

Frequently Asked Questions

Can I access the Parent Assistant before my child is enrolled in school?

No. A username and password will be created for parents once your child has enrolled in school.

What should I do if need help with my username and/or password?

Contact the school NC WISE Data Manager. You may have to go to the school and/or present identification.

When I go to the Parent Assistant website I receive a message stating that there is a problem with this website's security certificate. What should I do?

Click on "*Continue to this website (not recommended)*". Once the security certificate is updated by DPI, this message will disappear.

How do I print the information in the Parent Assistant?

To print, use the "print screen" function in Parent Assistant

Does Period Attendance show up in the Parent Assistant?

Currently, only daily attendance shows up in the Parent Assistant. Attendance for each period is not available.

Now that I have access to Parent Assistant, will I need to attend conferences with teachers?

Yes. The Parent Assistant will not replace face-to-face interactions between teachers and parents. It is still important to meet with your child's teacher when needed.

Can I make changes to personal information?

You may request changes be made to contact information and demographics by submitting the changes within the Parent Assistant. The school Data Manager will receive change requests and approve or deny them. Please remember that address requests must meet CCS policies, so you will have to prove your residency (current utility bill, lease agreement/mortgage).

What do I do if I have trouble connecting to the Parent Assistant site?

Disable any pop-up blockers or filtering system that may interfere with your connection.