

ParentsWeb Help and Frequently Asked Questions

What is RenWeb?

RenWeb is a web-based program that brings the parent and the school together in one unified system allowing parents to access grades, homework and other school info in one convenient place. Parents access information through ParentsWeb.

What is our District Code?

The District Code for ASCS is ASCS-VA. (Atlantic Shores Christian School-Virginia)

How do I sign up?

If you are a parent or guardian of an enrolled student, you can sign up through the ParentsWeb login link on the ASCS website (www.shoreschristian.org). **Note:** Your e-mail address must be entered into the RenWeb database at your school before signing up. The system is designed for each parent to have their own username and password. Students in grades 5th through 12th are issued a username via the technology department which corresponds to their school email address.

1. From our homepage, www.shoreschristian.org, click on the **Parents** drop down menu and chose **RenWeb**.
2. Select **Create New ParentsWeb Account**.
3. Enter your email address on file with the school.
4. You will receive a secure link via email to complete your account set up.
5. Your password must have at least 8 characters, with a combination of capital letters, lower case letters and numbers.

I tried to sign up, but did not receive an email link.

The e-mail sent to you by RenWeb was probably blocked by a SPAM filter or ended up in your junk mail folder. Please check there. If unfound, contact our technology department via PJBrake@shoreschristian.org and they will guide you through the rest of the process.



How do I login?

Once you have setup your account using the secure link emailed to you, you will use the **ParentsWeb** icon on our website's homepage to access the login page, or you may use this link: <https://ccs-ms.client.renweb.com/pw/>.

What if I forgot my username or password?

1. Select **Parents** from our homepage, www.shoreschristian.org, click on **RenWeb**.
2. Select **Forgot Username Password?**
3. Enter your email address on file.
4. A link will be sent to you via email to change your password. (Your password must have at least 8 characters, with a combination of capital letters, lower case letters and numbers.)

The link will expire in 15 minutes!



What if I did not receive the link to reset my password?

The e-mail sent to you by RenWeb was probably blocked by a SPAM filter or ended up in your junk mail folder. Please check there. If unfound, contact our technology department and they will guide you through the rest of the password change process.

I get a message that says 'Invalid Credentials' when I try to login to ParentsWeb.

This means the password you are entering doesn't match the username. Make sure your username is correct and re-enter your password. If you continue to have trouble, your password may need to be reset (see **Forgot Username / Password** above.)

I'm getting an error that says 'User not Correctly Configured'.

This message either means you have not been activated to have access to ParentsWeb, or there is an issue with your account. Contact PJBrake@shoreschristian.org for assistance.

How do I change my username and/or password?

If you are able to login to ParentsWeb, you may change your username or password.

1. Login to **ParentsWeb**.
2. Click **Family Information**.
3. Click **Change Password**
4. Enter and confirm your new information.
5. Click **Submit**.

How do I update my name, address, and phone number in ParentsWeb? How do I update Emergency Contacts for my student? How do I alert you to Allergies?

You can update your name, address, phone number, Emergency Contacts, Medical Information and more.

Note: This form is a request. It may take up to 2 business days for the information to be updated in your view.

1. Login to **ParentsWeb**
2. Select **School Information** on the left-hand menu.
3. Select **Web Forms**.
4. Select **Family Demographic Form**.
5. View and submit changes.
6. **SPECIAL NOTES:**
 - a. Changes may take up to 2 business days to be approved and updated in your view.
 - b. Changes for one member in a household, should “flow” to all other members of that household—you only need to submit one change for address, phone number.
 - c. If you no longer have a landline, we will use “Mom’s” cell phone number as the family’s Home number.

What if I no longer have a landline/home phone number? My wife’s cell phone number is appearing as my Home phone number.

Many of our directories and reports require a Home phone number for your student. All family members are “linked” and share a home phone number. If you no longer have a landline, we will enter the mother’s home phone number in its place.

Who else can see my home address, email address and phone number on ParentsWeb? Can I turn these off?

At this time **NO** other parent or student at your school who has access to ParentsWeb can see these items. You can control what others see by going to the Family Demographic Form (in the School Information→Web Forms section) and selecting what you wish other to see using Preferences.

Who else can see my family demographic information?

Only persons in your own family and staff members have access to your demographic information.

My family’s information is not appearing correctly, who do I ask to correct this? How do I remove or add a parent to my family?

In the cases of custody issues or blended families, it may be necessary to contact the Campus Office to set your family’s information correctly. We would be glad to help you set this up correctly.

How do I check my child's homework assignments?

1. Login to **ParentsWeb**
2. Select **School Information**.
3. Select **Calendar**.
4. Select the **My Homework** tab. This will display all of the homework for your child regardless of where the teacher entered it. It will also display all of your children's homework if you have more than one child.
5. OR Select **Student Information**.
6. Select **Student Home**.
7. Select Individual Student and **Homework by Date** or **Homework by Subject**.

How do I check my child's grades?

1. Login to **ParentsWeb**.
2. Select **Student Information**.
3. Select **Grades**.
4. Select the class that you wish to view from the dropdown menu.

Can I access ParentsWeb from my phone or mobile device?

Yes. If you click the ParentsWeb link on our homepage while using your mobile device, you will be automatically redirected to the mobile site.

Is there a ParentsWeb app?

Yes. You can download the RenWeb Home App for Apple or Android devices. Visit RenWeb's app page for the most up to date information.
(<https://www.renweb.com/our-services/mobile-apps/>)



Is there a difference between ParentsWeb mobile and the RenWeb Home App?

Both provide access to the same ParentsWeb information. ParentsWeb Mobile uses a free mobile-friendly browser. RenWeb Home accesses the information using an app, which provides additional features only an app can offer, including the ability for parents to:

1. Always stay logged into ParentsWeb, providing instant access.
2. Navigate to their information faster.
3. Communicate easier with other school parents and faculty through their Smartphone's integration with the School Directory, allowing parents to Tap & Send emails or make phone calls instantly to directory listings.
4. Import school calendar events and student homework assignments into your Personal Calendars.

Is there a cost for the RenWeb Home App?

Parents can access ParentsWeb for free using a desktop browser or through ParentsWeb Mobile. For parents who want the additional convenience and features available only through an app, RenWeb offers the option to purchase a subscription to the app. RenWeb uses the fees to help fund all of our mobile-friendly development, including RenWeb Home, ParentsWeb Mobile and RenWeb Staff, the iPhone/iPad app for faculty. The annual subscription rate is \$4.99.