



## Frequently Asked Questions (FAQs) On Parent Connect:

### ***What happens if I log-in to Parent Connect with the wrong password?***

After 3 incorrect attempts you will be locked out of the system. Contact your school's Administrative Assistant or the Ministry of Education's Student Management Systems Administrator or the Ministry of Education's Help Desk Administrator – 278-3395.

### ***What is the difference between a student account and a parent account?***

The only difference is that parents can view account information for all of their children at the same time; a student can only see their individual information.

### ***Am I able to use Parent Connect at home?***

Parent Connect is accessible anywhere Internet Access is available. Go to [www.moed.bm](http://www.moed.bm) and click on *Parent Connect* tab on the top navigation bar of the site.

### ***When I click on a teacher's email link, it does not prompt me to send an email... why?***

In order for the link to work, you need to have an email client on your system such as Microsoft Outlook. If you have web based email you will need to right click on the teacher email link, click on properties, and then copy the email address.

### ***When I click the email address for my child's teacher, the email address has a different teacher's name... why?***

If your child is in elementary school, they have a primary teacher and also teachers for specialized subjects such as; P.E., Art and Music. The teacher email link will display the accurate teacher for that class.

### ***Why would I want to use Parent Connect if I don't have a computer or internet access at home?***

Parent Connect is a great way to stay informed on your child's attendance and grades. There are many locations within the community that offer free computer or internet access such as the local libraries and post offices.

### ***How long does it take to get my Parent Connect Username/Password?***

The Information Technology Department strives to process applications as quickly as possible, usually responding within 5 business days. However this may take longer if they are overwhelmed with applications. The Information Technology Department reserves the right to deny accounts.

### ***Why do some teachers have information posted on homework assignments and others do not?***

Although, Parent Connect is the official module for parents to view Classroom grade books, some schools have not made it mandatory at this time for all staff to post assignments into Parent Connect.

You may contact your school's administrator to find out the school regulations on posting assignments.

***How quickly is information updated on Parent Connect?***

Information on Parent Connect is posted immediately as soon as a staff member enters it into Chancery, the student database system.

***Additional Questions? Contact the School Administrative Assistant at your child's school!***