

txConnect Parent Online Access to Student Attendance & Grades

txConnect does not provide “real time” access to attendance and grades entered into the student information system by teachers. Student grades posted by teachers are updated in txConnect at 1:20 am each day. Student attendance posted by teachers and/or updated by campus attendance personnel are updated in txConnect every hour from 8:50 a.m. to 4:50 p.m. The most recent date and time of update are indicated on the applicable screen.

~ FREQUENTLY ASKED QUESTIONS ~

1. What do I need to do to get access to my child's attendance and grades?

First, you must fill out the waiver form and return it to your child's school office. After a verification process, you will receive your child's Portal ID from the campus. The Portal ID is not the same as the student id number. You can obtain a waiver form from your child's school office, or print the waiver form found at the end of this document.

2. Will I have to sign another waiver form next year?

No. As long as your child remains enrolled in WISD, your User ID will be valid.

3. How long does it take to receive my child's Portal ID?

If the waiver form is completed during District Wide Registration or during a specified enrollment period, the Portal ID may be available immediately.

If the waiver form is completed during the school year, not during a specified enrollment period, the length of time will be dependent upon a variety of factors occurring at your student's campus at the time the waiver is submitted. You should allow a minimum of two weeks before calling your child's campus to inquire about the student Portal ID.

4. Where do I go to access txConnect?

From your home computer, txConnect can be accessed one of two ways:

a. Go to the WISD Website: www.whitesboroisd.org

b. Click on the link on the right-hand side titled txConnect Parent Portal, located under Quick Links.

c. Click on the link: txConnect Parent Portal Website.

d. Go to <http://txcnt02.esc11.net/whitesboroconnect/>

5. I have received my child's Portal ID. Now what?

Access the txConnect site (see question 4 above). Click on the here link under 'New User' and create your User ID.

6. What if I have a question about my child's grades?

Contact your child's teacher.

7. What if I have a question about my child's absences?

Contact your child's school office and request to speak to the attendance clerk.

8. How often will my child's grades be updated in txConnect?

Teacher grades should be posted once a week. However, it is important to note that periodically a teacher's schedule/responsibilities may prevent this. Teachers are not required to post grades on a daily basis.

txConnect does not provide “real time” access to grades entered into the student information system by teachers. Student grades posted by teachers are updated in txConnect at 5:30 pm each day. The most recent date and time of update are indicated on the applicable screen.

9. How often will my child's attendance be updated in txConnect?

Elementary campuses take attendance at 10:00 am. Secondary campuses take attendance each period of the day. Attendance personnel make corrections/updates to student absences and attendance coding as they made aware of changes.

txConnect does not provide "real time" access to attendance entered into the student information system by teachers. Student attendance posted by teachers and/or updated by campus attendance personnel are updated in txConnect periodically throughout the day. The most recent date and time of update are indicated on the applicable screen.

10. I can't access txConnect. What do I do?

Refer to the txConnect System Requirements document to make sure your computer settings are correct and that your home computer meets the minimum system requirements. WISD is unable to provide technical support for computer problems encountered in accessing txConnect.

11. What do I do if I forgot my password?

Click on the link 'Forgot Password' on txConnect . Follow the steps on the screen to reset your password.

12. What do I do if I locked myself out of txConnect?

Wait 20 minutes and then try to logon again.

txConnect locks you out after 3 unsuccessful attempts at logging in. If you do not remember your password click on the 'Forgot Password' link and reset your password. Follow the steps on the screen to reset your password.

13. What if I forget my User ID?

You will need to click on the 'New User' link and create a new User ID. txConnect was developed using a self-administering User ID system. WISD personnel are not able to look up User IDs.

14. Can I sign up for e-mail alerts?

Yes. You can set up your User ID so that txConnect e-mails you regarding grades, attendance and assignments.

15. What if I need assistance concerning a particular screen?

Click on the HELP button on the screen about which you have a question.

16. What if the Portal ID does not work?

Typically the Portal ID will not be active the first day it is created. Do not attempt to add that student until the following day if you have just received your student's Portal Id from the campus.

The Portal ID must be keyed exactly as it appears. It is case sensitive.

Contact your campus data clerk to verify that the Portal ID you are using is correct.