

Parent Dashboard Guide

Q & A:

1. How do I begin? Begin by going to <http://myschoolcast.com> . Use your Username and Password to login. Your child was assigned an Initial Username and Password that was sent home with your child with instructions on how to change to a username and password or your choice. You can click on the **Change Username** or **Change Password** link on your Dashboard at anytime to change your username or password.

2. If I have forgotten my password, how can I retrieve it? Click on the **Forgot your password** link on the my.schoolcast.com homepage and an email will be sent to assist with your password.

3. How do I add my contact information? You can receive instant notifications via phone, email, and text messaging. Add your contact information by selecting the proper label from the **Contact Type** pull down box and typing into the blank to the right of it the proper phone number/email address then click the "Add" button. You may also add the contact's name (this can be dad's cell phone or mom's work number) in the "Comment" section. When you are adding or editing a **Cell Phone** there is a column for "text messages" and "voice calls". There will be a drop down box that contains "yes" and "no". Select "yes" if you would like to accept that type of alert on the **Cell Phone** and "no" if you do not want to receive that type of message on that **Cell Phone**. If you select "yes" to receive text messages on your cell phone, your cell carrier will charge you based on your cell phone plan. Please update your contact information whenever you have a change in phone number, change of email address, etc.

4. If I have more than one child, do I need to add contact information to both/all accounts? Yes. Alerts and notifications may be sent to a group of particular students, rather than all students. For example, a notice may only be sent to 2nd grade parents about an announcement that only applies to 2nd grade. If you have a child in 5th grade and 2nd grade and you enter contact information only in the 5th grade student's account, you would not receive an alert that was sent to only 2nd grade students.

5. If I add our phone number to all of my children's accounts, will I receive multiple calls when an alert/notification is sent to all students? No. SchoolCast will only call a phone # once, regardless of the number of accounts that contain the phone number as a method of contact.

6. I have added more numbers but one of the numbers is wrong. How do I edit my information? Click on the pencil icon next to the erroneous number. The number will then

appear in an editable blank. Correct the information and hit the computer disk icon. (If you wish to exit the edit field without changing information, click on the red circle with the white "x" in the middle of it).

7. I want to receive email alerts, but my email address is not in the system. How do I add my email address? The steps are the same as adding a number. Simply select "Email" on the pull down box under Contact Type, then type in your Email address in the blank to the right. Once complete click on the "Add" button.

8. I accidentally deleted a message/email from the school. How do I go back and listen/read to it now? Below your contact information there is a field that says "Recent Alerts for _____". All past alerts will be listed here. You can click on the speaker/letter icon to the right of each alert and listen/read to its contents.

9. How do I make sure that my cell phone is contacted first? To the left of each contact there is an icon. Click and hold on the icon with the left mouse button. Then drag that number to the top (or whichever place you wish it to be in). Release the mouse button.

10. I am using a relative's number and I only want them to get a call during an emergency. How do I make sure a number is only called in the event of an emergency? When adding additional numbers, there is a check box next to the last blank (the comment section). Click on that check box. When you click the "Add" button, it will add the additional number and "Emergency Only" will be listed next to that number. When a number has the "Emergency Only" designation, it will only be contacted when the school administrator tells SchoolCast that the message is an emergency message. Schedule changes due to inclement weather are *not* considered an emergency message.