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ParentSquare Teacher FAQ



ParentSquare Staff FAQ

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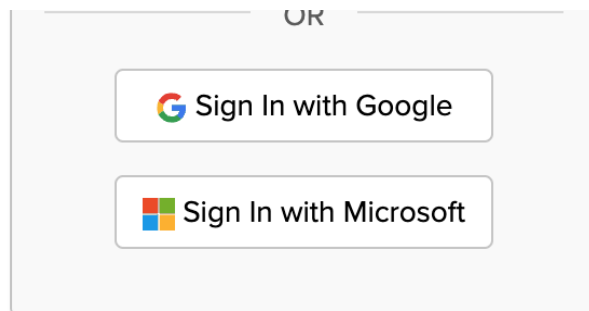
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How do I log in?

Navigate to [ParentSquare.com/signin](https://parentsquare.com/signin) (or log in through PowerSchool > Applications)

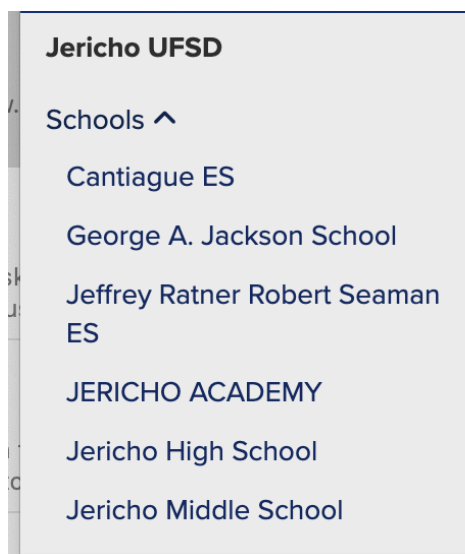
Click on **Sign in with Microsoft** (6-12 students must choose Sign In with Google to log in)



I am in multiple schools, how do I change schools?

In the top left corner, click on Schools to see the dropdown list and change your building.

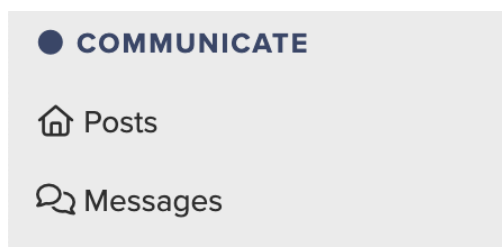
*If you have a child in another district using ParentSquare you select that school using this menu as well.



What is the difference between a POST and a MESSAGE?

Posts are the most often used method of communication within ParentSquare. It allows notifications to be created for the whole school, an entire grade, or an individual group or class, or any combination.

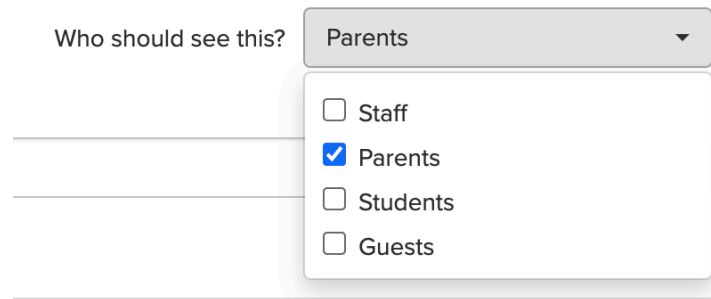
Messages are used for one-to-one or small group communications, a few people at most. For instance, you want to communicate with your students or their guardians directly or vice versa.



How do I send a Post to only the Parents in my group/class?

When creating a post, after choosing a group to post to, click on the dropdown box 'Who should see this?' Choose the desired group of people you want your post directed to.

(If you want to check who is in that group, you can go to Explore > Directory)



The image shows a form field labeled "Who should see this?". To the right of the label is a dropdown menu. The dropdown menu is open, showing a list of options: "Staff", "Parents", "Students", and "Guests". The "Parents" option is selected, indicated by a blue checkmark. The dropdown menu has a grey header with the text "Parents" and a downward arrow.

I have a post I want the parents to see right away, can I change if a parent/recipient gets the message instantly instead of later on with their digest notification?

On the right side, under Notification Options, you can choose to 'Send the message using the users preferred time' or you can 'Send Instantly' which would override their digest setting.

NOTIFICATION OPTIONS

- ☒ Send at user preferred time (instant or digest)
- ☐ Send instantly (overrides digest setting)
- ☐ Do not notify (only post on 'Posts' page)

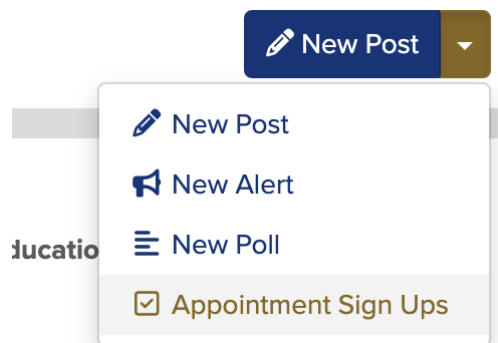
What additional features are available when creating a post?

Options available are

- [Calendar Entry/RSVP](#)
 - [Attaching Photos or Files](#)
 - [Forms/Permissions](#)
 - [Ask for Items](#)
 - [Requesting Volunteers](#)
-

How do I create appointment sign-ups for parents/students?

For parent-teacher conferences, the appointment sign-ups feature really helps to streamline the scheduling process. Families can access all the details they need through the ParentSquare app, and signing up for a time slot takes less than five minutes.



<https://www.parentsquare.com/blog/parent-teacher-conferences-made-easy-with-appointment-sign-ups/>

*Be sure to check the additional options when creating an appointment sign up. For example: Hiding the names of those who sign up for a time slot or limiting the number of people who can sign up per appointment

- ☒ Hide names of users who sign up
- ☒ Limit to 1 appointment per user across all time slots
- ☒ Require student information ⓘ

What are the notification options for receiving information from ParentSquare?

You can change your notification settings by clicking on your name on the top right and then selecting My Account. Once in your account settings, navigate to Notification Settings.

Instant - you will receive post notifications as soon as they are posted.

Digest - you will receive all post notifications combined in one email (around 6pm)

You can change these settings on a building level and district level.

*Direct messages will prompt an notification instantly

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GENERAL ANNOUNCEMENTS & MESSAGES ⓘ
Notification frequency applies to posts only

SCHOOL ALERTS ⓘ

Email

Text

Get App

Jeffrey Ratner Robert Seaman ES ldunkley@jerichoapp s.org	Off Instant Digest	Off Instant Digest	Off Instant Digest	On
Jericho UFSD ldunkley@jerichoapp s.org	Off Instant Digest	Off Instant Digest	Off Instant Digest	On

Is there a way to send a message with a BCC recipient?

When sending a message to more than one recipient, you are given the option for a Private message or a Group Message.

Private messages act as a BCC message. A separate message will be created for each recipient. Recipients will only see messages from the sender and will not be able to see who else the message was sent to.

Whereas a Group Message will act like a CC, all participants will see messages from everyone else, and be able to converse with each other.

You can tell from the icon next to the recipients names that it is a group or private message.

 Amy Leo, Donna Newman

Mon 9/16/24, 9:16 am ↩

;) Morning!

 Donna Newman

Mon 9/16/24, 9:16 am ↩


Hi! Hope you had a great weekend!

Messages can also include an attachment or a voice message.

*If you are sending a file to a parent that includes a student's private information, you must use ParentSquare to send that file/attachment (ie report card)

I run a club, how can I create a group for my students?

Navigate to Participate > Groups on the left menu bar. Then On the top right, click on New Group.

You can choose 3 types of groups.

What type of Group would you like to create?

Static Group includes members you add or is a self enrollment group. You will build your group by selecting students or users, entering contacts, uploading a CSV, or by allowing self-enrollment as in a public group.

New Static Group

Auto-Update Group automatically updates with new members who meet conditions, and removes members who do not. You will build your group based on specific fields (grade level, language, zip code).

New Auto-Update Group

Community Group is a self enrollment group open to anyone outside your school. Your group will be added to your Community Groups page. See [Preview](#).

New Community Group

Fill out fields as specified in the group creation windows. You can make the group, Public which anyone in the school can view and join. Private would be only those added can view the groups contents.

If you click on Advanced Options you have further options to

Allow group members to post to the group

Hide directory

Make comments public so all can see what comments are made.

*Be sure you are choosing the appropriate options for the type of group you are creating. In most cases directories should be kept hidden and comments should remain private.

How do I remove members from my groups?

Go to the desired group

Navigate to Explore > Directory

Hover over the student's name. A trashcan will appear to the right.

Click on the trash can to remove the student (and parent) from the group.

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EXPLORE

Directory

Calendar

Photos, Videos, Files

Links

PARTICIPATE

Group Owners

Murray, Shannon
Staff

Persaud, Nabeela
Staff

Group Managers

Cassano, Mindy
Cantiague ES: Staff, Jeffrey Ratner Robert Seaman ES: Staff, Jericho High School: Staff, Jericho Middle School: Staff

This directory is only visible to group owners, group managers and admins.

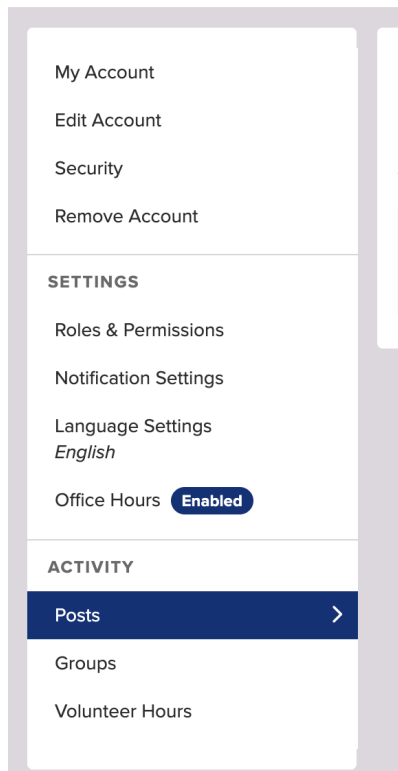
Student Members	Parents
Abalo, Luca 1st Grade Cantiague ES	Patron, Ana Abalo, Gerardo
Bagga, Manveer 1st Grade George A. Jackson School	Bagga, Gurpreet Bagga, Simran
Chan, Brandon 3rd Grade George A. Jackson School	Cheung, Jenny Chan, Kai

How can I save/resend an older post?

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All posts you create are listed on your Account, if you go to history.

My Account



From there, click on the post you want to send out again, click on Duplicate and edit the subject and any other necessary info.

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 Appreciate

 395 Notified • User Preferred Notifications • Staff

 Edit

 Send Update

 Duplicate

 Delete

 + Manage Admins

 Print

 Get a link

 Comments ▾

*If you have any further questions or issues, please feel free to [submit a tech ticket](#).

LKD 122024