



## Connect with Garden Grove Unified using ParentSquare

Garden Grove Unified School District is communicating with families via ParentSquare (voicemail, email and text message). You do not need to “activate your account” to receive ParentSquare messages. If you are not receiving ParentSquare messages, please follow these simple instructions:

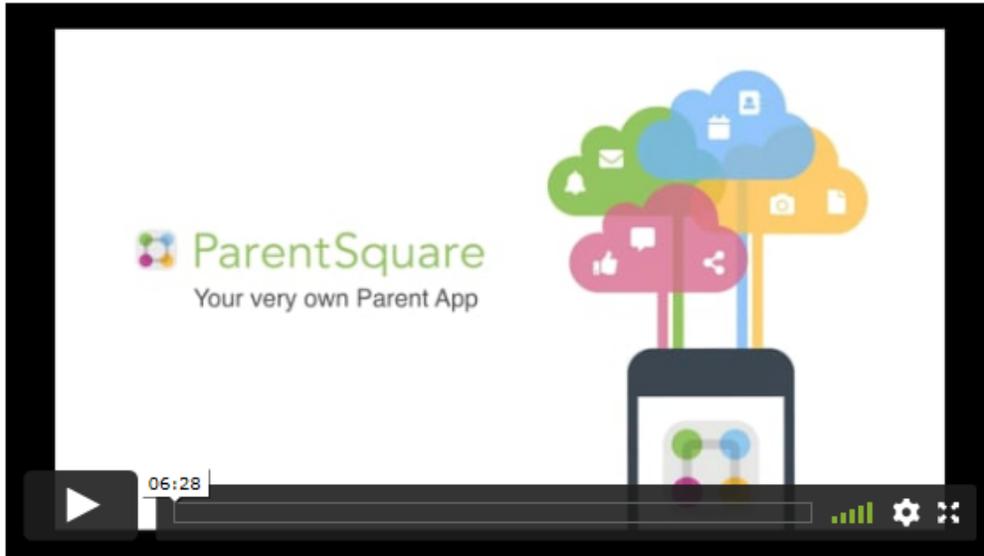
### Are you receiving ParentSquare messages (voicemail, email, and/or text) from GGUSD or your child(ren)’s school(s)?

1. Make sure your contact information is up-to-date in your [Aeries Parent Portal Account](#).
  - a. Use one email address per parent in the Parent Portal Contacts screen to avoid creating multiple accounts.
  - b. Enter the same contact information (email and phone numbers) for all of your students in the Contacts screen in your Aeries Parent Portal Account.
  - c. ParentSquare syncs nightly with Parent Portal. All updates take 24 hours.
2. Once your information is up-to-date in Aeries Parent Portal, you should receive ParentSquare messages (voice, email, text) from the district and your child(ren)’s school.
3. If your contact information is up-to-date in Parent Portal, and you are still not receiving ParentSquare messages, email [pio\\_department@ggusd.us](mailto:pio_department@ggusd.us) or call (714) 663-6503.
4. Activate your ParentSquare account from the email or text message sent by ParentSquare. If you do not have an activation email or text you can visit [www.parentsquare.com/signin](http://www.parentsquare.com/signin) and enter your email or cell phone in the Sign-up. An activation email will be sent to you.
5. Download the ParentSquare App (see How to Download the ParentSquare App) or login in at [parentsquare.com](http://parentsquare.com) using your email address or phone number on file with your student’s school. (Please see How to Activate your ParentSquare Account Below)
6. If you have forgotten your password – see How to Reset Your Password.
7. If you have multiple children but are unable to see them all in your account, please follow the instructions on Missing a child/Missing a school in ParentSquare.

### Have you activated your ParentSquare account?

Activating your ParentSquare account allows you to change your language or notification preferences, respond to surveys and forms, and engage with your child(ren)’s teacher(s). If you do not activate your account, you will still receive ParentSquare notifications (voicemail, email, text).

1. You should have received an email or text with a link to activate your account.
2. If you did not receive the activation email, visit [www.ParentSquare.com](http://www.ParentSquare.com), select log-in, enter your email address, and if it matches your email address in Parent Portal, you will be prompted to “Activate your Account.”



**iOS App** - [Apple Store](#)

**Android App** - [Google Play Store](#)

Use the camera on your phone to scan these QR codes - it takes you directly to the App or Google Play store.



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## Have you downloaded the ParentSquare mobile app?

Downloading the ParentSquare app on your mobile phone allows you to view ParentSquare posts and alerts directly on your mobile phone. Follow these simple steps to download the mobile app.

1. Download the ParentSquare or Garden Grove USD app from the app store on IOS or Android.
2. Check your email or text for the activation link.
3. Sign-in and you're all set.

## Would you like to activate your ParentSquare account from the mobile app?

If you have never activated your ParentSquare account, you can do it directly from the mobile app. Once you download the app, follow these instructions:

1. Open the app, enter your email or cell phone number (as it appears in Aeries ParentPortal).
  - a. If it matches, you will be prompted to create a password and you will be sent a registration code to activate your account.
  - b. If it does not match what is in ParentPortal, select "Request Access" and an email will be sent to your school principal who will approve your access.

## Would you like to change your notification or language settings?

To change your notification settings:

1. Go into the ParentSquare app.
2. Tap the '☰' icon at the top left corner.
3. Then 'Preferences'.
4. Tap 'Notification Channel'.
5. Pick how you'd like to be notified. We recommend 'Email and Text'.

To change your language settings:

1. Go into the ParentSquare app.
2. Tap the '☰' icon at the top left corner.
3. Then 'Preferences'.
4. Tap 'Language Setting'.
5. Pick your preferred language: English or your native language (if shown).

## Are you unable to see all of your children on your account?

Users should be able to see all of their children and schools in one ParentSquare account. If you are missing a child/school:

1. Ensure you have the same email and phone number on file for all children and all schools in your [Aeries Parent Portal](#).
2. The day after the change is made, you should be able to log out and log back in to ParentSquare to see your updated information.

**Still need help using ParentSquare?**

Contact [support@ParentSquare.com](mailto:support@ParentSquare.com)