



FREQUENTLY ASKED QUESTIONS

- Q: What do I need to do to get access to my child's attendance and grades?
- A: Your student portal ID is issued by your student's campus. You must contact the campus administration to have your student portal id emailed to you or visit the campus to receive it. **Portal ids will not be released over the phone.** Parents must have a valid student portal ID for each student they wish to add to their account when visiting the campus to obtain a portal id.
- Q: How long does it take to receive my child's Portal ID?
- A: Once the campus verifies demographic information via phone (when the portal id is requested via email) or in person, the Portal ID may be available immediately from the campus.
- Q: Where do I go to access txConnect?
- A: From your home computer, txConnect can be accessed one of two ways: From the MISD homepage, click on the **txCONNECT** tab or the **Parents** tab -> (Online Grades). Or click [here](#) to create an account.
- Q: I have received my child's Portal ID. Now what?
- A: Access the txConnect webpage, click on the hyperlinked word [here](#) located under 'New txConnect User?' title to create your account.
- Q: What if I have a question about my child's grades?
- A: Contact your child's teacher.
- Q: What if I have a question about my child's absences?
- A: Contact your child's school office and request to speak to the attendance clerk.
- Q: How often will my child's grades be updated in txConnect?
- A: Teacher grades should be posted once a week, by Monday of each week. However, it is important to note that periodically a teacher's schedule/responsibilities may prevent this. Teachers are not required to post grades on a daily basis.
- Q: How often will my child's attendance be updated in txConnect?
- A: Elementary campuses take attendance no later than 10 am. Secondary campuses take attendance each period of the day. Attendance personnel make corrections/updates to student absences and attendance coding as they made aware of changes. 9.
- Q: I can't access txConnect. What do I do?
- A: Refer to the txConnect System Requirements document to make sure your computer settings are correct and that your home computer meets the minimum system requirements. MISD is unable to provide technical support for computer problems encountered in accessing txConnect. [Click here to access the system requirements page.](#)
- Q: What do I do if I forgot my username or password?
- A: If you need help recovering your user name/password, click [here](#) and follow the steps on the screen to reset your username or password.

Q: What do I do if I locked myself out of txConnect?

A: If you have three unsuccessful attempts to log on (invalid user ID/password combinations), the system will lock out your account for **10 minutes**. Try logging in after 10 minutes.

For security purposes, your password will expire periodically. If your password has expired, you will be redirected to the Password Expired page before your student's Summary page is displayed. Follow the instructions provided in the Help for the Password Expired page.

Q: Can I sign up for e-mail alerts?

A: Yes. You can subscribe to receive alerts via email or text regarding grades, attendance and much more under your "My Accounts" tab.

Q: What if I need assistance concerning a particular screen?

A: Click on the HELP button on the screen about which you have a question.

Q: Is txCONNECT only available in English?

A: No. You can change the language to Español. This option is available at the bottom of every txConnect page.