



HEIGHTS CHRISTIAN SCHOOLS

PARENTSWEB INSTRUCTIONS

WHAT IS PARENTSWEB?

ParentsWeb is a private and secure internet portal accessible from our website that allows parents (PS-8th) to view their account balance online and make payments online. Parents of K-8 students will be able to access grades, homework assignments, and email teachers as well.

LOGIN TO PARENTSWEB

1. Go to HeightsChristianSchools.org
2. Navigate to the **Parent Portal**, click [ParentsWeb Login](#)
3. To set up an account:
 - a) Click "Create New ParentsWeb Account"
 - b) Enter your email address
(It must match the email address you provided to our school that we have in our system)
 - c) Click "Create Account"
(You will be sent an email from ParentsWeb allowing you to set up a Username and Password)
4. From the ParentsWeb login screen, enter your Username and Password.
5. To view your account or make a payment, click **Family Information** then **Family Billing**.

TROUBLESHOOTING

Having trouble with ParentsWeb? Try these common fixes...

PROBLEM	SOLUTION
What is the District Code?	FRM-CA
The buttons on the left-hand side of the screen do not work	In your browser menu click Tools and the Compatibility View
I do not seem to have full functionality in ParentsWeb	<ul style="list-style-type: none"> • Access ParentsWeb from a home computer, not a cell phone or tablet. • Make sure your internet security settings are set to allow pop-ups. • Try clicking "classic view" on your browser. • Try using a different browser. Internet Explorer seems to work best.
I cannot make a payment in ParentsWeb using my cell phone or tablet	There is a ParentsWeb App for cell phones that will enable you to make a payment using your cell phone; however, ParentsWeb will charge you a fee per use. If you make a payment using your home computer, there is no fee.
I have more than one child enrolled at Heights, but see only one of my children in ParentsWeb	Contact the school office.
I do not see the Family Billing link in the left-hand menu	Contact the school office.
I forgot my password; my password is not working	Contact the school office.
I get an error message when I try to login	Contact the school office.

Please feel free to contact the school office for more assistance. Thank you!