



## eSIS Parent Assistant Frequently Asked Questions (FAQ's)

### **What is eSIS?**

eSIS is the name of the "Student Information System" that is used by all schools in the District to maintain Student data across the district, and is the single source of student information.

### **How do I login to the system?**

You must have a username and password that is supplied from your child's school. You will be required to provide a photo ID to get a username and password.

### **I don't have a username and password. How do I get one?**

We ask that you pick up your username and password at the school of your youngest child that has reached the third grade. You will be required to present a photo ID to get your username and password. We also ask that make certain the operator at your school has your other children listed as siblings on your youngest child's record.

### **Why isn't my school participating?**

Schools are not required to participate in the program by the school district. Currently, all middle and high schools and a few select elementary schools grade 3-5 provide Parent Assistant logins.

### **Can I request changes to my contact information online?**

Yes you can. When you log into the system and select your child's name from the menu, click on the "General info" menu and select "Emergency Contacts". You can update information in fields by simply clicking into them and typing. School staff will review and verify any information changes before they are displayed on the system.

### **Can someone else gain access or change my information?**

No. Each family is assigned a unique username and password. This gives only you access to your family's information. Please be sure you protect your username and password and do not give them to anyone.

### **My username and password are not working, what should I do?**

You should visit one of the schools that your children attend. They can confirm your username and can also reset your password if necessary. You will be required to provide a photo ID for assistance with usernames and passwords.

### **How do I log off the Parent Assistant system when I am finished?**

Please click on the "Log Off" button in the upper right corner of your window. Then just close your browser.



**I get a message that says that I did not have the Java plug-in required to view the site.**

You will need to install the free Sun Microsystems Java Virtual Machine the very first time you log in. You should only have to do this once and once again if upgrades to the system are made.

**What Hardware or software is required?**

To use Parent Assistant, you must have a computer with internet access and a browser that will allow cookies to be set.

Windows based PC's: This system requires the use of Microsoft Internet Explorer 4.5 or above or Firefox. *At this time, eSIS Parent Assistant is not compatible with the AOL browser (detail pages will not refresh when changing from class to class.)*

Macintosh Computers: This system requires the use of Microsoft Internet Explorer 5 or above. (It also works on newer versions of Firefox and Safari)

Parent Assist works best on a high-speed connection. It may not work well on dial-up.

**I noticed Spanish and French on the login screen, but it is not working.**

We do not support the Spanish and French versions of Parent Assistant in St. Johns County.

**Why does it take so long for my student's assignments to be graded?**

Different schools and teachers operate differently and on different timelines.

**I don't see any assignments, or grades but I know my student has had homework**

Not every teacher is using the Teacher Assistant module of eSIS. If your son's or daughter's teacher is not using this software, the assignments and grades will not be available in Parent Assistant.

**Why can't I see the information on my second or third student? When I login, I only see one.**

If you have two children attending a school that is using Parent Assistant and you do not have a student selection dropdown available with your other students, you should contact your school and request that the registrar update the eSIS sibling records and Parent Assistant login. Once this is done, you will have access to your other students with the same login.

**Some of the screens in the program are blank. Why is there no information available?**

Parent Assistant only displays information that has been entered into the Student Information System. Example: If your student is on a team, but it has not been recorded in the system, the teams screen would be blank and not reflect your student's membership.

**Why doesn't my student's average on the Current Progress screen add up correctly?**

Each teacher applies different weights to assignments so the current average will not necessarily reflect the average of all displayed scores. For a detailed explanation on the weighting please contact your student's teacher.