



## FREQUENTLY ASKED QUESTIONS

### **What is RDS Parent Access?**

RDS Parent Access is the name of the student information system that is used by your child's school. You can use the system to look at your child's grades, schedule, homework and test scores. You can also use RDS Parent Access to track your child's attendance and email his or her teachers.

### **What do I need to use the system?**

To use RDS Parent Access, you need to have a computer or smart phone with internet access and a browser such as Internet Explorer or Safari.

### **How do I login to the system?**

In order to set yourself up as a user on the system, you need to have an activation code. An activation code is a series of numbers and letters that you will use the first time you log onto RDS Parent Access system. Once you log-onto RDS Parent Access for that first time, you create your own password and user name, ones that are easy for you to remember. After you do that, you can just throw away your activation code. You can get the activation code from your school secretary or by emailing EVSC at [parentaccess@evsc.k12.in.us](mailto:parentaccess@evsc.k12.in.us)

### **What if I have more than one student in EVSC?**

If you have more than one student in EVSC, you will need a separate activation code for each student. However, once you use the codes to set up your children's accounts, you will be able to view each of your children's information by just logging onto the system once.

### **Can other parents see my child's information?**

No. Your activation code was created just for you, so only you have access to the information. After you use the code to set up your account, please be sure you protect your user name and password.

### **My username and password are not working, what should I do?**

Click on the "I Forgot My Password" button on the Parent Access Login screen. We will email you a temporary password that you can use to get onto the system. From there, you reset your password. If that does not work, contact your child's school office.

### **I don't see any assignments, or grades but I know my student has had homework?**

Right now, not every teacher uses the RDS system. Many elementary teachers do not begin using the system until students are in the 4<sup>th</sup> grade, however, parents can still use system to look at test scores and attendance.

**Why does it take so long for my student's assignments to be graded? How often is the system updated?**

Different schools and teachers operate differently and on different timelines. Some teachers keep information up to date, others wait until later in the grading period to enter assignments and homework. However, attendance information and test scores are up to date.

**How can I contact my child's teachers?**

You can contact the teacher just by opening your child's schedule and clicking on the teacher's name. A window will open allowing you to email the teacher directly. If you have questions about this feature of RDS Parent Access, please call your school.

**Can I request changes to my emergency and contact information?**

Yes you can. Send the updated information to the school office.

**How do I log off the RDS Parent Access system when I am finished?**

Please click on the "Log Off" button in the upper right corner of your window. Then just close your browser

-adapted from Michigan City Area Schools