



Clear Creek ISD TEAMS Parent Self Serve Access

Frequently Asked Questions

What is TEAMS Parent Self Serve?

TEAMS Parent Self Serve provides access for parents or guardians to student grades through a CCISD secure website. Parent Self Serve can be accessed from the CCISD webpage. At this time only student grades are available via the Parent Self Serve. Other information such as discipline and attendance will be available in the future.

What is the URL for TEAMS Parent Self Serve?

teams.ccisd.net/selfserve/parent

What is my initial username and password to access TEAMS Parent Self Serve?

Your username is your email address. Unless you provided the campus with a password when you completed the Admissions form (0910SDS_E004 or 0910SDS_S004) or Registration Verification form (0910SDS_E008 or 0910SDS_S008), your password is your date of birth as you indicated on the Admissions form or Registration Verification form (8 digits – month/day/year – ex. 02051975). For security purposes, the first time you log into Parent Self Serve, you should change your password from the original one provided to you. **You must change your password between October 1, 2009 and October 31, 2009 or your account will be locked.**

What if my username and password do not work?

You must physically go to the campus to receive a new password.

Can I change my username and password?

Your username will remain your email address unless you physically go to the campus to request a username change. For security purposes, the first time you log into the Parent Self Serve, you should change your password from the original one provided to you. **You must change your password between October 1, 2009 and October 31, 2009 or your account will be locked.**

Will my K12 Planet Login Still Work?

No. You will need a new login to the TEAMS Parent Self Serve.

How do I get access to TEAMS Parent Self Serve?

Verification of registration must be confirmed by submitting a signed Registration Verification form (0910SDS_E008 or 0910SDS_S008) or a signed Admissions form (0910SDS_E004 or 0910SDS_S004). Registration Verification forms for current students will be sent home. All areas of the Registration Verification form must be reviewed, the Parent Self Serve access box must be checked "Yes", email address and Primary Contact Date of Birth must be completed, and the form must be signed by the person listed as the primary contact.

When can I begin accessing TEAMS Parent Self Serve?

We anticipate that access will be available by September 28, 2009.

Who is entitled to a TEAMS Parent Self Serve account?

The legal parent/guardian is entitled to a TEAMS Parent Self Serve account unless the court has removed legal access.

What if I am not a legal parent or guardian and wish to have access?

Clear Creek ISD cannot grant access.

What if I am a legal parent or guardian and not the primary contact and wish to have access?

You must physically go to the campus to complete the Parental Account Request Form and present your photo ID.

What if I am a legal parent/guardian and not the primary contact and can't go to the school campus to present my Account Request Form and Photo ID?

A notarized copy of the Parental Account Request Form may be sent to the campus in the event that you cannot go to the campus to present your photo ID. The notary must see you sign the form and also must check your photo ID. The notarized Parent Account Request Form must be sent back to the campus via a postal service of your choice. A photocopy will not be accepted as the notary seal on the form must be raised.

My child is 18 years old. I thought legal rights transferred to my child?

If the student is listed as a deduction on your Federal Income Tax, you still have legal rights to grade data without the permission of the student.

May I deny access to TEAMS Parent Self Serve to my ex-spouse?

Only a court order may remove this right from a legal parent. If an ex-spouse has been legally denied access to the student records, court documents must be presented for verification.

Are legal rights to access and custody the same thing?

No. Although a parent may not have legal custody, the parent still has the right to access the Parent Self Serve system unless denied by the court.

I have more than one student in CCISD schools. Can I merge their accounts?

You do not have to merge accounts. This will happen automatically when you log in.

Do I need a new account ID and password each year?

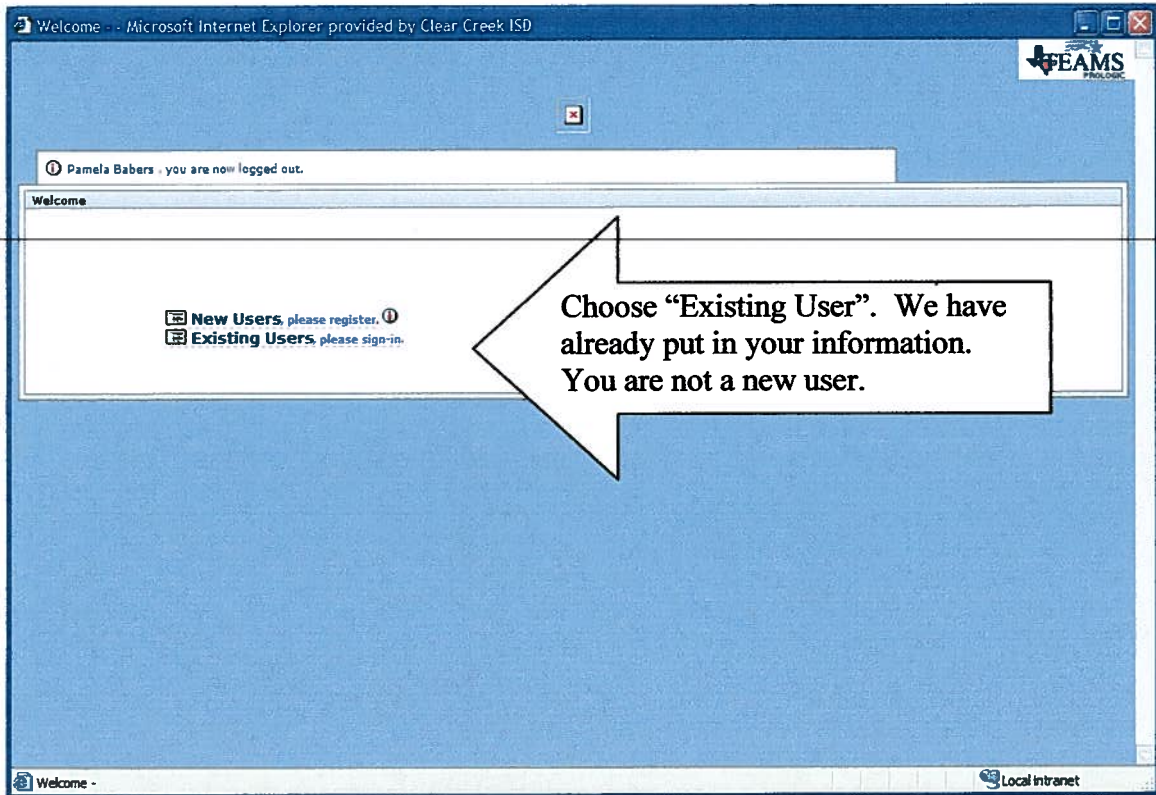
No. A new account and password will not be needed each year.

What do I do to change account information?

Go to the campus, provide the appropriate documentation, photo ID and complete the appropriate paperwork.

Parent Self Serve

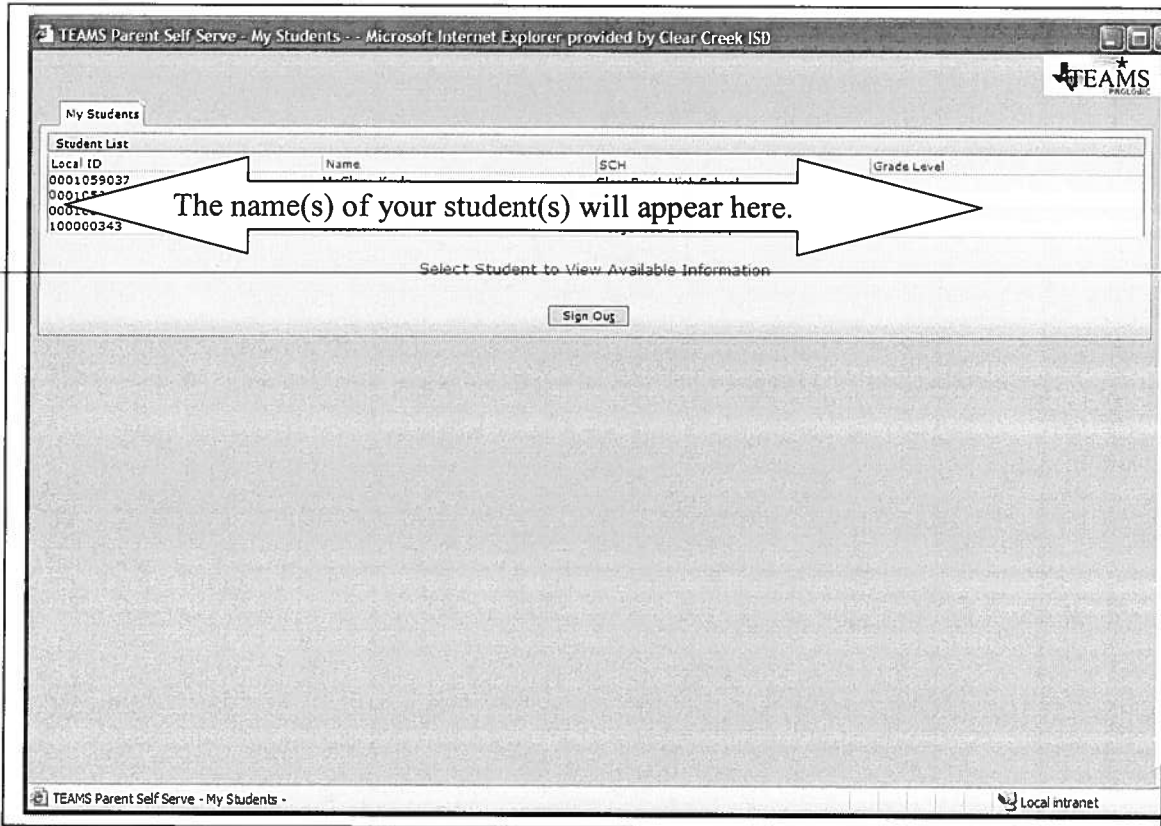
<http://teams.ccisd.net/selfserve/parent>



The image shows a screenshot of a web browser window titled "Sign In -- Microsoft Internet Explorer provided by Clear Creek ISD". The browser displays a sign-in page with a "PSS Services" menu on the left containing "Home" and "Sign In". The main content area has a "Sign In" tab and a "Login" form with fields for "User ID" (marked with an asterisk) and "Password". Below the form are buttons for "Sign On", "Forgot Password", and "Change Password". A large white text box with a black border is overlaid on the page, containing the following text:

Your user ID is the parent email address you listed on your registration forms. The password is the parents' DOB that you listed in a 8 digit format (01211970).

The browser's status bar at the bottom shows "Local intranet". Below the browser window, a taskbar is visible with several open applications: "start", "Novell Group...", "Index in Co...", "Student Sc...", "TEAMS - M...", "Sign In - - M...", "Microsoft E...", "DocumentL...", and a system clock showing "8:16 AM".



This page will have tabs for you to view student information.