



GoGuardian Parent App FAQs/Help

What is GoGuardian Parent?

- GoGuardian Parent is an application for iOS and Android devices. It's designed to enable IT Administrators to share managed user history collected via GoGuardian Admin and GoGuardian Teacher with verified parents and guardians. Verified parents/guardians using the app will be able to view their student's browsing activity for up to the past 30 days.
- GoGuardian Parent also provides Parents and Guardians the ability to pause their children's internet, block specific websites, and schedule internet availability on managed devices, or a device that the student has signed into using their district account.

Are students aware that the GoGuardian Parent app is now available to their parents/guardians?

All CKSD students received a notification in ClassLink on Tuesday, October 25, 2022 that this app is being made available to parents/guardians starting on November 1, 2022. A link to a pdf "Message to Students" was also shared with schools if they want to further communicate with their students about the GoGuardian Parent app.

Is GoGuardian Parent available in other languages?

At this time the GoGuardian Parent app is only available in English.

Can I access GoGuardian Parent through my internet browser?

GoGuardian Parent is only available as an app on iOS or Android devices.

How do I get connected to my student(s) in GoGuardian Parent?

- Only verified parents/guardians are able to view their student's browsing data. Central Kitsap School District's authoritative source for parental verification is the data in PowerSchool. If the parent/guardian is listed in PowerSchool as both the custodial parent and is listed as the parent the student lives with, then that data will make the student available to that parent in GoGuardian Parent.
- During the initial GoGuardian Parent setup process, an email will be sent to the email address on file in PowerSchool that's associated with the parent. If the parent does not receive the email from GoGuardian (and has checked spam, junk, other, etc.) then the parent will need to contact the school's office staff to verify the current email on record.

- If parents/guardians have multiple students in CKSD, they will be able to view each student's browsing activity separately by selecting the student from their dropdown list in the app.

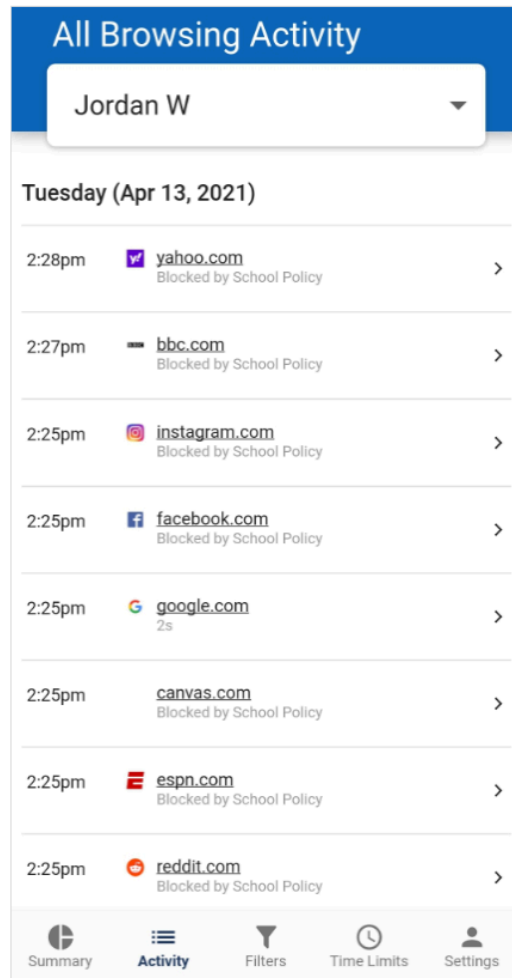
I am having difficulty getting connected to the GoGuardian Parent App. What steps should I take to resolve the issue?

- First - confirm that you are able to access PowerSchool Parent Access. You must be listed as both the custodial parent and also be listed at the parent the student lives with. To make sure you are set up for PowerSchool Parent Access, use these instructions: [PowerSchool Parent Access Instructions](#)
- If you are not able to connect to your PowerSchool Parent Access account, contact your school's office staff and confirm that you are a verified parent/guardian in PowerSchool and that the information they have on file is correct.
- If PowerSchool Parent Access is set up correctly, but you are not receiving a confirmation email from GoGuardian when setting up the GoGuardian Parent app, first make sure that you are using the email that's on file with PowerSchool, then check your spam and junk email folders.
 - **Note:** If you don't have access to your email through the device you used to log in, tap on "Login with verification code", and copy and paste the verification code from the email into the app.
- If you've confirmed that everything is set up correctly and it's still not working, please contact your student's school librarian. They will reach out to the district's IT department for further troubleshooting and assistance.

What are considered "out-of-school hours"?

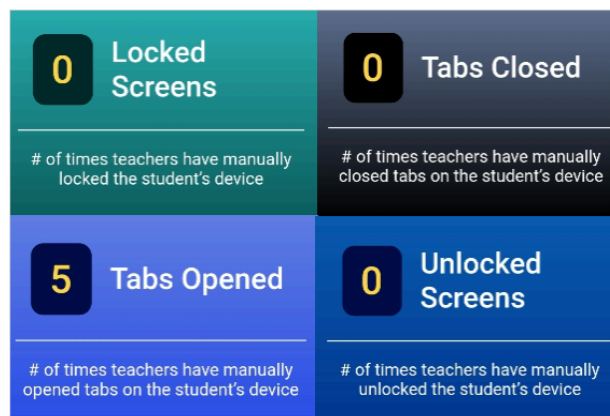
- The GoGuardian Parent app settings that allow parents to block certain sites, "pause" the internet, or allow browsing on a set schedule are only applicable during out-of-school hours. In CKSD we are set for "in-school hours" Monday-Friday, 6:30am - 4:30pm. Any time outside of in-school hours would be considered out-of-school hours.
- In-school hours must be set at the district-level for all CKSD students. These hours are set to include zero-hour classes and before/after-school activities.
- During Winter, Spring, and Summer vacations, GoGuardian in-school hours will be turned off. Student browsing will still be filtered, but teachers will not have visibility of students in their classes during those breaks.

What kind of browsing activity will I be able to see in GoGuardian Parent?



The “Activity” function of the app will simply provide a list showing which sites your student has tried to access each day. If the site was blocked, it will say so just below the URL. If the site was accessed, it will show how long your student stayed on that site. (Note - image shown here is a *sample*. Our district’s filtering rules may be different from what is portrayed in this image.)

What are “teacher interventions”?



Many CKSD teachers use GoGuardian Teacher to manage student activity on Chromebooks during instructional times. Teachers are able to interact with students using GoGuardian. They have the ability to lock screens, close tabs, and open tabs during their classroom sessions.

How do I set up and use other features in the app?

- Additional instructions for app setup and usage can be found in this document: [Getting Started with the GoGuardian Parent App](#)

Why does YouTube show up frequently in my student's browsing history?

- Teachers often use YouTube videos in their daily instruction. These videos are used as teaching resources and are often embedded in Google Classroom assignments, Google Docs, and Google Slides.

Many Google Docs/Sheets/Slides/Forms show up in my student's browsing history - but when I click on the link, I receive a message that I don't have access. Why?

- Access to most documents in CKSD's Google Workspace environment are only accessible by users who are signed in with a district staff or student account, and even then, only if the owner has shared that document with other users. Oftentimes, a teacher creates an assignment in Google Classroom, and only students in that Google Classroom have access.

I have a question about a site that my student has accessed during the school day. Who should I contact?

- The first point of contact for any questions about what is happening in the classroom should be the teacher.

I am trying to allow a website for my student but it is still being blocked? What's happening?

- While parents are able to block sites outside of school hours for their students, if a site is blocked for a student based on the district's filtering policy, parents/guardians are not able to override that block.
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- Resources for parents - conversations with kids - CommonSense Media