

- ? What is myRCS? myRCS is a web-based portal application that facilitates the secure delivery of information and access.
 - ? How many portals are there? 3 – PARENTS, STUDENTS, and STAFF. The rollout of all portals will be ongoing this Fall. More information to come!
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myRCS Parent Portal

- ? What is the myRCS Parent Portal? A parent's link to important information regarding their student(s). This application replaces (and goes way beyond) ParentConnect.
- ? What information can parents see via the myRCS Parent Portal? Demographics, attendance, schedule, assignments, grades, medical, waiver, emergency card PDF, and contact information for schools and staff.
- ? Where does the information come from? CIMS and Integrate Pro
- ? How often is the data updated? Nightly on scheduled school days
- ? When will parents receive information on myRCS? The myRCS Parent Portal rollout is beginning this Fall. We will be notifying parents in small groups so that we have a gradual/monitored rollout. Stay tuned – more details soon.
- ? How does a parent get setup for myRCS? We have created an ID in mass for all current families (including authorized PLEs) and will be mailing this information home. After that, each time a student enrolls, a myRCS ID will automatically be created and a confirmation e-mail with instructions will be sent to the myRCS family (or PLE) e-mail address.
- ? What e-mail address is used by myRCS? There is a myRCS e-mail field for the primary family and the PLE on the CIMS ST.335 E-card screen.
- ? What is the SCHOOL support process for parents with questions? You can provide a parent with their myRCS ID, process a password reset, and change the e-mail address**. Do-it-all in the CIMS ST.335 E-card screen (go in with a (C)hange and press F6). Updates are processed nightly on scheduled school days and a confirmation e-mail will be sent automatically. **PLE information (ALL PLE info) can only be updated by Student Enrollment due to possible custody issues.
- ? Consider this...when accessing CIMS ST.335 for myRCS info – verify RapidConnects emergency and contact phone numbers with parent.
- ? Ooopsie - what support issues might a parent click into? Follow these passing parameters:
 - o myRCS User ID info, password reset, e-mail address update – school secretary or Student Enrollment
 - o technical issues – refer to information link on myRCS login page
 - o schedule questions – counselor
 - o assignment & grade questions – teacher
 - o attendance questions – attendance office
 - o RapidConnects emergency and contact phone number updates – school secretary or Student Enrollment
 - o missing siblings – Student Enrollment
 - o address & PLE updates – Student Enrollment

Thank you for your help and support as we take this exciting step forward!