



Jeffco Connect FAQs

Montessori for the 21st Century: A place to Learn, A Place to Belong

Having trouble with Jeffco Connect? Please try the following:

- **Step one: Use the password reset tool to reset your password.** Did this already? Please try one more time. The district runs updates on Jeffco Connect every Wednesday, and updating your password seems to resolve a variety of issues.
- **“I know my username and password, but I’m locked out of my account” -**
 1. Jeffco Connect prefers Google Chrome. You may get an error message or “locked” appearance when using a browser other than Chrome.
 2. There are some areas of Jeffco Connect that, once submitted, cannot EVER be changed (such as the Language page). If you can change *some* things but not *everything*, you are not locked out.
 3. Did you get an error message? The district has been running a variety of updates and bug-fixes (both scheduled and impromptu) for several weeks. Try logging in now.
 4. Try resetting your password... one more time.
- **“My child’s school of residence is not FHM” -** Your child’s school of residence will always be your neighborhood school. This is how Jeffco tracks choice enrollment.
- **“I am not receiving some/all emails”**
 1. Make sure the boxes next to your email address on the “Contacts>(select “edit” next to your name)>Notification Preferences” are ALL checked.
 2. Enter your preferred email address on the “student” tab under “email”, and make sure the boxes there are ALL checked.
 3. NEVER BLOCK ANY MESSAGES from FHM, Jeffco, or a teacher. Blocking *any* message will result in blocking *all* messages.
 4. Check your SPAM filters. School communications are sent by several different senders, and sometimes get diverted to SPAM. If you can, set your email to accept all messages from @jeffcoschools.us and @jeffco.k12.co.us senders.
- **“A second guardian is receiving messages, but I am not.”** We can only have one Jeffco Connect account profile per child, but each parent should have his/her own unique profile and password. The parent with the working account has the option to add and “send invitation” to the other parent. Alternately, the second parent may create a new profile, but must select “add existing student” and enter the child’s student ID. If either parent is receiving communications from the school, then the child is enrolled at FHM and has a student ID.
- **“I am receiving communication, but my child does not attend FHM” -** If your child once attended but has withdrawn, please contact the school secretary and we will remove you from the system. If you are the emergency contact of a child attending FHM, the parent who added you to their account needs to remove your email address.

- **"I have my child's student ID, but can't log in, and I need to pay fees"** - You can log in to pay fees using your child's student ID only. Select the button under the login box that says "Pay Jeffco student fees without a login?"
- **"I can log in, but I do not see my student's fees"** - Student fees are not automated. The Financial Secretary needs to populate student fees into your child's account. She typically enters new fees within a week. If you have waited two weeks, and know of no other issues with your account, please see bottom of page for action item.
- **"I know my Jeffco Connect username, but not my password"** - Select "Forgot Password" under the password box on the Jeffco Connect Login page. You will need your username and email address. Resetting your password seems to solve a variety of issues. Please try this before contacting the school.
- **"I don't know my Jeffco Connect username, but I have created an account"** - Call the school office to request your username.
- **"Oops. I created a new account for my child who was previously enrolled in a Jeffco school"** - This account will be declined and will not work. Call the school office to request your child's student ID.
- **"I've created a new account for a student new to Jeffco, but cannot see my child's student ID or fees"** - All students who were in the work queue have been approved as of 8/22/18. If this is still an issue, see bottom of page for action item.
- **"Nothing in my Jeffco Connect has changed since last year"** - Great! Just update your Digital Signature (on the "Agreements" tab) and hit "save" then "submit" then "accept".
- **"I need to update my address or other contact info"** - Select "Contacts" in the left navigation pane, then "edit" and make the changes. PLEASE DO NOT ADD YOURSELF AGAIN. It is hard for us to know which information to use when you are on your child's emergency list three times.

Don't see your question above?

Action Item: **All students will receive a notice in their Thursday Folders on August 30th labeled "Jeffco Connect Action Item"**. If you have tried the above suggestions and still are having communication or access issues, complete and return the form on Friday, August 31st. It will be a paper form so that all families (even those with access issues) receive a copy.

Please know that, being the first week of school, the Admin Team is currently focusing our attention on school-wide and classroom-level needs. We are aware of many individual-level needs already, but need to resolve the issues impacting the majority of our school community first. Please use the Action Item form to be sent in Thursday Folders to communicate your needs (not phone or email), even if you have already spoken with someone in Admin. We will dedicate time to resolving access issues in September.

In the meantime, our Communication Coordinator will be posting the Fox Flash and Classroom Newsletters here, starting with the August 23, Fox Flash: http://www.freehorizonmontessori.org/family__parent_resources/newsletters

The Fox Flash is sent out every Friday, classroom newsletters are sent bi-weekly.