

ParentCONNECTxp Frequently Asked Technical Questions

What is required to access ParentCONNECTxp?

You need a computer with an Internet connection, an updated web browser (Explorer 8.0 or higher, Firefox, Safari) and a ParentCONNECTxp user ID and password.

Why do I receive the message "None of the user's students could be loaded?"

This message displays because the process to populate the information into PCxp to allow you to see your child's information has not been refreshed. The process may take up to 36 hours the first time it occurs.

What do I do if I am "locked" out of my ParentCONNECTxp account?

As a security measure, if you have five failed attempts at inputting your username and/or password, the system will lock you out. This protects you from having someone sit down and continually try to guess your password. The system will automatically reset itself within 1 hour. There is **NO** need to contact anyone about the problem. If you have forgotten your password, click on **Forgot your password**.

Will I have to re-register next year?

No, as long as your student(s) remains in AACPS and you access the webpage regularly, your account will remain active.

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

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

