

# Frequently Asked Questions (FAQ)

## 1. Where do I get my login?

Your Genesis Parent Access login will usually be your email address. You will give the email address that you want to use as your login using the Parent Access Registration Form. Once our office has completed your registration, you will receive an email with your login and password information within 7 – 10 days. Please keep that email in a safe place for future reference. *\* If you have not received an email within this 7-10 day timeframe, please check your email SPAM or JUNK folder before contacting us.*

## 2. What if I forget my password?

There is an “I forgot my password” link on the parent access login page. Simply click this link, enter your email address that you are using to login and a password will be emailed to you.

You cannot be given your existing password: for safety reasons, Genesis never displays a user’s password, *even to the system administrators*. If you lose or forget your password, you will be given a new, randomly generated password. You will then be required to change the new password the next time you login to Genesis Parent Access.

## 3. What is the URL for Parent Access?

<https://parents.wwrsd.org>

## 4. How do I log out of Parent Access?

There is a small “Log Off” button at the upper right of every Parent Access screen. Click the “Log Off” button.

## 5. How can I update my student’s Attendance information?

You cannot update any information. If you believe any information is wrong, you must contact the Jr./Sr. High School attendance office.

## 6. Is it ok for me to just close the browser rather than log off? Do I really need to log off?

Closing your browser is not the same as logging off. You *must* log off of Parent Access to eliminate the possibility of someone else accidentally getting access to your student’s information.

For example, if you are accessing Parent Access from a public place, such as a library or other public internet access point, if you just close your browser and walk away, without logging out, there is a chance that someone else will be able to immediately reattach to your Parent Access session and view your child’s information. Logging off properly terminates the Parent Access session.

**Always log off of Parent Access – Never just close your browser**

**7. What if I do not have access to all my students?**

**If you need access to a student that is not yet linked to your Parent Access login you must contact Mrs. Sommerhalter at 201-664-0880 ext 2011.**

**8. What if I don't have access to my child's Report Card?**

**Usually a school only displays the most recent report card that was sent home. If the actual report card is not available online, it may be that none has yet been sent home or that the previous Marking Period's report card has been "turned off" so that the new Marking Period's report card can be prepared.**