

Frequently Asked Questions:

- *How do I get a GradeSpeed account?* Click on the GradeSpeed ParentConnection Login Screen link in the Welcome screen, and then click on Click here to sign up. For more detailed information, click on the Creating a GradeSpeed ParentConnection Account link under “Helpful Links.”
- *Why was I denied access to my child’s grade and attendance information? What can I do to gain access to my child’s information?* Most likely, when you were trying to add your child to your account, the information that you entered in the Application for Access to New Students about your child did not match the records at your child’s school. For example, if your address has changed, and you entered the new address in the application, but the school’s records still show the old address, you could be denied. Also, you could be denied if you entered the Student ID in the Student Pass Code field. Please contact the registrar at your child’s school to clear up any misinformation. Once the information is correct, you should be able to add your child to your account.
- *I forgot my password. How do I get into my GradeSpeed account now?* Click on “Forgot your password?” on the sign-in screen. You will be asked for the email address that you entered when you created your user ID. Your password will be emailed to the email address in your account. If you are no longer using the same email address that is on file for your account, contact your campus registrar.
- *I can only see information about one of my children. How can I see information about one of the others?* Click on the “down” arrow in the box under “Current Student” to see all students who have been approved for your account. Click on the name of the student for whom you wish to see information. *** Note: You can only access information about the children that have been approved for you by the school registrar. If your children are on different campuses, they may be approved at different times. ***
- *I can’t see how my child did on her last test (or homework assignment, extra credit, etc.). Why not?* If the test was recent, the teacher may not have had a chance to grade it yet, or the teacher may not have had the opportunity to enter the grades into the computer yet. Once the teacher has had ample opportunity to grade all papers for this assignment **and** enter these grades into the computer, if the grade still isn’t visible, contact the teacher to learn the status of your child’s assignment.
- *How do I change my street address, email address, etc.?* Once you are logged in to your account, click on “My Settings” (on the left side of the screen). Make the desired changes and click “Save.”
- *How do I change my password?* Once you are logged in to your account, click on “My Settings” (on the left side of the screen). Click on “Reset Password” (just under your Username). Enter your current password in “Old Password,” the new password that you want in “New Password,” and type the new password again in “Confirm New Password.” To complete the change, click on the “Change Password” button. You will receive the message “Password successfully changed” in a pop-up message box.