Salem City Schools

ParentSquare FAQ for Parents and Guardians

1. What is ParentSquare?
ParentSquare brings school and classroom communications together in one place. Families can receive announcements, communicate with staff, and participate in activities such as sign-ups for parent/teacher night when offered by the school. K-12 Family Engagement Questions

3. What if I did not receive an invitation?
You can visit the SCS site https://www.salem.k12.va.us/parentsandfamilies and click on the link for ParentSquare Accounts to have an invitation sent to you for setting up an account.

4. What if I forgot my password?
Select **Forgot password** on the sign-in page and follow the instructions. ParentSquare

5. Do I have to download the app?
No. You can use ParentSquare through a web browser. The app provides convenient access on a phone or tablet, and communications can also arrive by email, text, or phone, depending on the message and your settings.

6. Will I receive messages if I have not activated my account?
Yes. You can still receive school notifications, but activating your account provides access to additional features, secure documents and account preferences.

7. Can I change when I receive notifications?
Yes. Open **Notification Settings** and choose **Digest** for routine posts to receive an evening summary. Choose **Instant** to receive posts as they are sent. Urgent alerts are handled separately from routine post digests. You do need to accept communications to receive secure documents.

8. Can I receive messages in Spanish or another language?
Yes. Select your preferred language:

- **https://www.parentsquare.com/schools/51955/:** Your name → **Manage Account** → **Language Settings**
- **App:** Menu → **Account** → **Preferences** → **Language**

9. Why is one of my children missing from my account?
Your contact information may differ between your children's school records, or you may have separate accounts. Please contact the school for help.

10. How do I update my phone number or email address?
Contact your child's school to get assistance with updating information in PowerSchool that will then feed into ParentSquare.

11. Can I communicate with my child's teacher?
ParentSquare supports two-way communication between families and school staff. Use the messaging options available in your account. For a time-sensitive matter, please call the school office.

Salem City Schools

ParentSquare FAQ for Parents and Guardians

12. What should I do if I am not receiving notifications?

- Check your ParentSquare notification settings.
- Check your email's spam or junk folder.
- Confirm that your phone allows notifications from the ParentSquare app.
- Ask the school to verify your email address and phone number.

13. Where can I get help?

ParentSquare has great help articles. If you can't find what you're looking for please contact your student's school and you'll be directed to the right person for assistance.