

# ParentSquare Frequently Asked Questions (FAQ)

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## Helpful Article from ParentSquare

### [Help Please! Frequently Asked Parent Questions](#)

The linked article features the following questions:

1. How do I sign up for ParentSquare?
2. How do I confirm my contact details?
3. How do I change my contact details?
4. How do I combine/merge accounts?
5. Why don't I see all of my kids, classes or groups?
6. How do I change my language preference?
7. How do I change or stop notifications?
8. How do I unsubscribe? I'm not a parent!
9. Help! I can't login!
10. Need more help?

## General Information

### ***1. What is ParentSquare?***

ParentSquare is a communication platform that will allow Middletown Public Schools to unify all parent and guardian communication from the district, schools, classrooms and school activity groups through one app.

### ***2. Is ParentSquare replacing something?***

Yes. We have found that there were multiple platforms (e.g., Class Dojo, Remind, SeeSaw, etc.) being used across the district to communicate with students and their families. By using one app (ParentSquare), district-wide, communication will be in one place to make it easier on our teachers, students, and families.

### ***3. Does this replace Google Classroom?***

No, neither ParentSquare nor StudentSquare replaces Google Classroom. StudentSquare and ParentSquare are designed to message and communicate with guardians and students on a mass scale. It also provides a

way to send urgent alerts, forms and permission slips, conference sign-ups, etc.

#### *4. Does this replace PowerSchool?*

No. We've added ParentSquare as our communication system, and we've kept PowerSchool as our student data system. **ParentSquare is not replacing PowerSchool.** All communication from the district, schools, and classrooms will come through ParentSquare while all student data will be updated and stored in PowerSchool.

#### *5. Is ParentSquare for students as well?*

Yes. Even though it's called ParentSquare, there is a platform specifically for students called StudentSquare. The platform is the same as what the parents see, just named differently for students. Students who are in grades 9 through 12 can access StudentSquare.

## Account Setup and Access

#### *6. Why didn't I receive a ParentSquare invite?*

ParentSquare invites started to be sent in early August 2024. Email and text invites are sent to the email addresses and cell phone numbers of parents and guardians that we have on file in PowerSchool, our student information system.

If you have not received a ParentSquare invite, then it is possible we have the wrong contact information on file. Please follow the steps outlined [on this webpage \(click here\)](#) under "annual update" to update your contact information. Alternatively, you can contact your child's school secretary to verify or correct the contact information we have on file.

#### *7. Why doesn't my ParentSquare invite link work?*

Invitation links only last for 24 hours. You do not need to wait for a new invitation! You can proceed to the [ParentSquare log on page](#) and create your account **with the same email address at which you would have received an invite.**

***8. Why does my ParentSquare account have my spouse's name on it?***

It is recommended that each spouse have their own cell phone or email for emergency situations. However, if you and your spouse share an email address (or have provided the same email address for each of you in our parent contact records, only one spouse will be able to log in to ParentSquare using that email address. The other spouse should use their cell phone number to log on or contact the school secretary to add an additional email address.

***9. Do I have to create a ParentSquare account?***

No. However, registered and non-registered users can see and access things differently. For a detailed list of what registered vs. non-registered users can do, please click here to [view an article on registration settings](#).

***10. I can't sign into ParentSquare. What is the first step?***

If you can't sign into ParentSquare with your email or phone number, please contact your child's school secretary to make sure your contact information is correct in PowerSchool. Alternatively, you can log into your PowerSchool account and update your contact information.

## **Account Management**

***11. How can I add another child to my account? How can I add another school to my account?***

If you want to add another child to your account, you will have to ensure your school's information system has registered your contact information and you are associated with your child. ParentSquare will always reflect the most current information received from the school's information system, PowerSchool. Please contact your building principal to make sure you are connected properly in PowerSchool.

***12. How do I change my ParentSquare password?***

Please go to [parentsquare.com](https://parentsquare.com) and on the login page click "Forgot Password." Put in your email or phone number and you will be sent a link to reset your password.

***13. I can sign into ParentSquare but need to make adjustments on my account. Where do I go to make changes?***

Check your email and phone number in ParentSquare. Click on your name in the top right and click My Account. If corrections need to be made, please contact your child's school with the correct information. Alternatively, you can log into your PowerSchool account and update your contact information.

***14. English is not my first language. How can I receive content in my preferred language?***

You can change the language settings in ParentSquare. Follow these steps:

1. Find the "My Account" button.
2. Click on "My Account".
3. Look for "Language Settings".
4. Under "Language Settings", find "Change This".
5. Click on "Change This".
6. You will see a list of languages.
7. Choose the language you want.
8. Click on your chosen language.
9. ParentSquare will now show content in your preferred language.

[Here is a help article on how to change your language settings.](#)

## Usage and Features

***15. Do I have to use ParentSquare on my SmartPhone?***

No, if you prefer, you can navigate to <https://www.parentsquare.com/signin> from a computer and do all of the same ParentSquare activities.

***16. Will all teachers be using ParentSquare for home-to-school communication this year?***

Yes. From the start of the 2024-2025 school year, ParentSquare will be the primary source of communication for the district. This is a new platform for all of us and we appreciate your patience as we learn its ins and outs.

## Notifications and Communication

### *17. Who will ParentSquare contact?*

ParentSquare will notify those contacts listed as a Mother or Father in PowerSchool. We will soon be adding legal guardians into ParentSquare. ParentSquare is an all-in-one platform that contains personally identifiable information for each student, therefore, we only engage with those designated contacts.

### *18. Why am I not getting notifications?*

- In ParentSquare, check your Notification Preferences on My Account page. Are your notification preferences on?
- In your email account, check your spam folder for emails from [donotreply@parentsquare.com](mailto:donotreply@parentsquare.com).
- In your email account, add the domain ParentSquare.com or the email address donotreply@parentsquare.com to the safe senders list in your email client (Gmail, Yahoo, aol, etc.).
- Using your internet browser, you can search “how to add safe senders list in your email client” in order to find out how to do this.

### *19. What message preferences are available?*

There are two ways that you can customize the way you receive messages from ParentSquare: The type of message you receive and the timing of the message.

#### **Type of Message**

You can choose to receive any or all of these message types through ParentSquare

- Emails
- Text Messages
- App Notifications

*Note: You would only receive a phone call in an emergency situation.*

#### **Timing of the Message**

For each of the three message types listed above, you can select the timing of when you receive the messages in the following way:

- **OFF:** You will never receive this message type. (Example, you turn off text messages because you get app notifications.)
- **INSTANT:** You receive all messages as soon as they are sent.

- **DIGEST:** You receive all messages in a single notice at 6 p.m. each evening.  
(Note: You will not miss an urgent/emergency message if you select this because those types of messages are set to override the digest setting.)

## *20. How can I customize my ParentSquare message preferences?*

1. When you are logged in to ParentSquare, at the top right hand corner of the page click on your name and then "My Account."
2. On the right side of the page, in the area that says "Notification Settings", click "Customize Your Settings."
3. This will bring you to a page that will allow you to turn your settings for Email, App Notifications, and Text Messages (if enabled) to either: OFF, INSTANT, or DIGEST, as defined above.

## *21. If I choose to receive "Digest" messages, will I miss an urgent message, including a snow day alert?*

No, you will not miss an urgent message if you select the Digest option. The district will override the digest setting in truly urgent or emergency situations or when the information is time sensitive, such as a Snow Day.

## *22. I am getting too many messages from ParentSquare, is it possible to receive less notifications?*

Yes. Here are the steps to change your notification settings:

1. Go to your homepage
2. Click on your name in the top right corner
3. Select "My Account" from the dropdown menu
4. On your account page, look for notification settings in the top right corner
5. Click "Change This" next to the notification settings
6. Customize your notifications as desired

If you're getting too many notifications, try the "Digest" setting. This sends you one condensed message in the evening instead of multiple notifications

Learn more here:

<https://parentsquare.zendesk.com/hc/en-us/articles/360040910132-Notification-Settings>

***23. What happens if I am a parent/guardian/caretaker and I don't activate my ParentSquare account?***

You will receive emails from the district at the email address we have on file for you, but you will not receive the majority of text messages, app notifications, or most phone calls. Additionally will not be able to customize any of the message settings as outlined in this FAQ.

## Privacy and Security

***24. My babysitter/grandmother/uncle wants information about inclement weather closures/delays but can't create an account. Can I share my username/password with them?***

No. Sharing a password will allow a user to see personally identifiable information about the student. Since Parent Square is an all-in-one tool, the information an end-user sees would be attendance notifications, direct messages, and in the near future, state testing results and report cards.

***25. We are a split-family with restrictions. Will my ex see my contact information?***

No. Each contact has the functionality of creating their own private account. They will, however, see everything related to the shared student. They will NOT see contact information on the other parent.

## Technical Issues

***26. If I change my contact information (phone number, email address), how long does it take until that change is in effect?***

It can take up to 24 hours after you updated/changed your contact information in PowerSchool to be synced to ParentSquare.

***27. My email is correct in PowerSchool and ParentSquare. Why am I not receiving emails?***

Please check your spam to see if any ParentSquare messages ended up there, and mark them as "Not Spam." Also add donotreply@parentsquare.com to your email contacts so your server recognizes our messages. If you still are not receiving emails, please contact [support@parentsquare.com](mailto:support@parentsquare.com)

## Additional Support

***28. I am not a direct parent or guardian but would like to be notified about school closings. How can I be notified?***

We recommend joining the ParentSquare Community Group titled “MPS Alerts” through [this link](#). By signing up there, you will receive alerts when MPS has an unplanned delay or closing.

In addition to that, the district uses a variety of different communication platforms when it comes to snow days and non-emergency announcements; learn more about that here:

<https://www.middletownschoools.org/page/closingsdelays>