

# FAQ regarding Q Parent Connection PIN & Passwords

(to be posted to FHS website)

## **Q. How do parents get their PIN and password to the Q Parent Connection portal?**

Answer: There are four ways a parent can get their PIN and password for Parent Connection.

They are:

1. If you are listed as a contact on the emergency card that has been marked to have web access and who has never logged onto Parent Connection, you will receive a letter in the mail in early July informing you of the Online Registration process AND your PIN and password.
2. If you are the parent/guardian of a student, you can get your PIN and password yourself using the self serve link on the Parent Connection landing page PROVIDED you are configured to have Web Access AND the email address in the Contact record matches what you enter as the email address when you click on the “Need Your Login Information?” link on the landing page. If the email address matches, the PIN and password information will be sent to you at that email address. If the address doesn’t match this way won’t work. The URL of the Parent Connection landing page is: <https://sis.pleasantonusd.net/ParentPortal/> and can be found at the PUSD website.
3. You can also contact a staff member at the site who can tell you your PIN number and RESET your password from the Q Contact Editor screen, which is on the Enrollment menu. SITE STAFF CANNOT READ THE EXISTING PASSWORD, JUST PROVIDE A RESET.
4. The parent/guardian can email [qhelp@pleasantonusd.net](mailto:qhelp@pleasantonusd.net) and they will be able to help. Please note that this can be a slow process because qhelp has to be sure that the person emailing is allowed to have information about that student. In fact, we’d recommend that qhelp be a last resort since this is the slowest way for the parent/guardian to receive their PIN and password.

## **Q. How do parents who enrolled after the letters were mailed in early July get their PIN and password?**

Answer: If the parent/guardian used the Online Enrollment system they already have their email address in Q. They can use process #2 above to get their PIN and password emailed to them, providing the email address in the Contact file is correct and they’re configured to have Web Access. Processes #3 and #4 will also work. If the parent/guardian didn’t enroll using the Online Enrollment system they can still use processes #2, #3 and #4. Just make sure the email address in the Contact record is correct and the parent is configured to have web access. The key is the email address. And PLEASE make sure that the email addresses are unique for each contact. Q doesn’t know what to do if it finds more than one contact with the same email address.