

Hemet USD ParentLink Information

ParentLink is a phone messaging system that was implemented by the District in 2006 to help facilitate better communications between the District and the Public. It's primary purpose is to notify parents when a student is late or absent from school. The system is also used to notify the public about emergencies, announce upcoming events to the public and staff, inform bus riders of late buses, and notify parents when a student lunch account is running low or has expired.

ParentLink Help Desk is open 24 hours, 7 days a week for support. If you have a problem after normal working hours, please contact Parentlink support at **(800) 829-8107**. If they are unable to assist you, then contact your HUSD IT support staff.

The system uses the Student Information System attendance files to determine who should receive the calls. Student Information System information for Parents/Students are uploaded to Parentlink on a daily basis so it is updated. Site staff information are updated by site in Parentlink.

Attendance data is collected at 12 PM for all Elementary sites and calls to Parents/Guardians begin at 1:30 PM. For the Middle and High schools data is collected at 3:30 PM and calls begin at 5 PM.

There are two settings that limit the times that messages may be sent out. The first one is the Recipient Delivery Schedules, which prohibits calls from 9 PM until 7 AM. This setting was selected by the District Cabinet when the program was first implemented in the District. The second setting is the System Blackout times, and this setting was generated by ParentLink for Business/Legal reasons. This blackout time is from 11:30 PM to 2:30 AM.

In the case of an emergency these time settings may be bypassed. Instructions on how to accomplish this is contained in the Parentlink manual.

Threshold messages are sent when a student has three, five, or seven unexcused absences. These can occur anywhere from the beginning of the school year all the way to the end. The only way to avoid receiving these messages is to contact the school and clear the absences with the Attendance Clerks.

Attendance clerks at every site should log into ParentLink on a daily basis and verify calls were sent out for their site. They can do this by going to the Reports section and looking at the Message Tracking report. If the messages were not sent out correctly, please contact the IT Help Desk and we will schedule the calls to go out with the current day calls.