

SAN ANTONIO ACADEMY OF TEXAS

RENWEB – PARENTSWEB Parents' Frequently Asked Questions

ParentsWeb 2.0

- 1. Why does the new interface take longer to load on my PC computer?**
The new ParentsWeb does take longer to load due to the new features, such as a downloadable calendar. ParentsWeb does load faster on Mozilla Firefox than it does on Internet Explorer. However, if you are logging in through a dialup service, you will need to use the older interface.
- 2. Why won't the new interface load on my Macintosh PC?**
The new ParentsWeb will only load through Mozilla Firefox on Macintosh computers. It will not load through Safari. Parents using Safari on the Macintosh can only use the older interface of ParentsWeb (Dialup option).
- 3. I have a dialup connection and cannot login to ParentsWeb 2.0. What do I use?**
Parents with dialup connections will have to login to ParentsWeb using the older interface (Dialup option).
- 4. I cannot locate the Gradebook Summary or homework for my son(s). Where is it in ParentsWeb 2.0?**
Once you have logged in to the home page, click on the button link to the left titled *Student Information*. The Student Home page will display the grades for each class in a window to the right. If you have more than one son at SAA, you will see separate tabs at the top of the windows that you can click on for each son.

General

- 1. Can I delete myself or spouse from the RenWeb system?**
No. RenWeb only allows you to delete grandparent or emergency contact information.
- 2. Can I have more than one email address in the ParentsWeb system?**
Yes, each individual family member is allowed to have two email addresses. Just remember that if you have two email addresses in our system, you will receive duplicate emails, one at each address.
- 3. When I first signed on to RenWeb to obtain my password, I did not receive the responding email.**
If you did not receive the email that contains your temporary password, it could be that a spam filter has blocked the RenWeb email to you. If RenWeb is not recognized by your spam filter, it will get blocked. If you have used your work email address, you would need to check with the individual at your company responsible for the spam filter. If you used your home email address, this message may end up in a Junk Mail folder. If you cannot locate the email either at work or at home, please contact either SAA's Main Office or technology facilitator, Linda Gielen.
- 4. What can I do to guarantee that my son's information is secure?**
It is very important that you have a cryptic password for your login to ParentsWeb. You should **never** use your son's name as the password. It is best if you use either the numeric password sent to you or a password that is a combination of letters and numbers.
- 5. I logged into ParentsWeb system earlier this month and saw more links than I can see now.**
During our Administrative and Faculty Training sessions, we opened links to test and view how different features of our ParentsWeb system would look. Some links will be available again the first week of school, and others we will not have available at all. Please check back during the first week of school to see which links we will be using.

We will continue to add to our FAQ's list as we receive more questions from our parents so we can continue to keep you informed.