

Parent Interface

As parents of children attending the Montpelier Schools, you can create and manage your accounts by adding and/or editing personal information. You can configure devices and select a language to receive alerts.

Accessing Instant Alert as a Parent

If you are a first time user, you must authenticate to Instant Alert to gain access. Complete the following procedure to access the Instant Alert application if this is not the first time you are logging on:

1. Enter the URL for accessing the Instant Alert application in the Web browser.
Result: *The Instant Alert **Login** page appears.*
2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.
Result: *If you are a staff member without any administrator privileges the **History of Alerts** page appears. If you have administrative privileges, proceed with step 5.*
5. Select **Staff**.
Result: ***The History of Alerts** page is displayed.*

Authenticating as a Parent

Complete the following procedure if you are a new user and want to authenticate to Instant Alert:

1. Enter the URL for accessing the Instant Alert application in the Web browser.
Result: *The Instant Alert **Login** page is displayed.*
2. Click the **Parent** link under **New User? Sign up now!**.
Result: *The **Authentication** page is displayed.*
3. Select the **State/Province** in which you work. This is mandatory.
4. Select the **District** in which you work.
5. Enter the following information about your child. If you have more than one child, enter the name of any one of them:
Note: The name **MUST** be entered exactly as it appears on your child's grade card. The following data was exported from our student information system and imported into the Instant Alert System.
 - **First Name**
 - **Last Name**
 - **Date of Birth** in mm/dd/yyyy format
6. Click **Submit**.
Result: *If your child belongs to a single family, the **Login Details** page appears. If your child belongs to multiple families, you need to enter your first name and last name. If another person shares your first name and last name, the **Telephone (Home)** field is displayed. Enter your home telephone number and click **Submit**. The **Login Info** page appears.*
7. Enter a name with which you would like to access Instant Alert in the **Choose a User Name** field. This is a mandatory requirement.
8. Enter a password of your choice in the **Choose a Password** field. This is a mandatory requirement.
Note: Your password should be at least seven characters long.
9. Re-enter the password you have chosen in the **Re-enter Password** field. This is a mandatory requirement.

10. Select a **Secret Question**. This is a mandatory requirement.
Note: This question will be asked in case you forgot your password.
11. Enter an answer to the secret question. This is a mandatory requirement.
Note: Enter an answer and remember it. This answer must be provided when you forget your password.
12. Enter your **Email Address**. The email address must be in the format emailid@domain.ext
13. Click **Submit** to complete the authentication process. The **Confirmation** page is displayed. You can click **Proceed** to log on to Instant Alert
or
Reset to enter new data
or
Cancel to return to the Login page.
Result: *The **My Profile** page appears.*
Note: If your authentication is wrong, Instant Alert provides you the Help Desk address on the fourth wrong attempt.

Changing Your Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right- hand corner.
Result: *The **Change Password** page is displayed.*
2. Enter **User Name**. This is a mandatory requirement.
3. Enter **Old Password**. This is a mandatory requirement.
4. Enter **New Password**. Your password must be at least seven characters long. This is a mandatory requirement.
5. Re-enter the new password in the **Confirm New Password** field for confirmation. This is a mandatory requirement.
6. Click **Change Password** to save the new password or **Reset** to enter a new password.
Result: *A success message is displayed after the password change.*

Getting a New Password

Complete the following procedure to obtain a new password in case you forget your existing password:

1. Enter the URL for accessing the Instant Alert application in the Web browser.
Result: *The Instant Alert Login page is displayed.*
2. Click the **Forgot Password** link.
Result: *The Instant Alert Authentication page is displayed.*
3. Select the **State/Province** in which you work.
4. Select **School District/Private School** in which you work.
5. Enter the following information:
 - **First Name**
 - **Last Name**
 - **Date of Birth** in mm/dd/yyyy format

6. Click **Submit**.

Result: *The **Login Info** page appears if your name is not shared by another person in the school's database. If another person shares your first name and last name, the **Telephone (Home)** field is displayed. Enter your home telephone number and click **Submit**. If you had set a secret question and secret answer while authenticating to Instant Alert, enter the secret answer. The **Choose a Password** and **Re-enter Password** fields appear.*

7. Enter the new password in the **Choose a Password** field.
8. Enter the new password again in the **Re-enter Password** field.
9. Click **Submit**

Result: *Your new password is displayed. Use this new password to log on to Instant Alert.*

Managing Alerts

Alerts are notifications sent to you in case of changes in schedule or emergencies or any communication by the school.

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Use the Alert Setup tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Alert History

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Viewing the List of Alerts

After successfully logging on to Instant Alert as a parent However, if you have clicked another tab and want to view the **History of Alerts**, complete the following procedure to view the list of alerts sent to you:

1. Click the **Alert History** tab.
Result: *The **History of Alerts** page is displayed.*
2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.
4. Select the **Alert Type**.
Note: All is the default selection. If you are interested in a certain type of alert sent to you, choose that type from the **Alert Type** list. Each school may have its own category of alerts listed in the **Alert Type** list. (*Please refer to the Alert Descriptions on the school's web page*)
Note: If you leave the date fields blank and click **View Alerts** all alerts until the current date are displayed.
5. Click **View Alerts**.
Result: *A list of alerts matching your search criteria is displayed.*
6. Click **Clear Search** if you feel you have entered the wrong criteria or if you feel you are done with a particular search and want to begin a fresh one.
Result: *All fields are cleared of the search criteria you have entered allowing you to begin a fresh search.*

Viewing Alert Details

Every alert sent to you contains information such as a description, the type of alert, date and time it was sent, and so on.

Complete the following procedure to view the details of an alert:

1. Click the **Alert History** tab.
Result: *The **History of Alerts** page is displayed.*
2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.
Note: The **To** date cannot be earlier than the **From** date.
Example: If you want to see all alerts sent to you in the month of say November, select 1st November as the **From** date and 30th November as the **To** date.
4. Select the **Alert Type**. Every school may have its own category of alerts listed in the **Alert Type** list. (*Please refer to the Alert Descriptions on the schools' web page*)
5. Click **View Alerts**.
Result: *A list of alerts matching your search criteria is displayed.*
6. Click an alert name to view its details.
Result: *The following details are displayed:*
 - **Description**
 - **Alert Type**
 - **Date**
 - **Time**
 - **Sent By**
 - **School Name**
 - **Text Message**
 - **Complete Message**
7. Click the **Back to Alert History List** link to view the **History of Alerts** list.

Deleting Alerts

Complete the following procedure to delete alerts that you have already read and acknowledged:

1. Click the **Alert History** tab.
Result: *The History of Alerts page is displayed.*
2. Select the **X** button next to the alert you want to delete.
Result: *A confirmation appears asking you to confirm the deletion.*
3. Click **OK**.
Result: *The alert is deleted and a confirmation message appears.*

Alert Setup

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Setting Up Alert Receipt

You can configure Instant Alert to send alerts to your telephone, Email, mobile phone, and/or pager.

Note: The devices already listed in the **Parent Profiles** page are added by default and you need not add them again.

Complete the following procedure to configure the alert:

1. Click the **Alert Setup** tab.
2. Select a device from the **Add New Device** list. You can choose to add a telephone, an email ID, a text messaging device, or a pager.
3. Enter **Device Details** for the device you just selected. If you selected a phone, text messaging device, or a pager, you must enter its address in the proper format. If you chose email as the new device you must enter an email ID in the proper format.
4. Select a name from the **Select Name** list. This list consists of the names of your name, your spouse's name and the names of any other contact you might have specified.
5. Click **Add**.
Result: *The device is added to the list of devices under the name you have chosen.*
6. Select the check-box(es) corresponding to the alert types that you want to receive on the device you have added.
Example: If you have added a phone number and you want only High Importance alerts to be sent to your phone number, select the **High Importance** check-box corresponding to the phone number.
7. Repeat steps 2 to 6 to add as many devices on which you want to receive alerts.
8. Click **Update** to save the details you have entered. Click **Reset** in case you want to cancel the changes you have made and revert back to the old details.

Sending a Test Message

Complete the following procedure if you want to check how the message function works:

1. Click **Test Message**.
Result: *The **Send Test Message** dialog box appears with all the devices you have configured.*
2. Select **Routing Info** if you want to receive a test message on all device numbers you have configured or select the check box corresponding to the number on which you want to receive a test message.
3. Scroll down to the bottom of the **Send Test Message** dialog box and click **Send Test Message**.
Result: *A message is sent to the number(s) you have selected. A confirmation message appears.*
4. Click **Close** to close the **Send Test Message** dialog box.

Deleting Device Details

If you no longer use a device on which you used to receive alerts, you may want to delete it you're your account. For example, you may have terminated your mobile phone service. You may then want to remove your mobile phone address. Complete the following procedure to delete a device:

1. Click the **Alert Setup** tab.
2. Select the **X** button next to the device you want to delete.
Result: *A confirmation appears asking you to confirm the deletion.*
3. Click **OK**.
Result: *The device is deleted and a confirmation message appears*

Editing Device Details

Complete the following procedure to modify the details of an already configured device:

1. Click the **Alert Setup** tab.
Result: The **Alert Setup** page appears.
2. Edit the device address.
3. Select the alerts that you want to receive on the device.
4. Click **Update** to save the changes
or
Reset to cancel the changes.

My Family

Use the **My Family** tab to view or edit your profile and to view your child's profile. You can:

- View Parent Profiles
- View Student Profiles
- Edit Parent Profiles

Viewing Your Profile

The **Parent Profiles** list displays details about yourself, your spouse, and your children. Your name and that of your spouse's and the custody rights information for picking up your children from school are also displayed.

Complete the following procedure to view **Parent Profiles**:

1. Click the My Family tab.
Result: *The **Parent Profile** list is displayed. The list displays the following details:*
 - **Parent:** The name of the parent.
 - **Student Name:** The name of the student.
 - **Custody Rights:** Indicates if the parent is the approver for all important activities/communication related to the associated student.

Viewing Student Profile

Complete the following procedure to view your child's profile:

1. Click the **My Family** tab.
Result: *The **Parent Profile** list is displayed.*
2. Click your child's name.
Result: *The **View Student Profile** page appears with the following details.*
 - **Student Name**
 - **Date of Birth**
 - **Grade**
 - **School Name**
3. Click **OK** to return to the **Parent Profiles** page.

Editing Parent Profile

When your contact details such as home or mobile telephone numbers change you may want to update the same in the Instant Alert system. You can edit your profile to change your contact details such as your name, contact details, device information on which you will receive alert notifications, and the language in which you receive these notifications.

Complete the following procedure to view/edit your profile:

1. Click the **My Family** tab.
Result: *The **Parent Profiles** list is displayed.*
2. Click your name if you want to edit your profile.
Result: *The **Edit Parent Profile** page is displayed with your contact details.*
3. Select/enter the following information:
 - **First Name** - This is a mandatory requirement.
 - **Last Name** - This is a mandatory requirement.
 - **Telephone (Home)** - Your residence telephone number. It must be in the format (123)555-0678. This is a mandatory requirement.
 - **Telephone (Work)** - The telephone number of the place where you work. It must be in the format (123)555-0678.
Note: Please check with your employer before entering a work phone.
Note: Instant Alert does not work with extensions at this time.
 - **Mobile Phone** - Your mobile phone number. It must be in the format (123)555-0678.
Note: In order to be able to receive text messages generated by Instant Alert on your mobile phone, you must select the name of your provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your mobile service provider's name select **Other**. A new text box appears. Enter the text address of your service provider in this text box. It should be of the format:
tendigitnumber@celltextaddress.extension
 - **Email Address** - Your email ID on which you want to receive alerts.
Note: Your email ID must be of the format:
emailid@domain.extension
 - **Pager Address** - Your pager number on which you want to receive alerts in the form of email messages.
Note: Your pager ID must be of the format:
tendigitnumber@domain.extension
 - **Preferred Language** - The language you want to receive alerts in. You can choose to receive alerts in English or Spanish. This is a mandatory requirement.
4. Click **Save** to save the new information
or
Reset to enter new data
or
Cancel to return to the **Staff Profile** page.

Managing Other Contacts

Use the **Other Contacts** tab to view or edit contact persons for receiving alerts in case you are out of town or if you would like another contact person to receive alerts from the school on a daily basis. You can add new contacts and configure the contact details and the device (telephone, Email, Text Message, Pager) addresses on which you want the contact to receive alerts.

- Viewing the List of Contacts
- Editing Contact Details
- Adding a New Contact
- Deleting a Contact

Viewing the List of Contacts

Complete the following procedure to view the **List of Contacts**:

1. Click the **Other Contacts** tab.
Result: *The **List of Contacts** appears with the following details:*
 - **Contacts:** The name of the contact person.
 - **Student Name:** Indicates the student to who this contact is associated with.
 - **Relationship:** The relationship of this contact to the student.
 - **Phone Number:** The telephone number of this contact.
 - **Pickup Rights:** Indicates whether this contact has rights to pick up the student from school.

Adding a New Contact

Whenever you are out of town or in case you are busy and want another person to receive alerts and take appropriate action, you can nominate such a person(s) and add their contact details to Instant Alert. Complete the following procedure to add a new contact:

1. Click the **Other Contacts** tab.
2. Click **Add New Contact**.
Result: *The **Add New Contact** page is displayed.*
3. Select/enter the following details for the new contact:
 - **First Name** - This is a mandatory requirement.
 - **Last Name** - This is a mandatory requirement.
 - **Telephone (Home)** - Their residence telephone number. It must be in the format (123)555-0678. This is a mandatory requirement.
 - **Telephone (Work)** - The telephone number of the place where they work. It must be in the format (123)555-0678.
Note: Please check with their employer before entering a work phone.
Note: Instant Alert does not work with extensions at this time.
 - **Mobile Phone** - Their mobile phone number. It must be in the format (123)555-0678.
Note: In order to be able to receive text messages generated by Instant Alert on their mobile phone, you must select the name of your provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your mobile service provider's name select **Other**. A new text box appears. Enter the text address of the service provider in this text box. It should be of the format:
tendigitnumber@celltextaddress.extension
 - **Email Address** - The email ID on which you want to receive alerts.
Note: The email ID must be of the format:
emailid@domain.extension
 - **Pager Address** - The pager number on which you want to receive alerts in the form of email messages.
Note: The pager ID must be of the format:
tendigitnumber@domain.extension
 - **Preferred Language** - The language you want to receive alerts in. You can choose to receive alerts in English or Spanish. This is a mandatory requirement.
4. Select how this new contact is related to the student by selecting from the **Relationship** list. If you do not find the relationship in this list, enter the relationship in the text-box provided.
5. Select **Pick Up Rights** check-box if you want this contact to be able to pick up your child from school.
6. Click **Add** to save the details and add this contact
or
Reset to enter new data

or

Cancel to return to the **List of Contacts** page.

Note: You can configure a maximum of four contacts who will receive alerts.

Editing Contact Details

You can edit the details of a contract from the List of Contacts who will receive alerts in case you are out of town or if you would like them to receive alerts from the school on a daily basis. Complete the following procedure to edit a new contact's details:

1. Click the **Other Contacts** tab.
Result: *The **List of Contacts** page appears.*
2. Click on the name of the contact whose details you want to edit.
Result: *The **Edit Contact** page is displayed for the person you selected.*
3. Select/enter the following details for the contact:
 - **First Name**
 - **Last Name**
 - **Telephone (Home)** - Their residence telephone number. It must be in the format (123)555-0678. This is a mandatory requirement.
 - **Telephone (Work)** - The telephone number of the place where they work. It must be in the format (123)555-0678.
Note: Please check with their employer before entering a work phone.
Note: Instant Alert does not work with extensions at this time.
 - **Mobile Phone** - The mobile phone number. It must be in the format (123)555-0678.
Note: In order to be able to receive text messages generated by Instant Alert on their mobile phone, you must select the name of your provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your mobile service provider's name select **Other**. A new text box appears. Enter the text address of the service provider in this text box. It should be of the format:
tendigitnumber@celltextaddress.extension
 - **Email Address** - The email ID on which you want to receive alerts.
Note: The email ID must be of the format:
emailid@domain.extension
 - **Pager Address** - The pager number on which you want to receive alerts in the form of email messages.
Note: The pager ID must be of the format:
tendigitnumber@domain.extension
 - **Preferred Language** - The language you want to receive alerts in. You can choose to receive alerts in English or Spanish. This is a mandatory requirement.
4. Select how this new contact is related to the student by selecting from the **Relationship** list. If you do not find the relationship in this list, enter the relationship in the text-box provided.
5. Check the **Pick Up Rights** check-box if you want this contact to be able to pick up your child from school.
6. Click **Save** to save the details.
or
Reset to enter new data
or
Cancel to return to the **List of Contacts** page.
Note: You can configure a maximum of four contacts who will receive alerts.

Deleting a Contact

Complete the following Procedure to delete a contact.

1. Click the Other Contacts tab
Result: *The **List of Contacts** page appears.*
2. Click on the **X** button next to the name of the contact who you want to delete.
Result: *The selected contact is deleted after confirmation and a success message is displayed after the deletion.*