Alerts

Alerts are messages notifying a parent that his student has grades or attendance information of which he should be aware, such as an absence or a low grade. If the student has alerts, the number of alerts is displayed below the student's name on the left side of the page.

When a parent creates a ᵗˣConnect account, he is automatically subscribed to two alerts:

■ Unexcused absence alerts, first occurrence of the day

■ Failing grade alerts

An alerts subscription can be changed at any time.

How to Read Alerts

To go directly to the Alerts page to read the message(s), the parent clicks the alerts notification below the student's name. He can also click **Alerts** in the main menu at the top of the page and select the student for whom he wants to see alerts.

The complete alert message is displayed on the Alerts page under **Description**. If the student has more than one alert, the alerts are displayed in the order received, with the most recent alert at the top of the list.

■ New alerts that have not been read are bolded.

■ Once the parent has read an alert, he can select the **Read** check box to indicate that he has read the alert. The alert will be shaded gray.

■ If the parent selects the **Read** check box accidentally, he can clear it to change the alert back to unread.

■ The parent can adjust the page to display or hide the alerts he has already read.

● To see only new, unread alerts, the **View Read Alerts** check box should be blank.

● To see all alerts, the **View Read Alerts** check box should be selected.

How to Change an Alerts Subscription

From the Alerts page, the parent can change his alerts subscription by clicking the **Subscribe to Alerts** tab.

An alerts subscription must be set for each student on the parent's account.

There are three categories of alerts: attendance, grade average, and assignment grades.

Attendance Alerts

The attendance alerts allow the parent to indicate if he wants to receive alerts for absences and tardies.

1. Under **Unexcused Absences**, the parent selects one of the following:

   ● If he does not want to be notified of his student's unexcused absences, he selects **Don't send me alerts**.

   ● If he only wants to be notified of an unexcused absence for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.

   ● If he wants to be notified of every unexcused absence throughout the day, he selects **Send me an alert for every occurrence**.

2. Under **Excused Absences**, the parent selects one of the following:

   ● If he does not want to be notified of his student's excused absences, he selects **Don't send me alerts**.

   ● If he only wants to be notified of an excused absence for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.

   ● If he wants to be notified of every excused absence throughout the day, he selects **Send me an alert for every occurrence**.

3. Under **Tardies**, the parent selects one of the following:

- If he does not want to be notified of his student's tardies, he selects **Don't send me alerts**.

- If he only wants to be notified of a tardy for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.

- If he wants to be notified of every tardy throughout the day, he selects **Send me an alert for every occurrence**.

Average Alerts

The average alert allows the parent to be notified that the student's grade average in a class falls below a specified grade. By default, the parent will receive an alert any time the student's grade average in a class falls below failing. The parent may change the alert by specifying another grade.

To specify another grade, select **Custom**. In the **Custom Average Threshold** field, type a numeric grade (0-110). Any time the student's average falls below this grade, the parent will receive an alert.

Assignment Alerts

The assignment alert allows the parent to be notified if the student receives an assignment grade below a specified grade in any class. By default, the parent will receive an alert any time the student receives a failing assignment grade in any class. The parent can change the alert by specifying another grade.

To specify another grade, select **Custom**. In the **Custom Assignment Grade Threshold** field, type a numeric grade (0-110). Any time the student receives an assignment grade below this grade in any class, the parent will receive an alert.

The parent may also choose to be notified if the student has an assignment marked as missing or incomplete. Select **Incomplete Assignments** to be notified of incomplete assignments. Select **Missing Assignments** to be notified of missing assignments.

How to Receive Alert Notices by E-Mail

If the parent wants to have alert notices sent to his e-mail address, he must select **Send me an email when an alert is generated** at the bottom of the page. Also, he needs to have entered his e-mail address on the My Account page. The **Send me an email when an alert is generated** check box is not displayed if the district has not set up e-mail notification.

Note: E-mail alert notices do not contain the information specific to the alert. The notice simply informs the parent that he has one or more unread alerts in his account.

The parent must click **Save Subscriptions** before leaving the page. Otherwise, the changes will not be saved.