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Q1. What is ParentSquare?

A. ParentSquare is Providence Public School District's (PPSD)' new communications platform that will allow us to unify all family communications from the district, schools, classrooms, and school activity groups under one umbrella. [Click here to watch a short video and learn more.](#)

Q2. Is ParentSquare replacing ParentLink and Kinvo?

A. Yes, ParentSquare is replacing both for alignment across the district, which will strengthen engagement. With ParentSquare, every method of communication will be in one place to make it easier for our families, students, and staff.

Q3. Do I have to create a ParentSquare account?

A. We highly recommend that every parent/guardian register as you will have access to all the features whereas a non-registered user will have limited access.

Q4. Why didn't I receive a ParentSquare invitation?

A. If you did not receive a ParentSquare invite, it is possible we have the wrong contact information on file in Skyward, our student data platform. Please contact your child's school to verify or correct the contact information we have on file. Please also check your Spam folder.

Q5. Why doesn't my ParentSquare invitation link work?

A. The invitation link only lasts for 24 hours., but you do not need to wait for a new invitation! You can proceed to <https://www.parentsquare.com/signin> and create your account with the email address on file with the school.

Q6. I cannot sign into ParentSquare. What is the first step?

A. If you cannot sign into ParentSquare with your email or phone number, please contact the school clerk to make sure your contact information is correct in Skyward.

Q7. My email is correct in ParentSquare. Why am I not receiving emails?

A. Please check your spam to see if ParentSquare messages are being sent there. If so, mark them as "Not Spam." Also, add donotreply@parentsquare.com to your email contacts so your server recognizes our messages. If you still are not receiving emails, please contact support@parentsquare.com.

Q8. How can I update my email and/or phone number associated with my account? How long does it take until that change takes effect?

A. If you would like to update your contact information, please click on your name in the top right corner and go to "My Account." From your account page, click "Edit Account" and you will be able to change your contact information. If you receive an error message when trying to edit your phone number or email, please contact your child's school. Please note that it can take up to 24 hours for your contact information to be synced from Skyward to ParentSquare.

Q9. How do I change my ParentSquare password?

A. Please go to [parentsquare.com](https://www.parentsquare.com) and on the login page click "Forgot Password." Put in your email or phone number and you will be sent a link to reset your password.

Q10. English is not my preferred language. How can I receive communications in my preferred language?

A. You can customize your language settings by going to "My Account" and clicking "Change This" under language settings. From there, you can choose any language you prefer from the drop down menu and you will start to receive content in that language. [Here is a help article on how to change your language settings.](#)

Q11. Why does my ParentSquare account have my spouse's name on it?

A. It is recommended that each spouse have their own cell phone or email for emergency situations. However, if you and your spouse share an email address (or have provided the same email address for both of you in our contact records,) only one spouse will be able to log in to ParentSquare using that email address. The other spouse should use their cell phone number to log in or contact your child's school to update your contact information.

Q12. Do I have to use ParentSquare on my SmartPhone?

A. No, if you prefer, you can navigate to <https://www.parentsquare.com/signin> from a computer.

Q13. How do I find the ParentSquare app?

A. To download, search for ParentSquare in the App Store [click here](#) or scan the QR code below:



Q14. Will all teachers be using ParentSquare for home-to-school communications moving forward?

A. Yes, by the fall of 2024, ParentSquare will be the primary communication tool for the district.

Q15. Is it possible to contact my child's teacher privately?

A. Yes, you can contact your child's teacher privately by using the direct messaging tool. On the home page, click on "Messaging" in the left sidebar. From here, you can send a direct message to your child's teacher that only you and the teacher can only see.

You can also send messages to other staff members at the school, such as your child's coaches and club leaders. [To learn more on how to send a direct message, click here.](#)

Q16. When communications are sent, who will receive the message?

A. ParentSquare will notify those contacts listed as a primary parent, guardian, or a customized role called: PS Guardian approved contact. ParentSquare is an all-in-one platform that contains personally identifiable information for each student, therefore, we only engage with those designated contacts.

Q17. We are a split-family with restrictions. Will my ex see my contact information?

A. No, each parent/guardian can create their own account. They will only see information related to the shared student.

Q18. My babysitter/grandmother/uncle would like information about inclement weather closures/delays, but they cannot create an account. Can I share my username/password with them?

A. No, sharing a password will allow them to see personally identifiable information about the student.

Q19. I am not a direct parent or guardian but would like to be notified about school closings. How can I be notified?

A. We use several methods of communication, such as the district website and social media, to share about school closures.

Q20. Will my child have a ParentSquare account?

A. The student version is called StudentSquare and will be available for students in **grades 6-12** at a future date. It is not currently active with our subscription.

Q21. Will ParentSquare be used for classroom assignments?

A. No, ParentSquare is not for classroom assignments. However, teachers can utilize the platform to remind families and students on due dates if they choose. PPSD uses Canvas for families to see class assignment grades and Skyward to manage student related data.

Q22. I am getting too many messages from ParentSquare. Is it possible to receive fewer notifications?

A. Yes, you can customize your notification settings by going to your homepage and clicking on your name in the top right corner and selecting "My Account" from the drop down menu. On your account page, you can find your notification settings in the top right corner and click "Change This" to customize your notifications. If you are receiving too many notifications, try changing to the "Digest" setting where you will only receive one condensed message in the evening. [Here is a help article on changing your notification settings.](#)