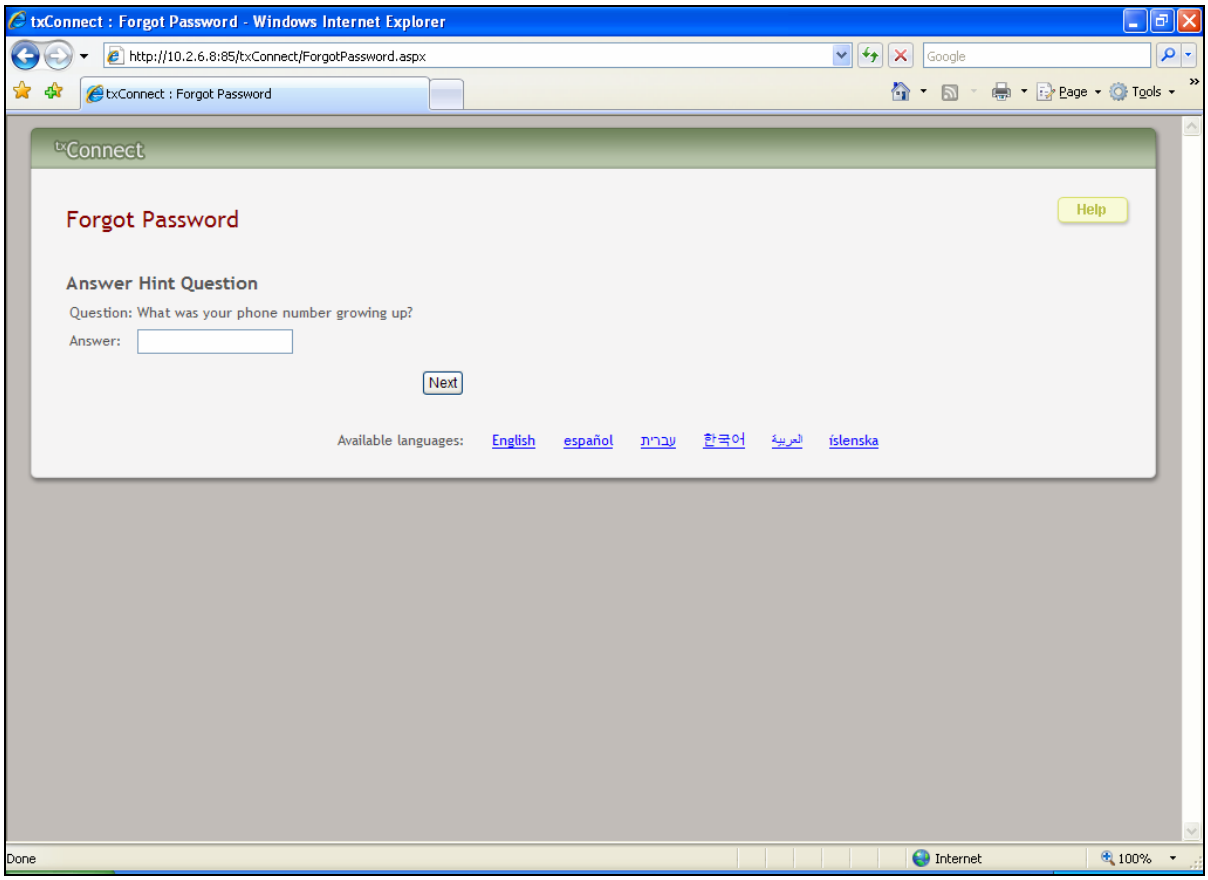
If the parent has forgotten his password, he can reset it using an automated process. He will be required to provide the answer to his hint question. With the correct answer, he can reset his password to a new password.

If he has forgotten his user name, he must re-register.

- From the Login page, click the link under **Forgot your Password** to go to the Forgot Password page. The Forgot Password Enter User Name page is displayed.

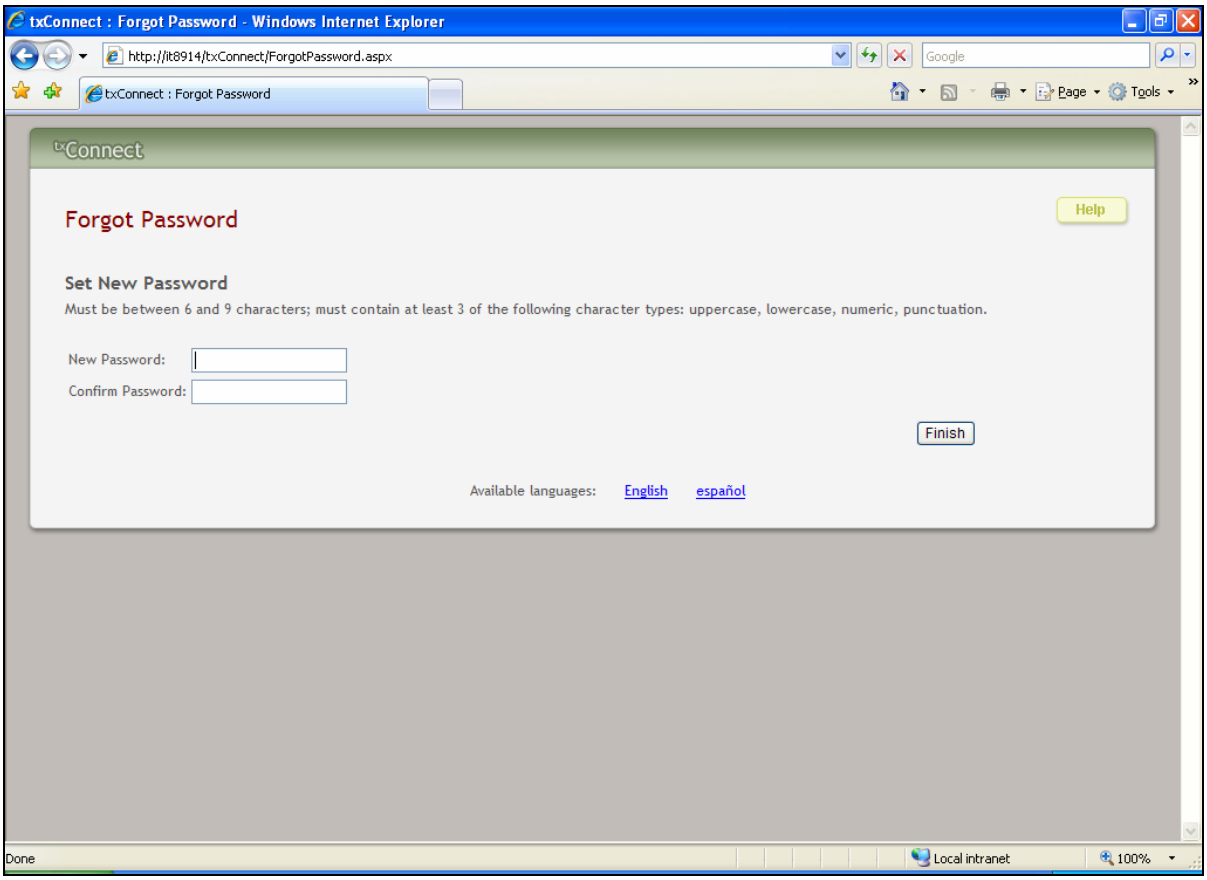


- In the **User Name** field, the parent types his user name.
- Click **Next**. The Answer Hint Question page is displayed with his hint question.



- In the **Answer** field, the parent types the answer exactly as he entered it when he registered in txConnect. (Later on whenever he updates the hint question in his account, that answer must be entered here.)

- Click **Next**. The Set New Password page is displayed.

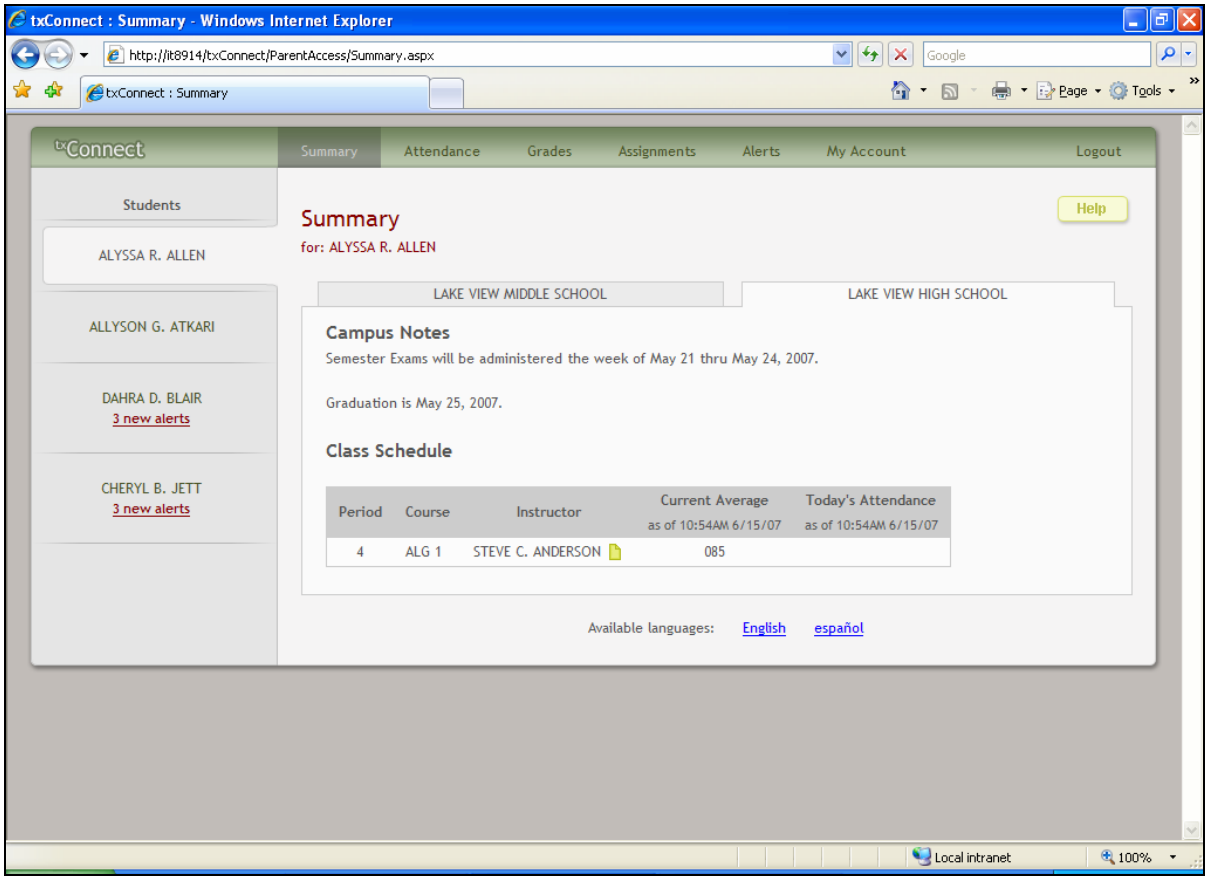


- In the **New Password** field, the parent enters a new password that he will use when he logs on to txConnect.
  - The password must be six to nine alphanumeric characters.
  - It must be a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBc1234).
  - The password is case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).
- In the **Confirm Password** field, the parent retypes his password exactly as it was typed above. This step confirms that he typed his password as intended.
- Click **Finish**. The Summary page for the first student in his alphabetical list is displayed.

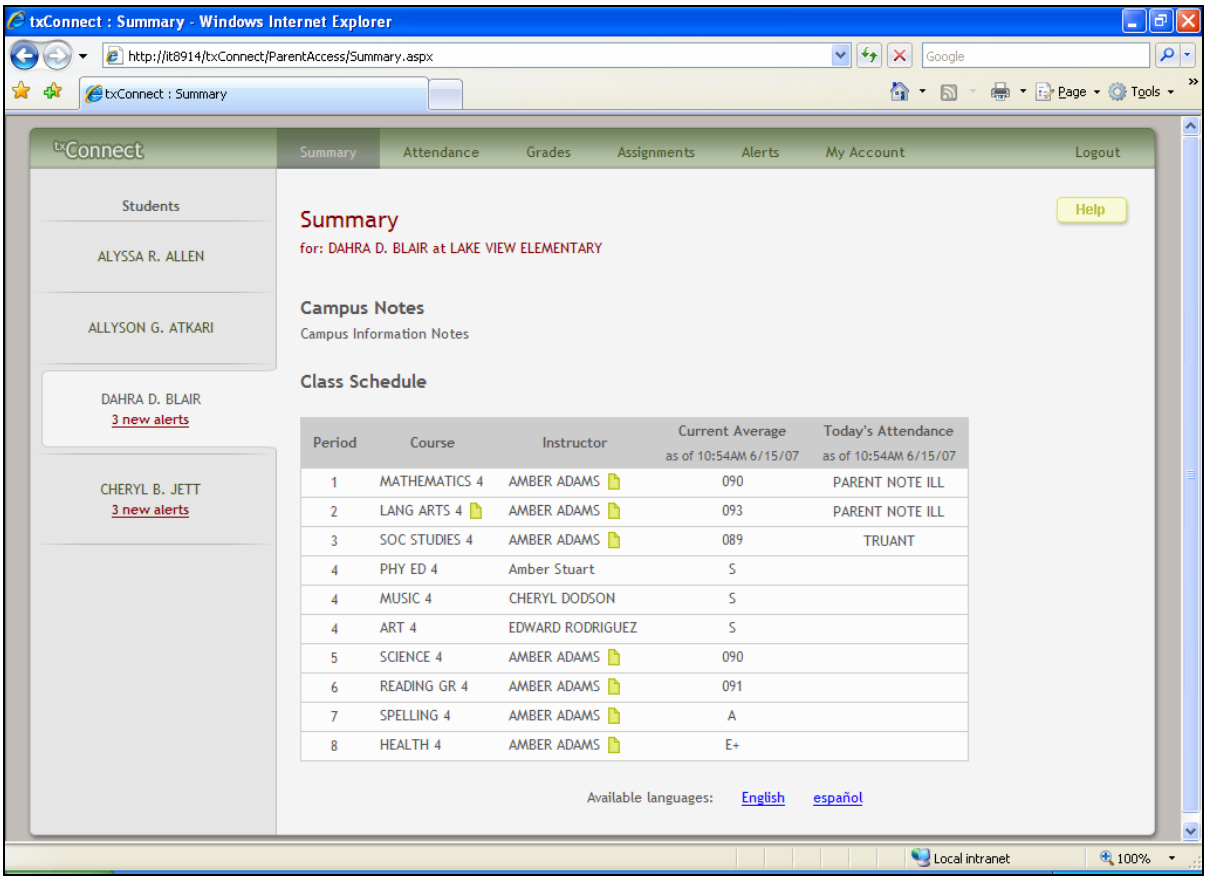
Summary

The Summary page shows an alphabetical list of students that a parent has added to his account either through registration as a new user or through his My Account page. A summary for the first student in the list is displayed including the following:

- A tab for each campus if the student withdrew from a campus.



- Campus notes created in iTCCS or RSCCC.
- The student's class schedule including period, course title, instructor name, current grade average for each class, and attendance for the current date.
- Blank attendance for a course under **Today's Attendance** if attendance has not been posted for that course.



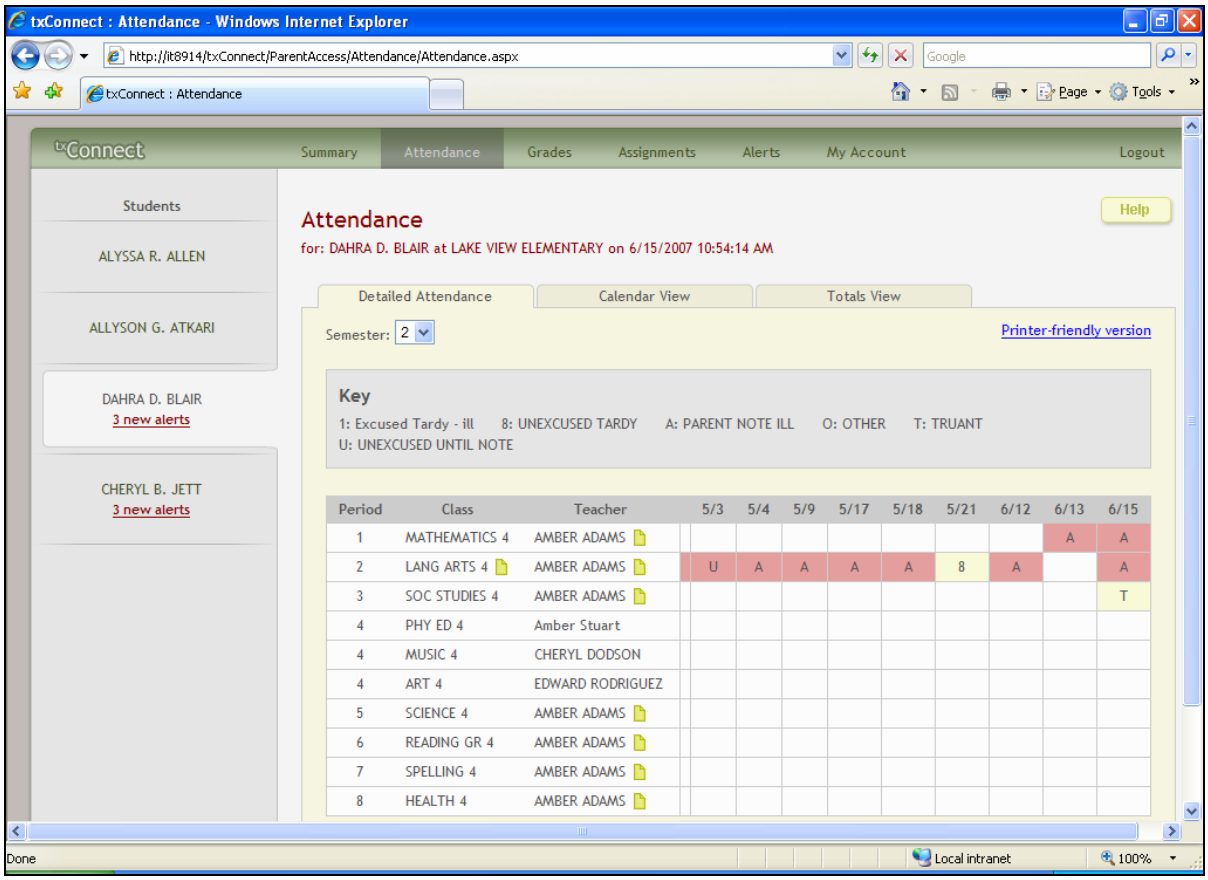
- A highlighted failing grade under **Current Average**.
- One attendance status for the entire day if the student is enrolled in an elementary campus which has only one period.

Attendance

To display the student's attendance, click **Attendance** on the menu at the top of the page. When you view the Attendance page, the Detailed Attendance tab is displayed by default.

Detailed Attendance

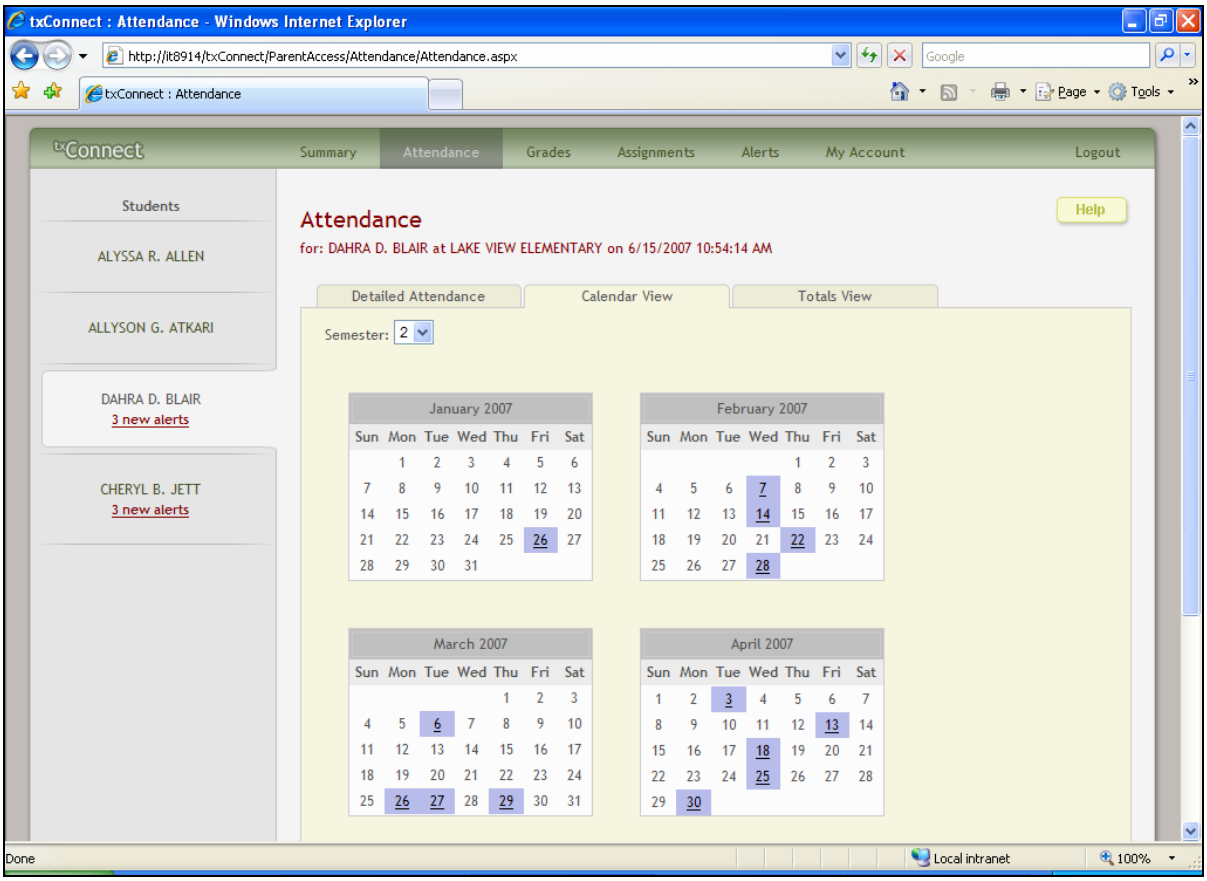
- The date appears in the column heading if the student was marked absent or tardy for any period during that day.
- If the student was not present for the entire class, a code appears for the period and date. A description of each code is displayed in the **Key** section of the page (e.g., excused, unexcused until a note is received, etc.).
- If the student was present and on time for the entire day, the date is not displayed.
- If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon appears beside the teacher's name. Click to see the information, and then click **close** to close the Teacher Note window.



Calendar View

Click the **Calendar View** tab to see the attendance details in a calendar view instead of a table view. All months for the current school year are displayed as you scroll down.

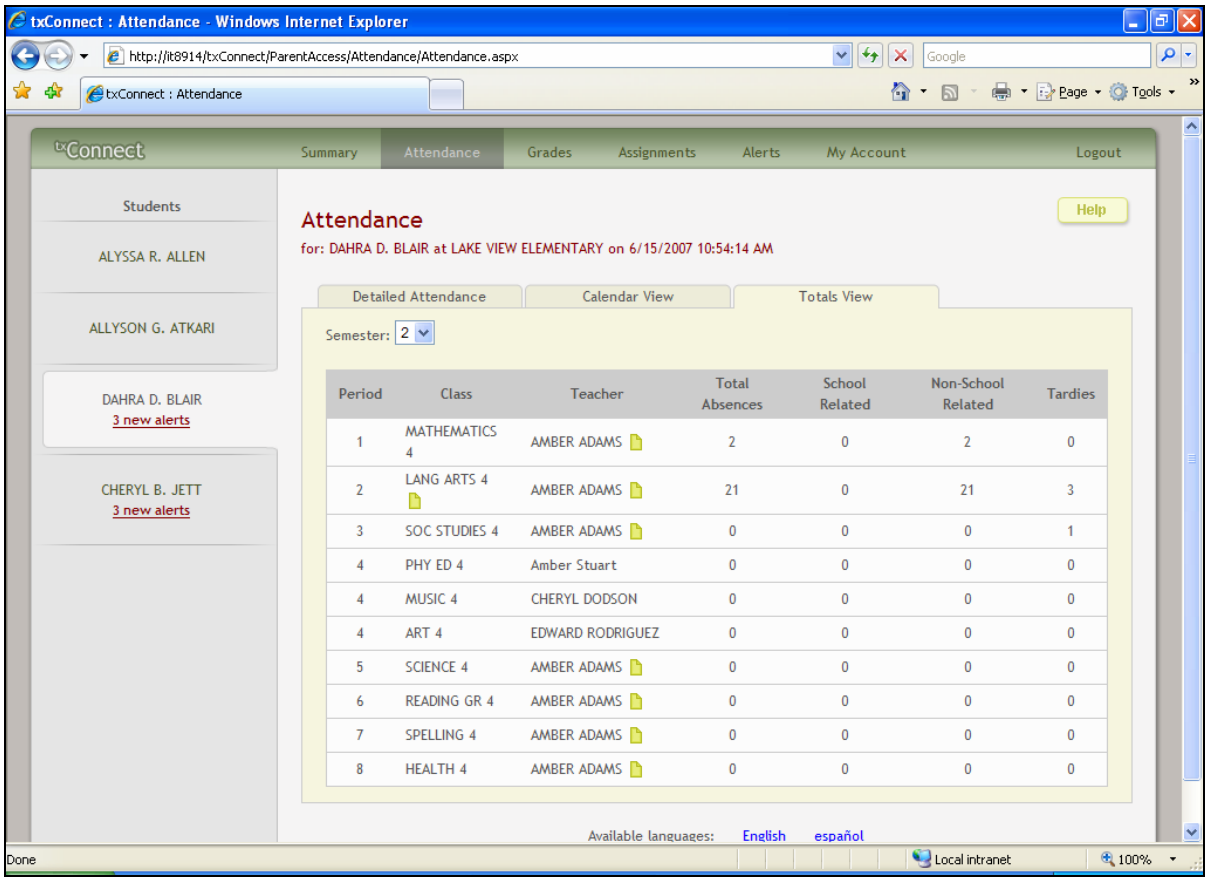
- If the student was not present for the entire class for any period of the day, the day is highlighted on the calendar.
- Click the date to open the attendance details for the highlighted day. For each period, the student's attendance is displayed. The period is only listed if the student was marked absent or tardy for that period. Otherwise, the period is not listed in the attendance details window.
- Click **Close** to close the attendance details window for the highlighted day.



Totals View

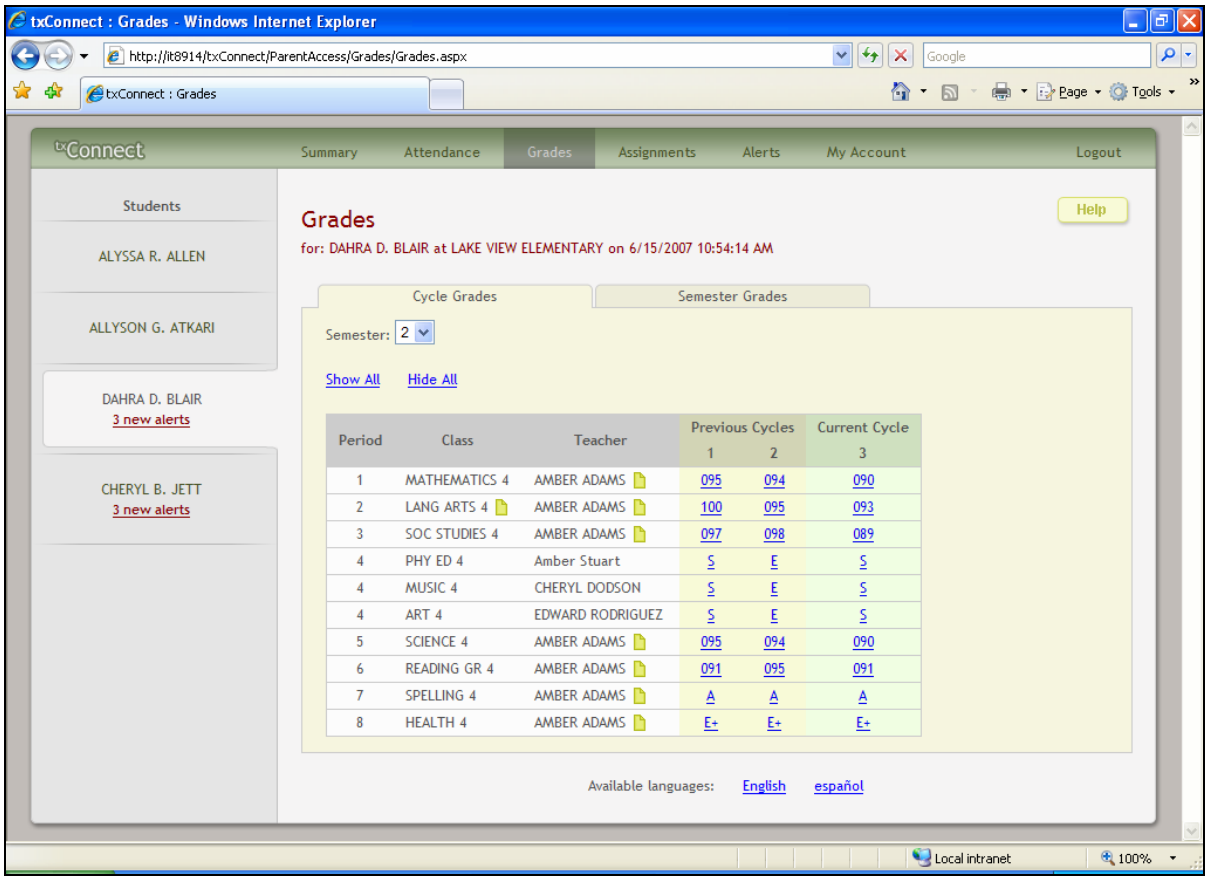
Click the **Totals View** tab to see tardies and attendance totals for the semester.

- The student's classes are listed by period, and the total number of school-related absences (e.g., UIL events or field trips), non-school-related absences (e.g., illness or family emergency), and tardies is listed.
- If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon appears beside the teacher's name. Click to see the information.
- Click **close** to close the Teacher Note window.



Grades

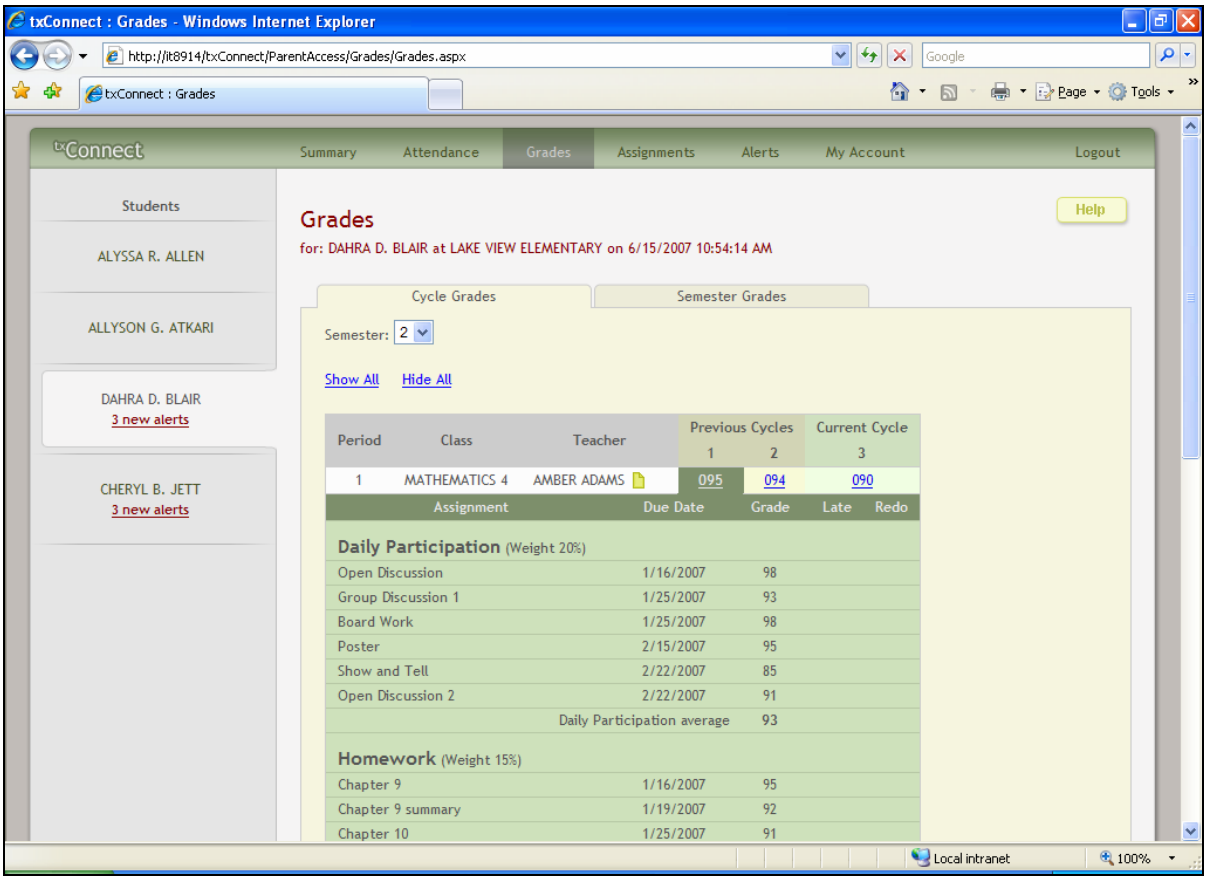
To display the student's grades, click **Grades** on the menu at the top of the page. When you view the Grades page, the Cycle Grades tab is displayed by default.



How to View Assignment Grades for a Class

The Cycle Grades page displays current grade averages for the current cycle and posted grade averages for previous cycles. For the current semester, the assignment grades for each class can be viewed. For previous semesters, only the posted average is available.

- Click the grade average for the class and cycle you wish to view. The grade average will be expanded below the period row to display all grade data that has been entered. In addition to the assignment grades, the calculated average and/or posted average are displayed.


txConnect : Grades - Windows Internet Explorer
http://it8914/txConnect/ParentAccess/Grades/Grades.aspx
txConnect : Grades
txConnect
Summary
Attendance
Grades
Assignments
Alerts
My Account
Logout
Students
ALYSSA R. ALLEN
ALLYSON G. ATKARI
DAHRA D. BLAIR
3 new alerts
CHERYL B. JETT
3 new alerts
Grades
Help
for: DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM
Cycle Grades
Semester Grades
Semester: 2
Show All
Hide All
Period
Class
Teacher
Previous Cycles
Current Cycle
1
2
3
1 MATHEMATICS 4 AMBER ADAMS 095 094 090
Assignment
Due Date
Grade
Late
Redo
Daily Participation (Weight 20%)
Open Discussion 1/16/2007 98
Group Discussion 1 1/25/2007 93
Board Work 1/25/2007 98
Poster 2/15/2007 95
Show and Tell 2/22/2007 85
Open Discussion 2 2/22/2007 91
Daily Participation average 93
Homework (Weight 15%)
Chapter 9 1/16/2007 95
Chapter 9 summary 1/19/2007 92
Chapter 10 1/25/2007 91
Local intranet
100%

Journal (Weight 20%)
Numbers 1/16/2007 99
If Only I Could... 1/16/2007 96
Once I Counted 1/25/2007 95
Did You Know... 2/8/2007 95
My Favorite Things 2/15/2007 100
Differences Between 2/22/2007 86
Journal average 95
Quiz (Weight 20%)
Cycle 1 Quiz 2/22/2007 95
Quiz average 95
Citizenship S
Posted Average 095
(close details)
2 LANG ARTS 4 AMBER ADAMS 100 095 093
3 SOC STUDIES 4 AMBER ADAMS 097 098 089
4 PHY ED 4 Amber Stuart S E S
4 MUSIC 4 CHERYL DODSON S E S
4 ART 4 EDWARD RODRIGUEZ S E S
5 SCIENCE 4 AMBER ADAMS 095 094 090
6 READING GR 4 AMBER ADAMS 091 095 091
7 SPELLING 4 AMBER ADAMS A A A
8 HEALTH 4 AMBER ADAMS E+ E+ E+
Available languages: English español
Local intranet
100%

  - The **calculated average** is the average calculated using the student's grades and the teacher's method for calculating the average. The calculated average is not displayed for closed cycles.

  - The **posted average** is the actual grade that was posted for the student for the class. In some circumstances, the posted grade is different than the calculated average. The posted average is the official grade that appears on the report card.

  - Assignments are displayed by category. For each category, the category weight is displayed, and the average for each category is displayed.

  - For each assignment, the due date and grade are displayed. The **Late** and **Redo** columns indicate if the assignment was turned in late or redone.

  - If the teacher entered any notes related to the student's assignment grade, those notes are displayed below the grade.

- To return to the unexpanded grade average view, click **close details** for the grade average you expanded.

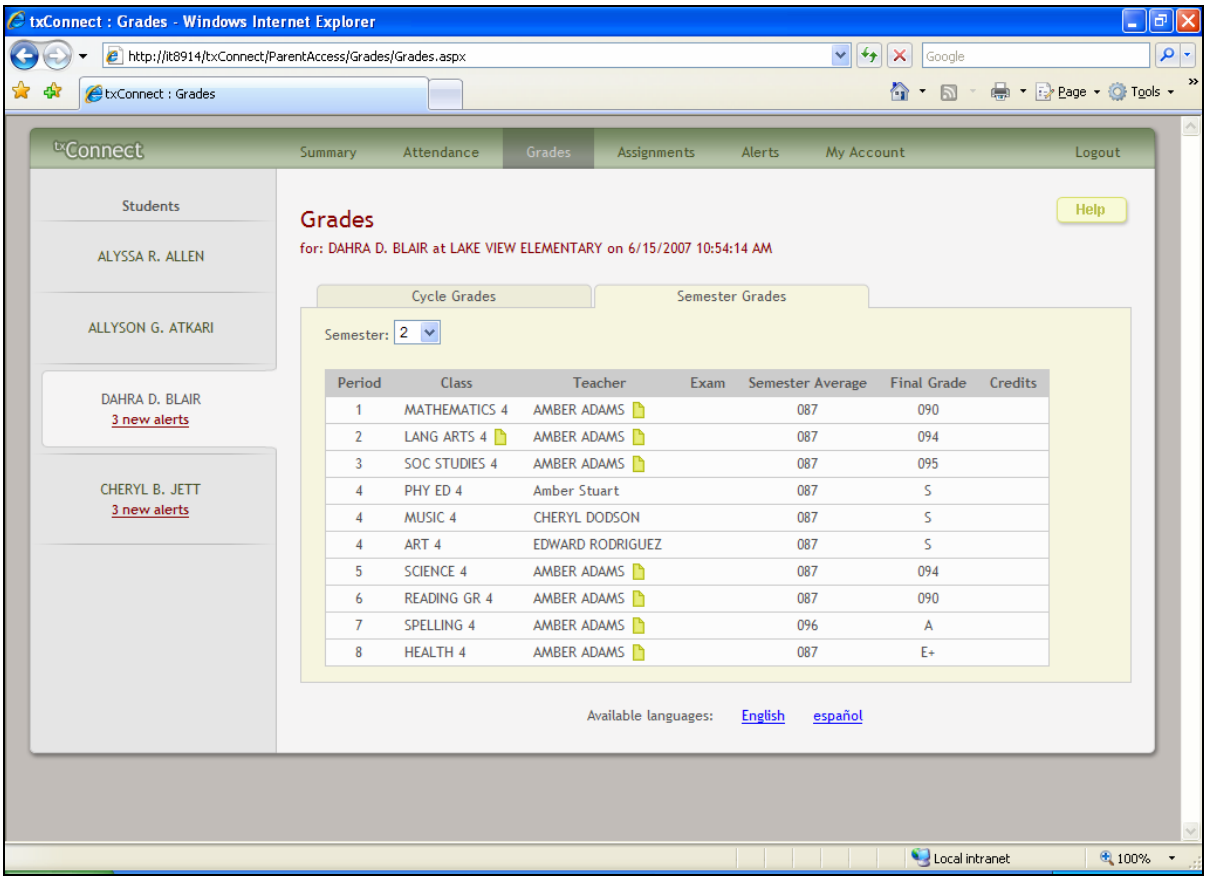
- To show assignment grades for the current cycle for all courses, click **Show All**.

- To hide the assignment grades for all courses, click **Hide All**.

- If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon appears beside the teacher's name. If the teacher has provided course notes or assignment notes, the icon is also displayed by the course and/or assignment. Click to see the information, and then click **close** to close the Note window.

How to View Semester and Final Averages

From the Grades page, click the **Semester Grades** tab to see the student's posted semester and final averages. This data is only available for closed semesters. For the current semester, no data is displayed.



For each period, the exam grade, semester average, final grade, and credits are displayed.

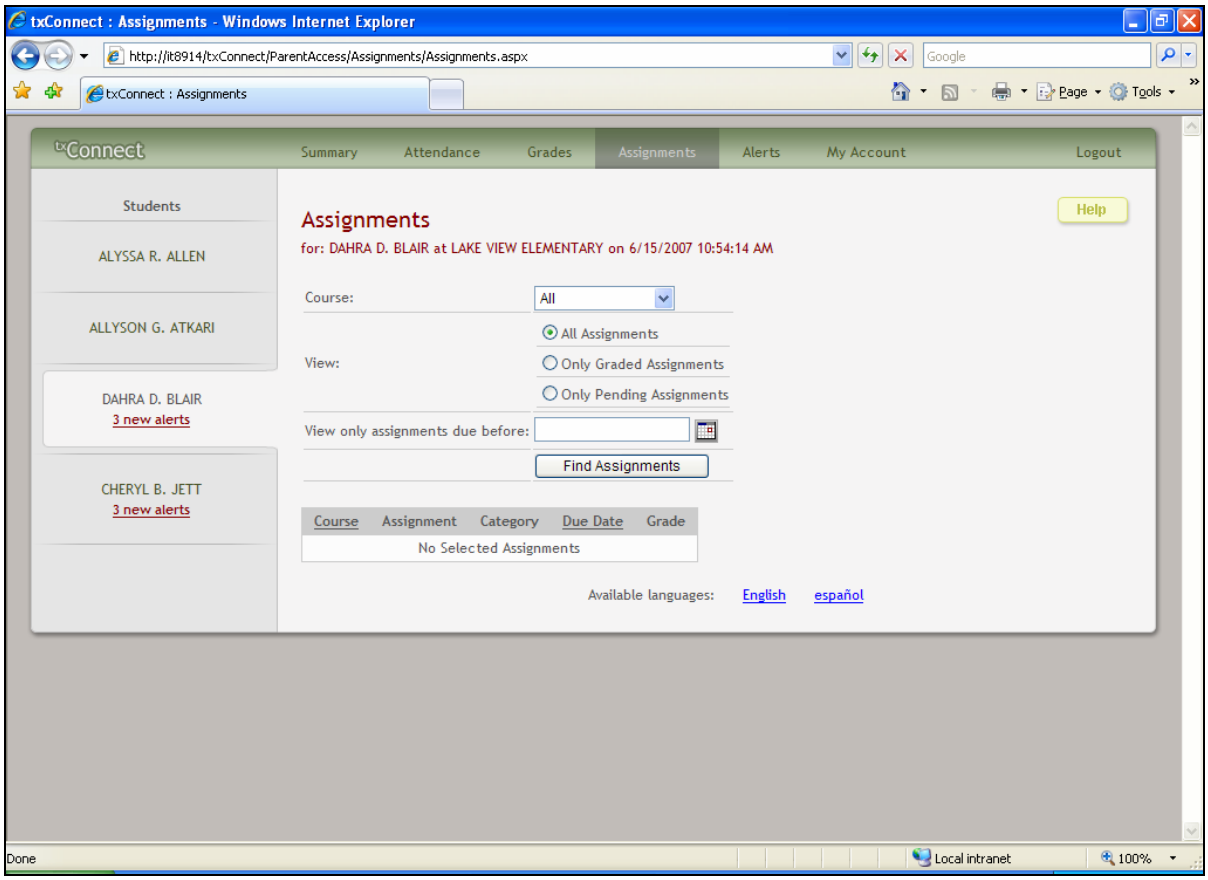
- **Exam** - the student's semester exam grade for the course.
- **Semester Average** - the student's posted semester average for the course.
- **Final Grade** - the student's posted final grade for the course. For one-semester courses, this grade is posted after the semester is closed. For year-long courses, this grade is only posted after the final semester of the year is closed.
- **Credits** - the number of credits received for the course that count toward graduation requirements.
- If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon appears beside the teacher's name. If the teacher has provided course notes, the icon is also displayed by the course. Click to see the information, and then click **close** to close the Note window.

Assignments

The Assignments page allows you to view all of the student's assignments for all courses or for a specific course. You may view all assignments, only assignments that have been graded, or only pending assignments (assigned but not yet graded).

How to View Assignments

Click **Assignments** on the menu at the top of any page. The Assignments page will be displayed for the student currently being viewed.



- In the **Course** field, the parent selects a specific course or **All** to view assignments for all courses.
- For **View**, the parent selects the assignments he wishes to view.
  - **All Assignments** displays all assignments.
  - **Only Graded Assignments** displays only assignments that have been graded.

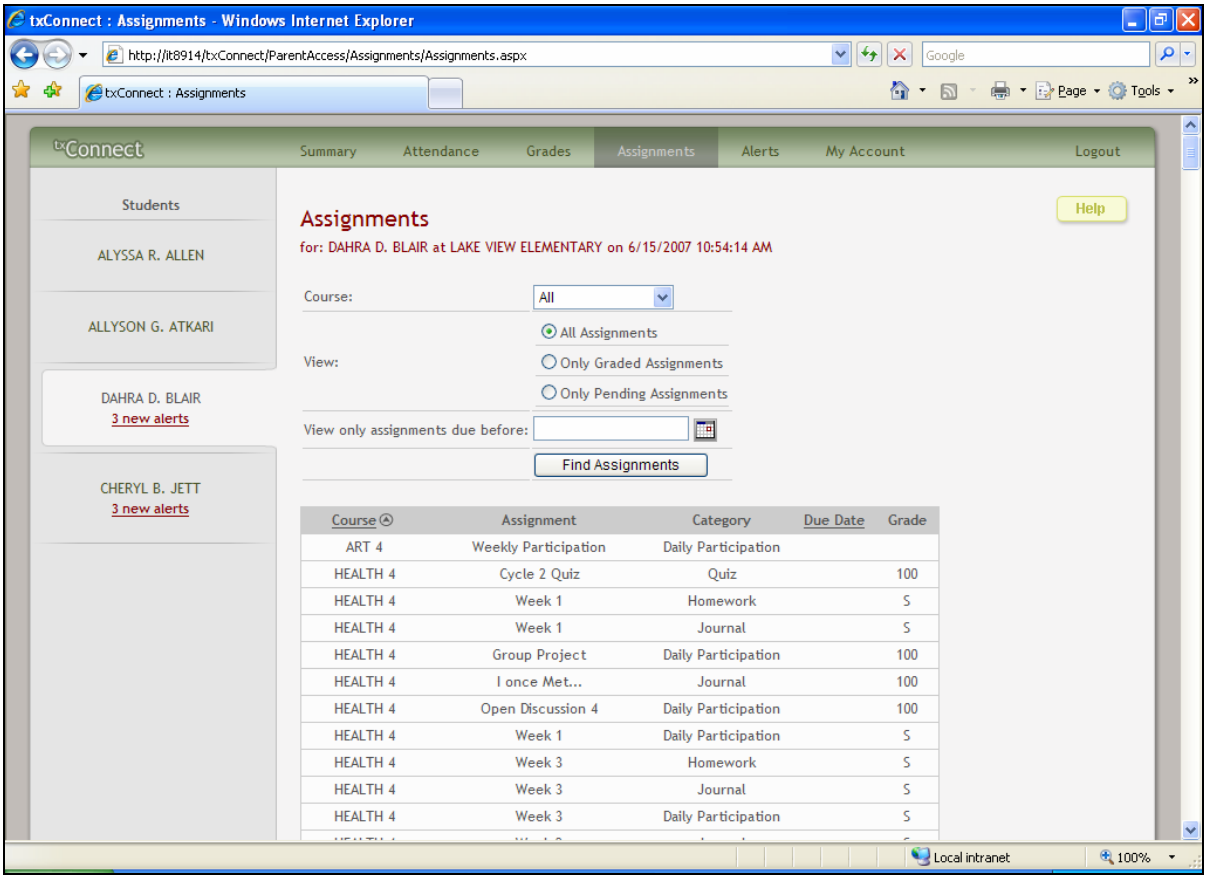
- **Only Pending Assignments** displays only assignments that have been assigned but not yet graded.

- In the **View only assignments due before** field, the parent enters a date if he wishes to view only assignments that were due before that date. For example, he can enter today's date to see all assignments that were due up to today. He can also click to select a date from the calendar. This field is optional. If a date is not entered, all assignments will be included in the search.

  Note: If a date is entered in this field, and if the teacher has not entered a due date for an assignment, the assignment will not be displayed in the search results.

- Click **Find Assignments**. All assignments that matched the criteria entered are displayed in the table at the bottom of the page.

- In the Assignments table, click **Course** to sort the assignments by course, or click **Due Date** to sort the assignments by due date.



Alerts

Alerts are messages notifying a parent that his student has grades or attendance information of which he should be aware, such as an absence or a low grade. If the student has alerts, the number of alerts will be displayed below the student's name on the left side of the page.

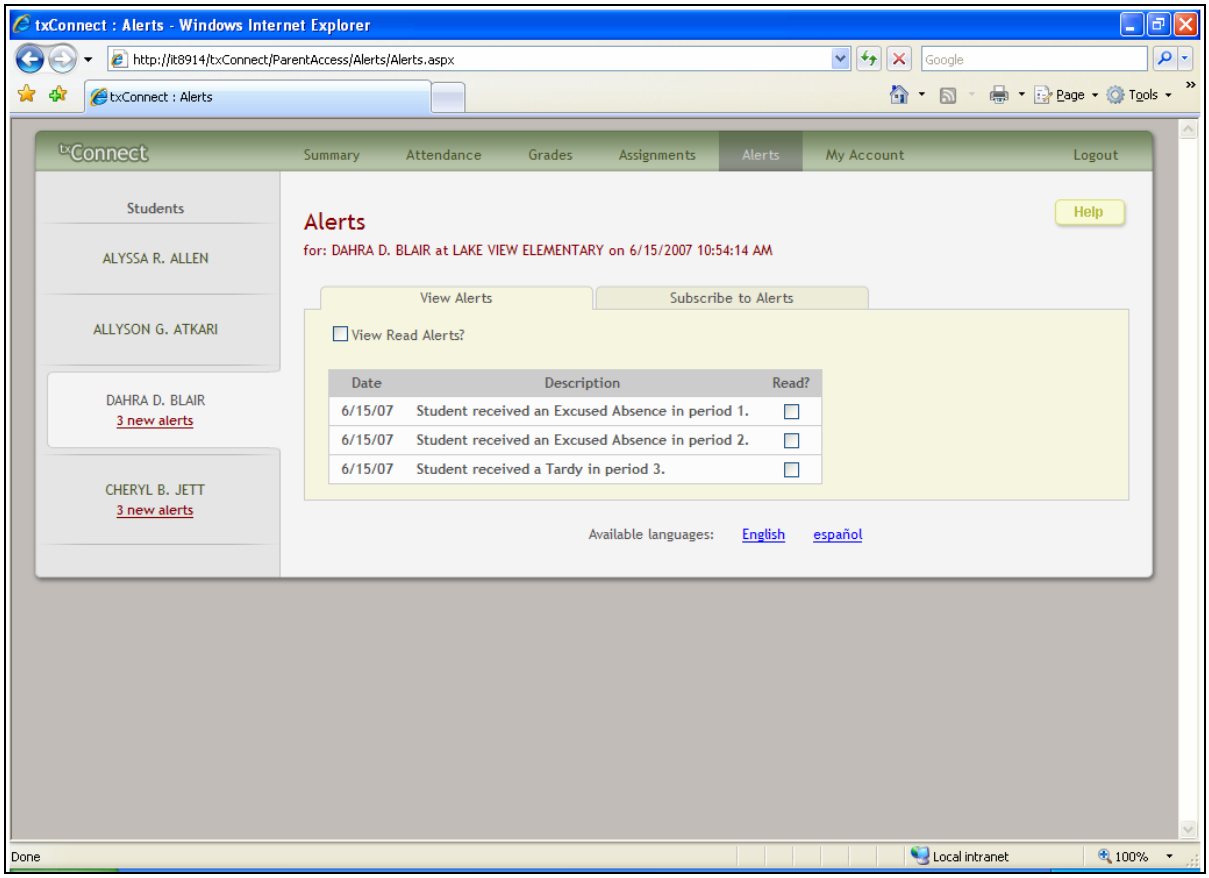
When a parent creates a txConnect account, he is automatically subscribed to two alerts:

- Unexcused absence alerts, first occurrence of the day
- Failing grade alerts

An alerts subscription may be changed at any time.

How to Read Alerts

To go directly to the Alerts page to read the message(s), click the alerts notification below the student's name. You may also click **Alerts** in the main menu at the top of the page and select the student for whom you wish to see alerts.

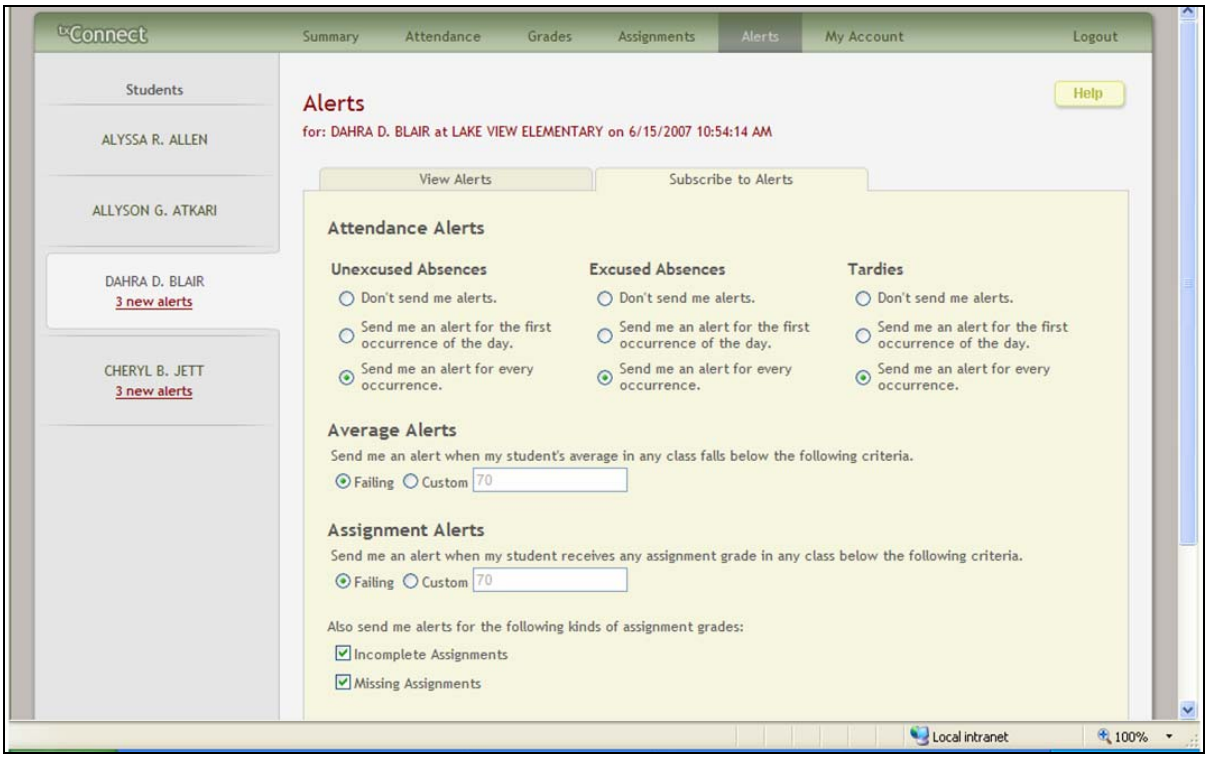


The complete alert message is displayed on the Alerts page under **Description**. If the student has more than one alert, the alerts are displayed in the order received, with the most recent alert at the top of the list.

- New alerts that have not been read are bold.
- Once a parent has read an alert, he may click the **Read** check box to indicate that he has read the alert. The alert will be shaded gray.
- If the parent selects the **Read** check box accidentally, he can clear it to change the alert back to unread.
- The parent may adjust the page to display or hide the alerts he has already read.
    - To see only new, unread alerts, the **View Read Alerts** check box should be blank.
    - To see all alerts, the **View Read Alerts** check box should be selected.

How to Change an Alerts Subscription

From the Alerts page, the parent can change his alerts subscription. Click the **Subscribe to Alerts** tab.



An alerts subscription must be set for each student on the parent's account.

There are three categories of alerts: Attendance, Grade Average, and Assignment Grades.

Attendance Alerts

The attendance alerts allow the parent to indicate if he wants to receive alerts for absences and tardies.

Under **Unexcused Absences**, the parent selects one of the following:

- If he does not want to be notified of his student's unexcused absences, he selects **Don't send me alerts**.
- If he only wants to be notified of an unexcused absence for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.
- If he wants to be notified of every unexcused absence throughout the day, he selects **Send me an alert for every occurrence**.

Under **Excused Absences**, the parent selects one of the following:

- If he does not want to be notified of his student's excused absences, he selects **Don't send me alerts**.
- If he only wants to be notified of an excused absence for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.
- If he wants to be notified of every excused absence throughout the day, he selects **Send me an alert for every occurrence**.

Under **Tardies**, the parent selects one of the following:

- If he does not want to be notified of his student's tardies, he selects **Don't send me alerts**.
- If he only wants to be notified of a tardy for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.
- If he wants to be notified of every tardy throughout the day, he selects **Send me an alert for every occurrence**.

Average Alert

The average alert allows the parent to be notified that the student's grade average in a class falls below a specified grade. By default, the parent will receive an alert any time the student's grade average in a class falls below failing. The parent may change the alert by specifying another grade.

To specify another grade, select **Custom**. In the custom field, type a numeric grade (0-100). Any time the student's average falls below this grade, the parent will receive an alert.

Assignment Alerts

The assignment alert allows the parent to be notified if the student receives an assignment grade below a specified grade in any class. By default, the parent will receive an alert any time the student receives a failing assignment grade in any class. The parent may change the alert by specifying another grade.

To specify another grade, select **Custom**. In the custom field, type a numeric grade (0-100). Any time the student receives an assignment grade below this grade in any class, the parent will receive an alert.

The parent may also choose to be notified if the student has an assignment marked as missing or incomplete. Select **Incomplete Assignments** to be notified of incomplete assignments. Select **Missing Assignments** to be notified of missing assignments.

How to Receive Alert Notices by E-Mail

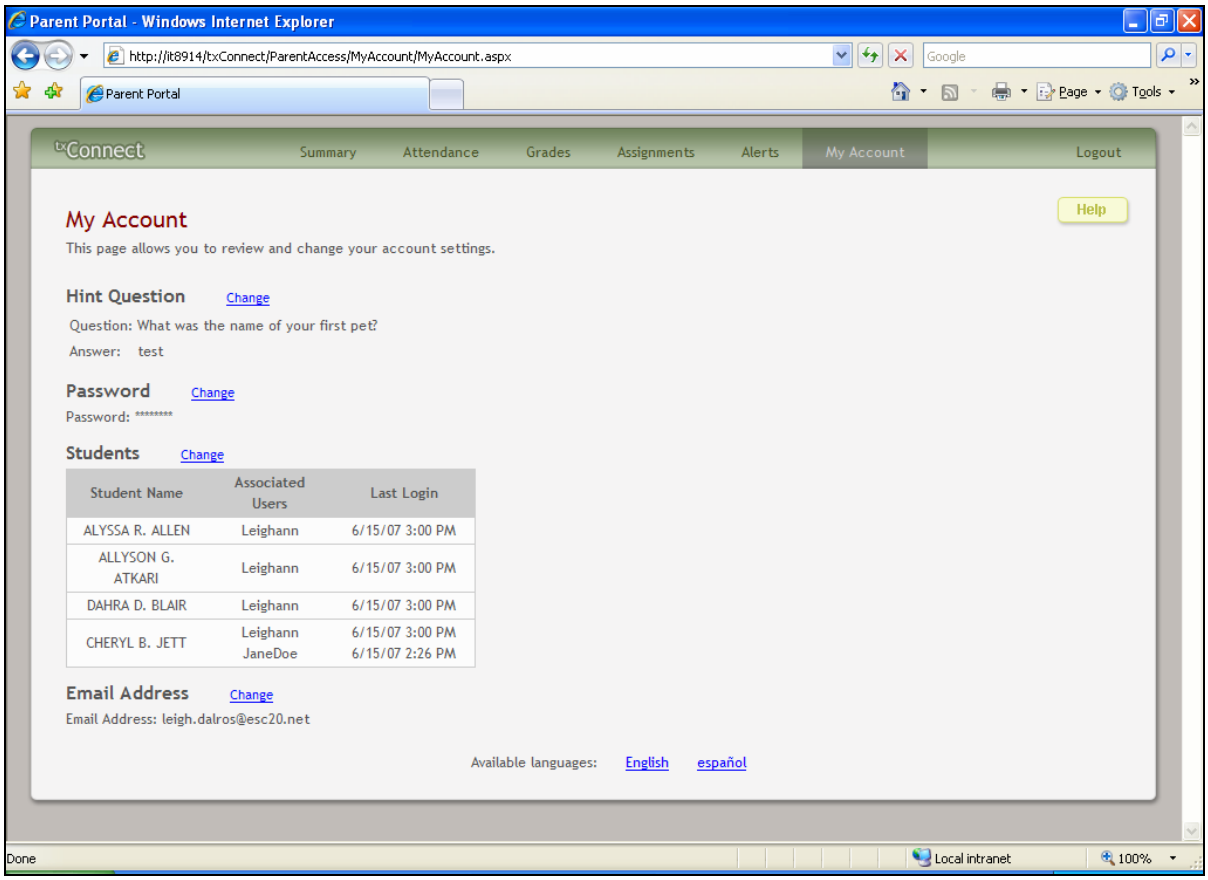
If the parent wishes to have alert notices sent to his e-mail address, he needs to select the **Send me an email when an alert is generated** check box at the bottom of the page. Also, he needs to have entered his e-mail address on the My Account page.

Note: E-mail alert notices will not contain the information specific to the alert. The notice will simply inform the parent that he has one or more unread alerts in his account.

The parent should click **Save Subscriptions** before leaving the page. Otherwise, the changes will not be saved.

My Account

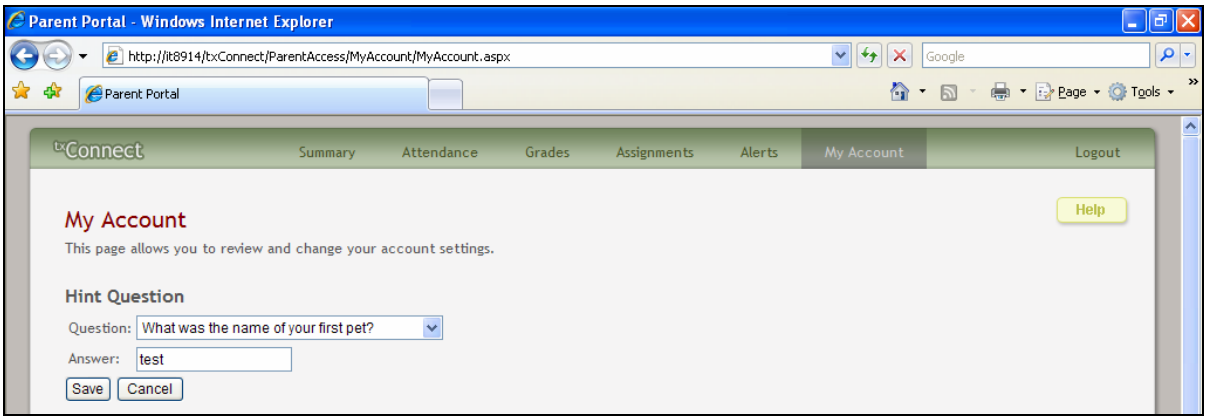
The parent can change his account settings through the My Account page. To access the My Account page, click **My Account** on the menu at the top of any page.



How to Change a Hint Question/Answer

The hint question/answer is used to verify the parent's identity if he has forgotten his password. The parent's current hint question and answer are displayed under **Hint Question**. He can change the question, the answer, or both.

- Next to **Hint Question**, click **Change**.

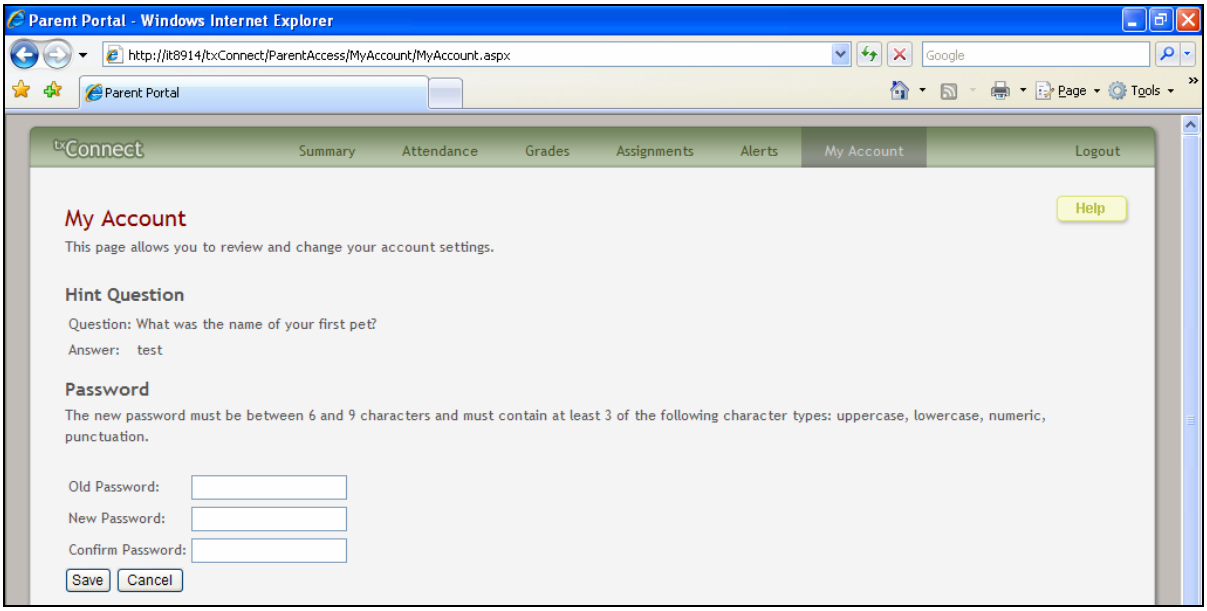


- The parent makes changes to the question and/or answer and clicks **Save**.
    - If the data was entered incorrectly, a red message will appear to the right of each field that has incorrect data. That information must be provided to change the hint question/answer.
    - If the data was entered correctly, the new hint question will be displayed under **Hint Question**.

How to Change a Password

The parent can change his password any time. For security purposes, it is recommended that the password be changed periodically.

- Next to **Password**, click **Change**.



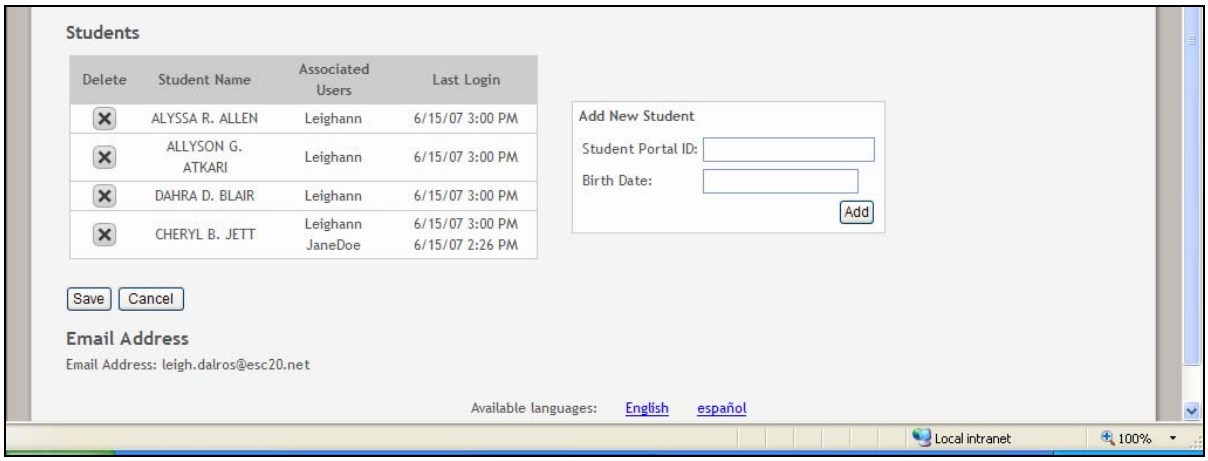
- In the **Old Password** field, the parent enters his current password.

- In the **New Password** field, the parent enters a new password.
- In the **Confirm Password** field, the parent retypes his new password exactly as it was typed above.
- Click **Save**.
    - If the data was entered incorrectly, a red message will appear to the right of each field that has incorrect data. That information must be provided to change the password.
    - If the data was entered correctly, the new password will be saved. Next time the parent logs on to txConnect, he must use the new password.

How to Add Another Student to an Account

If the parent wishes to add another student to his txConnect account, he must have a valid Student Portal ID issued by the student's campus.

- Next to **Students**, click **Change**.



- Under **Add New Student** in the **Student Portal ID** field, the parent types his student's portal ID.
- In the **Birth Date** field, the parent types the student's complete birth date in the MM/DD/YYYY format (e.g., 01/19/1998). The date entered here must match the birth date in the student's record at the campus.
- Click **Add**. The student's name will appear in the **Students** box.
- Click **Save** to save the changes.

  If the student was successfully added to the account, his name will appear in the **Students** list on the left side of every page. The students will be listed in alphabetical order.

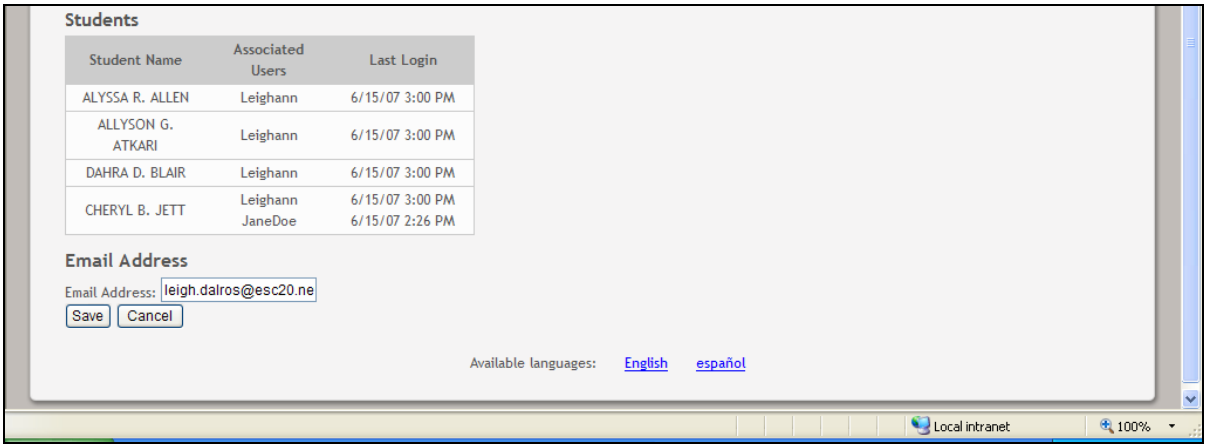
- To delete a student from an account, click next to the student to delete.
- Click **Save** to save the changes.

  If the student was successfully deleted from the account, his name will no longer appear in the **Students** list on the left side of every page.

How to Add or Update an E-Mail Address

If the parent wishes to receive alert notices by e-mail, he must provide an e-mail address. His current e-mail address is displayed under **Email Address**, if he previously entered it. The parent can add or update his e-mail address at any time.

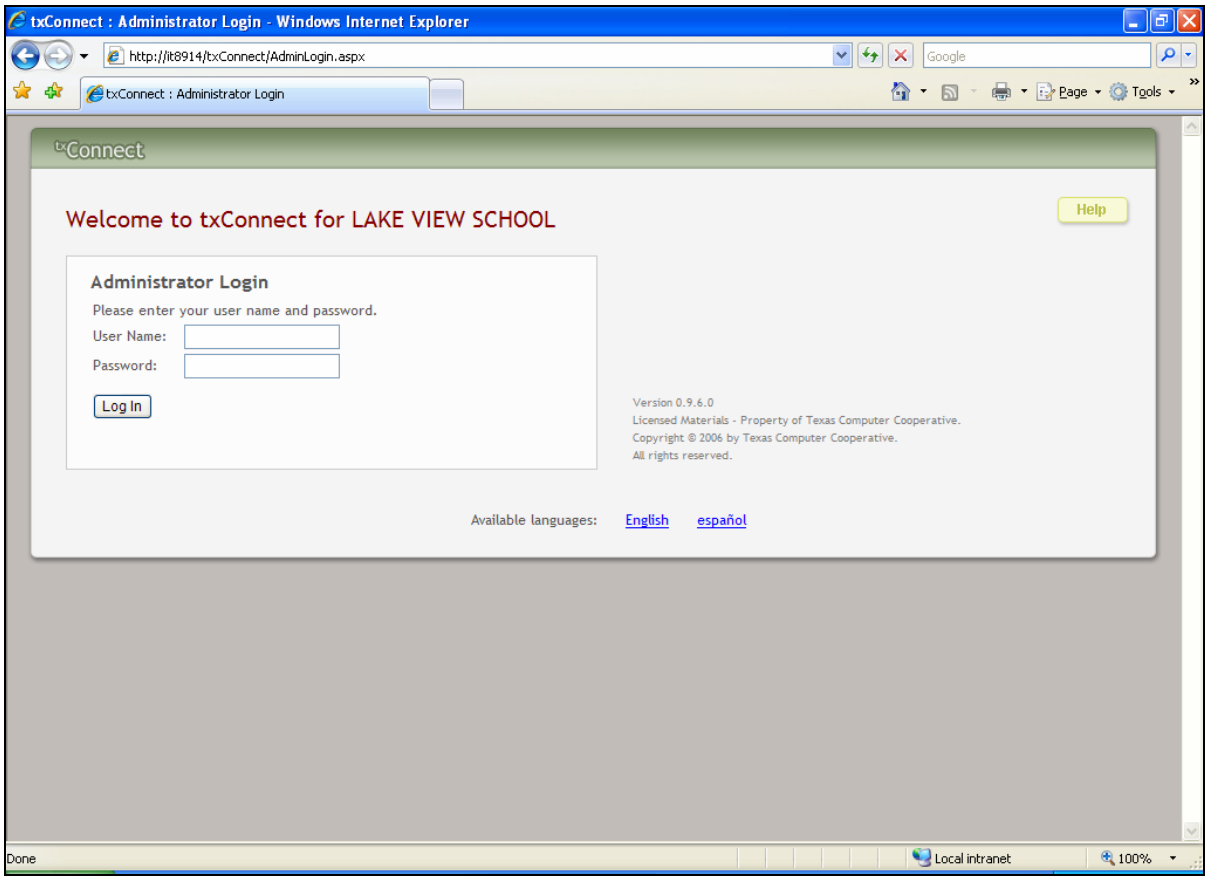
- Next to **Email Address**, click **Change**.



- In the **Email Address** field, the parent enters a current e-mail address and clicks **Save**.
  - If the data was entered incorrectly, a red message will appear to the right of the field. The e-mail address must be in a valid format to continue.
  - If the data was entered correctly, the new e-mail address will be displayed under **Email Address**.

Administrator Access

Administrator access is accomplished by a separate Login page and allows you to log on as a parent and view overall usage statistics for txConnect.

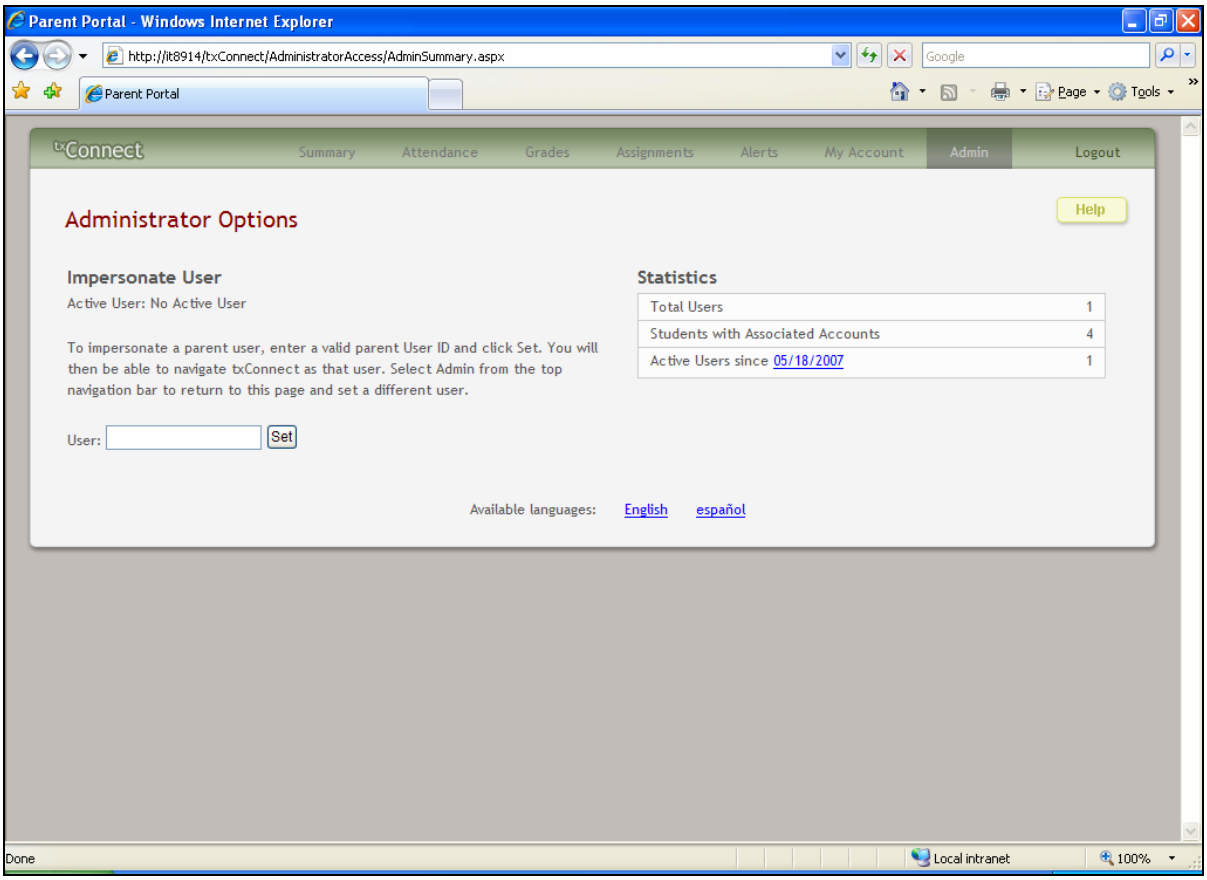


Administrator Login

The Administrator Login page will accept the same administrator user IDs used for txGradebook. Only administrators marked as active in txGradebook will be able to log on to txConnect.

To log on as an administrator, enter your administrator user name and password and click **Log In**. The Administrator Options page is displayed.

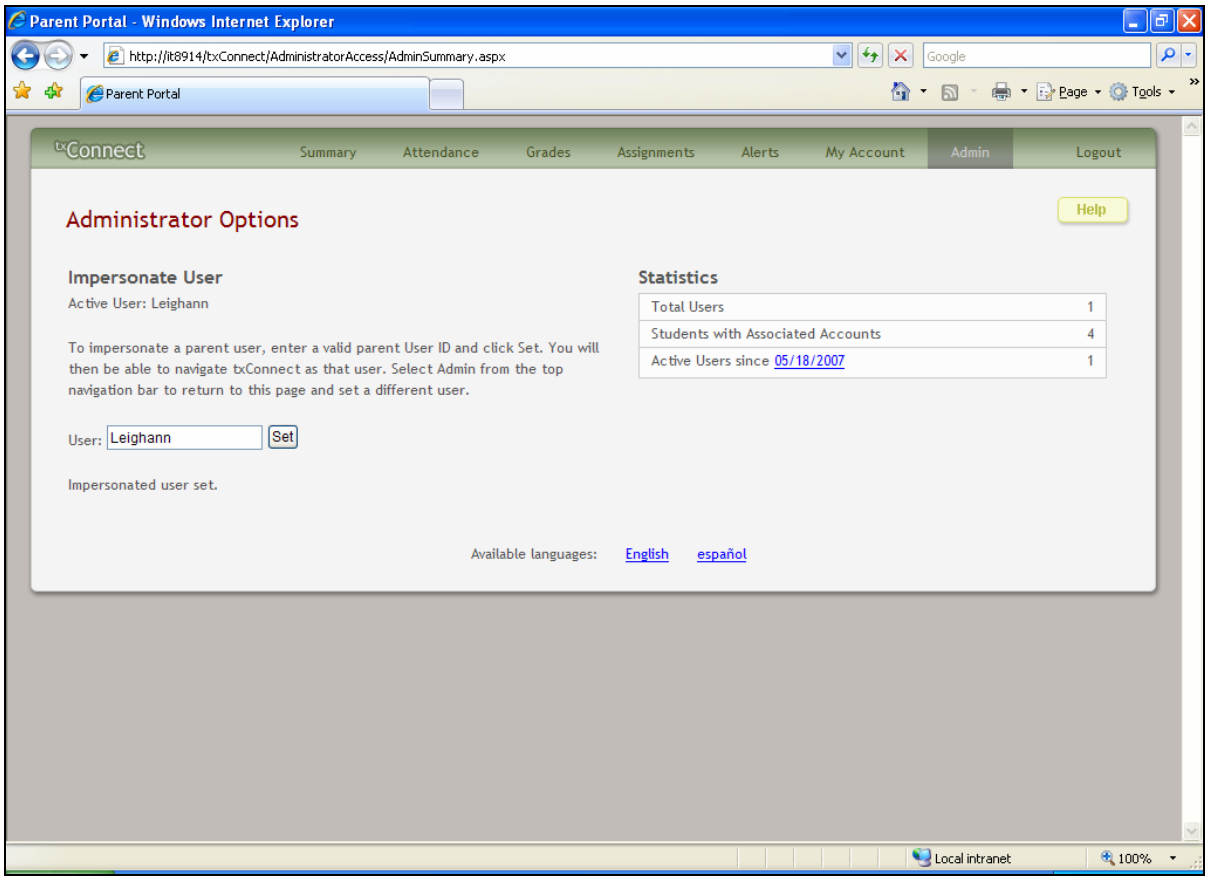
Warning: If you have three unsuccessful attempts logging on (invalid user ID/password combinations), the system will lock out your account for 20 minutes. Try logging on again after 20 minutes.



Impersonate User

You will be impersonating a parent and will be able to navigate through txConnect as that parent.

- Enter the parent's user ID in the **User** field and click **Set**.
- If you have successfully set yourself as a txConnect parent user, the parent user ID is displayed in the **Active User** field under **Impersonate User**.
- To return to this page and set a different parent user ID, select **Admin** from the menu at the top of the page.



Statistics

The **Total Users** is the district-wide total number of users who have registered as of today's date.

The **Students with Associated Accounts** is the district-wide number of students who are associated with a registered parent (i.e., the number of students for whom an account has been created).

The **Active Users since** lets you set a date to see the district-wide number of users who have logged on since the specified date.

- To change the date, click the date link.
- Enter a date in the MM/DD/YYYY format, or click to select a date.
- Click **Set Range**. The statistic will be updated to the new number.

Error Handling

In many cases, application errors that cause error messages are corrected quickly. Often if you wait for a while, then return to txConnect, the system will work properly.

If an error is caused by invalid data that you have entered, a message on the page will prompt you to correct your entry. Once you correct the error, you can continue.

The following types of errors may be generated in the txConnect application:

- **Unexpected error:** This error is due to some exception that has been generated by the application. If you lose your session, you will be returned to the Login page; else, you will be returned to the current page. The application will log the exception information.

- **Database communication error:** This error will occur if the application is unable to communicate with the txConnect database. Usually, this is a very brief issue. Wait a few minutes, and then try the action again. This error will be logged in the event log.

- **Session loss error:** This error will occur if the session has been cleared because the application was reset. If you lose your session, you will be returned to the Login page. If this occurs, wait a few minutes, and then log on again. This error will be logged in the event log.

- **Configuration error:** This error occurs if there is an error in the web.config file or service environment. This error will be logged in the event log when starting the application.

If an error persists, contact the system administrator at the e-mail address displayed on the error page. Be sure to provide the following:

- The error message, including the code that is displayed below the error message

- The action that you attempted when the error occurred