

TBISD txConnect Parent Portal

The following are FAQs for txConnect Parent Portal. Should you encounter problems or have questions, please refer to these, the Parent Portal instructions, and System requirements located on the webpage.

Tom Bean ISD is unable to provide technical support for computer problems encountered in accessing txConnect.

FAQs

1 What do I need to do to get access to my child's grades and attendance?

You must fill out a request/waiver form and return it to the school office. Then you will receive a letter that contains your child's Student Portal ID necessary to set up your txConnect Parent Portal account. You can obtain the form from your school office.

2. Will I have to sign a waiver each year?

No. As long as your child is enrolled in TBISD, your user ID will be valid.

3. Where do I go to access txConnect?

You can access txConnect from any computer with Internet access by going to the school website: <http://www.tombean-isd.org> and clicking the txConnect Parent Portal link.

4. Once I receive my child's Student Portal ID, what do I do?

Access txConnect as described in question 3, and click on the here link under 'New User' and create your User ID. Additional instructions are included on the school website.

5. What if I have a question about my child's grades or absences?

You will need to contact your child's school or teacher.

6. How often will my child's grades be updated in txConnect?

Teacher grades should be posted once a week by 8 am Monday of each week. However, it is important to note that a teacher's schedule/responsibilities or technical issues may prevent this.

txConnect does not provide 'real time' access to grades entered by teachers. Students' grades posted by teachers should be updated in txConnect by 8 am each day. The most recent date and time of posting are included

7. I cannot access txConnect. What do I do?

Refer to txConnect System Requirements document to make sure your computer meets the minimum requirements and that your computer settings are correct. Tom Bean ISD is unable to provide technical support for computer problems encountered in accessing txConnect.

8. I forgot my password. What do I do?

Click on the link 'Forgot Password' on txConnect Parent Portal log in page. Follow the steps on screen to reset your password.

9. What do I do if I lock myself out of txConnect?

Wait 20 minutes and try again.

txConnect locks you out after 3 unsuccessful attempts at logging in.

10. I forgot my User ID. What do I do?

You will need to click on the 'New User' link and create a new account. txConnect uses a self-administering User ID system. TBISD personnel are not able to look up user IDs or passwords.

11. What if I need assistance using a particular screen in txConnect?

Click on the HELP button on the screen that you need assistance with.