

GETTING STARTED

How do I obtain my ParentConnection PIN (Personal Identification Number)?

Parents who are new to the District at the beginning of the school year will have their account information mailed to them shortly after the school year starts.

Parents who are new to the District during the school year will have their account information (PIN and Password) mailed to them within two weeks of student enrollment.

Parents or guardians who have lost their PIN should contact the ParentConnection Help Desk at 248-341-6388.

How do I obtain my ParentConnection password?

Zangle offers email based password assistance for parents/guardians with a valid ParentConnection account and recorded email address. The email provided when requesting assistance must match the email address reflected in Zangle that person. Parents who are unable to use this feature must contact the ParentConnection Help Desk at 248-341-6388.

Should I have a separate PIN/Password combination for each of my enrolled children?

No. If you have more than one ParentConnection account, please contact the ParentConnection Help Desk to have the accounts combined.

Is there some way to change my PIN?

No. The PIN (Personal Identification Number) is generated by the student database computer system. There is no way to change that number.

Why do my spouse and I have individual accounts? Couldn't we just use the same one?

Because a child's parents may live at different addresses, parental access was established for each parent individually. The information available will not differ between parents of the same child.

Why does it say "No Information to Display" after I click Logon and select my child?

You may need to delete your temporary Internet files (Tools...Internet Options...General...Delete Files).

Why do I get an "...authentication error..." message after I click Logon?

You may need to delete your temporary Internet files (Tools...Internet Options...General...Delete Files).

ASSIGNMENTS AND GRADES

Why don't I see anything on the "Assignments" tab?

The "Assignments" tab will reflect *Zangle's GradeBook* information if the teachers has opted to share that information.

I have a question about the grade I see on the Assignments tab. Who do I contact?

The teacher. The "Assignments" tab is a reflection of the teacher's grade book entries.

I can see some/all of my child's middle school grades. Are those grades included in his/her cumulative GPA?

No. The cumulative GPA is calculated using grades 9-12 only. Any other grades seen on the transcript are informational only.

What do the codes mean in the “Term” column?

P = Progress report	1 ... 4 = The Number of the Associated Term
Q = Quarter	H = High School
S = Semester	M = Middle School

Example: Q2H = 2nd Quarter High School

OTHER AREAS OF CONCERN

How can I get more detailed information about my Food Service account?

Go to www.bloomfield.org and select “Lunch Menus” from the Parent Resources box.
OR... Contact Food Services at 248-341-5880.

Can my child’s stepparent access my child’s information?

ParentConnection accounts were created only for contacts identified as Mother, Father or Guardian.

How do I get my child’s demographic information corrected?

To add or change a telephone number, non-custodial parent address or birthplace, use the email link provided on the Demographics screen. To change a student’s home address, please fax supporting documentation to 248-341-6398. Be sure to include your child’s name and the school he/she attends. (Supporting documents include closing statements, and/or tax bills.)

Who will have access to my email address?

Parent email addresses provided through ParentConnection will be used only for district communication. Bloomfield Hills Schools will NOT sell or give away your email address.

How does my child get their StudentConnection password?

Students who need password help should contact the Media Specialist in their school.