

ParentCONNECTxp Frequently Asked Questions

ParentCONNECTxp is for students in grades 1 -12. Students in Pre-Kindergarten and Kindergarten are not currently assigned to user accounts.

I have questions on how to use ParentCONNECTxp application.

- Check the Support page, located in ParentCONNECTxp (PCxp).
- Check the Parent Guide to Using ParentCONNECTxp located on the [ParentCONNECTxp Homepage](#).
- If you are having trouble logging into ParentCONNECTxp, contact your school.

I have questions pertaining to the attendance, grades or assignments data in ParentCONNECTxp.

Always start by contacting the appropriate teacher.

What do I do if I feel that the ParentCONNECTxp student information is incorrect?

Please contact your child's school.

How current is the information on ParentCONNECTxp?

PCxp updates assignments, scores, attendance, and student information 2 times daily for secondary schools and once daily for elementary schools.

I already have an active ParentCONNECTxp account. How do I add my an additional child to my account?

Your student(s) can be added to your existing PCxp account by contacting your child's school or by sending an email to parentconnectxp@aacps.org with the following information:

- Child's first and last name,
- Grade and
- Most importantly your ParentCONNECTxp User ID.
- Enter your child's school name in the email subject line.

Your child will be added to your active account and a confirmation email will be sent to the email address on file in the ParentCONNECTxp system. While you will be able to login immediately, please give the system 24 hours to update before expecting data to be available.

If I have read these questions, but none of them address my issue, where can find help?

If you have additional questions or concerns regarding any aspect of ParentCONNECTxp, please contact your child's school.

