



August 6, 2011

Dear Parents:

## INTRODUCING **renew**web

We're excited to announce our new school management system – **RenWeb School Management Software**. We need you to set up RenWeb's **ParentsWeb** – a private and secure parents' portal that will allow parents to see academic information specific to their children, while protecting their children's information from others. We look forward to your participation. Together we can improve our children's academic development and the communication between our school and your home.

All you need is an Internet-capable computer to view information such as:

### **For PreK – 12<sup>th</sup> Grade**

- 👤 School Calendar
- 👤 School Announcements
- 👤 Staff and School Directory
- 👤 Family Account Balances with Online Payment
- 👤 Teacher Websites
- 👤 Other Useful School Information

### **For 6<sup>th</sup> – 12<sup>th</sup> Grade**

- 👤 Weekly Grades
- 👤 Progress Reports
- 👤 Report Cards
- 👤 Homework
- 👤 Missing Assignments

**Instructions for setting up and logging in to view information--(This is for “new users” only. If you signed in to RenWeb last year for 6<sup>th</sup> – 12<sup>th</sup> grade, use last year's user name and password):**

- Go to [www.renweb.com](http://www.renweb.com) and click **Logins**.
- Click **ParentsWeb Login**.
- Type your school's **District Code**: FF-WA
- Click **Create New ParentsWeb Account**.
- Type your email address and an email is sent to you.
- Click the **Click to change password** link in the email. This link is only valid for 30 minutes.
- A web browser displays your Name and RenWeb ID.



August 6, 2011

RE: RenWeb's ParentsWeb Login Changes

Dear Parents:

In order to enhance security measures for Parents, Staff and Faculty alike, RenWeb has implemented a new user name and password security authentication system.

- All of your user names have initially been set to your email address.
- Passwords have not changed.

#### FAQs

**Q I've typed my email address as the User Name and typed my Password and it tells me "Error: Invalid Credentials." How do I log in?**

**A** The best thing to do is click **Forgot Username/Password**.

You will be prompted to type your email address. (It must be the email address that the school has in RenWeb as your email address.)

An email is sent to your email address.

Click the **Click to change password** link. This link is only valid for 30 minutes.

A browser window displays your Name, your Person ID, your User Name and obscured Password.

Type a new User Name and Password and click **Save Password**.

A message displays at the top of the browser, "User Name/Password successfully updated."

Log into ParentsWeb using your new User Name and Password.

**Q I don't know my user name. How do I log in?**

**A** The best thing to do is click **Forgot Username/Password**.

You will be prompted to type your email address. (It must be the email address that the school has in RenWeb as your email address.)

An email is sent to your email address.

Click the **Click to change password** link. This link is only valid for 30 minutes.

A browser window displays your Name, your Person ID, your User Name and obscured Password.

If you know your Password, you can simply close the web browser and log into ParentsWeb using your User Name and Password.

**Q Nothing is working!**

**A** Call Mrs. Sievers at 687-8382.



- Type a **User Name**, **Password** and **Confirm** the password.
- Click **Save Password**.  
A message displays at the top of the browser, "**User Name/Password successfully updated.**"
- You can now log into ParentsWeb using your new User Name and Password

If you have any questions, Mrs. Sievers is available to help you. In addition, RenWeb will be discussed on Parents' Night on August 29 and there will be trainings available in the fall (at the school in the evenings).

Sincerely,

Mr. Grove  
Administrator  
Firm Foundation Christian School

### **Troubleshooting:**

- **NEW USERS:** "I don't have a computer."  
*The school has a computer for you to use in Building B Office. It is available all day during any school day.*
- **NEW USERS:** "I followed the above steps, but it is not working."  
*The school may have an old email or no email listed for you in our RenWeb records. Call Mrs. Sievers at 687-8382.*
- **RETURNING USERS:** "I've typed my email address as the User Name and typed my Password and it tells me "Error: Invalid Credentials." How do I log in?"  
*The best thing to do is click **Forgot Username/Password** and follow the prompts.*
- **RETURNING USERS:** "I don't remember my user name. How do I log in?"  
*The best thing to do is click **Forgot Username/Password** and follow the prompts.*
- **NEW and RETURNING USERS:** "Nothing is working!"  
*Call Mrs. Sievers at 687-8382.*