

# Training Guide

**tx** **Connect**  
**AUGUST 2009**



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# Introduction

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The parent portal application, txConnect, provides parents and guardians Web access to school-related information about their students including grades and attendance. It works in conjunction with txGradebook. Parents may access txConnect from anywhere with an Internet connection.

The txConnect application consists of the following:

- Registration and Login
- Student Summary
- Attendance
- Grades
- Assignments
- Alerts Subscription
- My Account
- Administrator Access

This training guide is for district and campus use. For more information about administrator access, see the txGradebook/txConnect Administrator Training Guide.

## How to Display a Page in Another Language

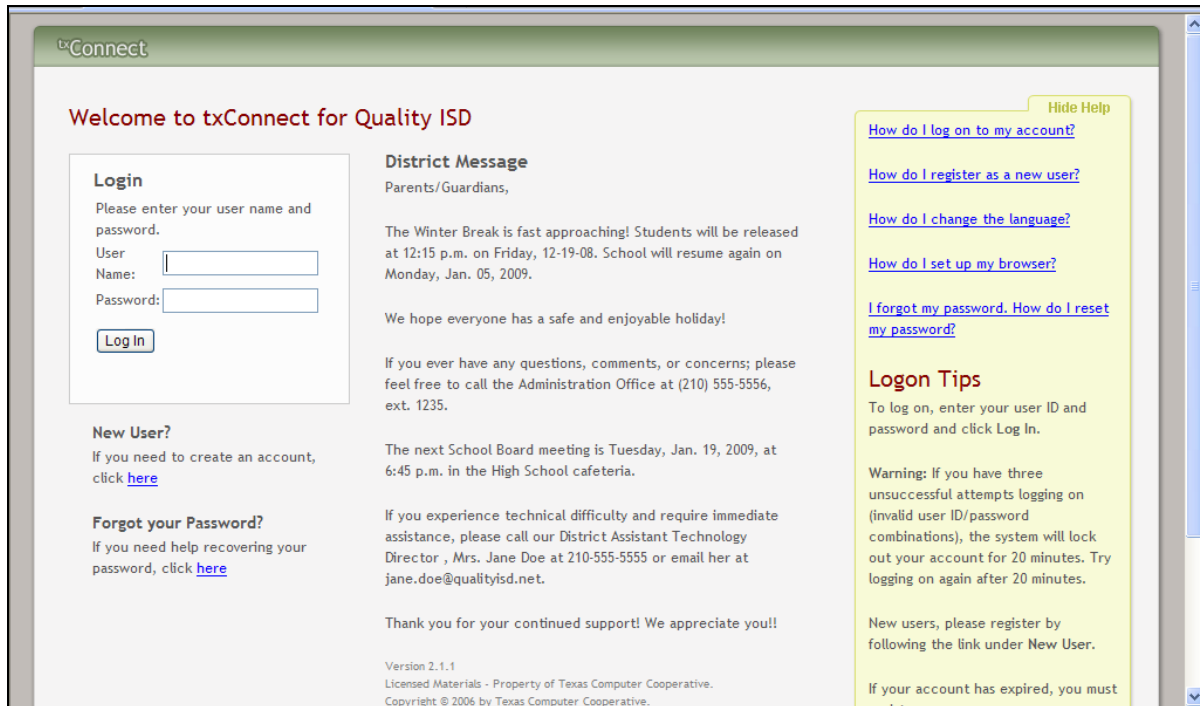
The parent can change the language in which a page is displayed by clicking the language from the list of available languages at the bottom of the page. The list is available on all pages, so the language can be changed on any page.

- Some information may not be translated to other languages, if the campus or district has not created a translated version.
- The parent's language setting is saved until he changes to another language.
- If the browser uses *persistent cookies*, and/or if the default language has been set for the browser to a preferred language, the language setting is saved so the parent does not need to change the language every time he visits txConnect. Otherwise, the parent will need to change the language every time he visits txConnect.


## How to Display Help

On any page in txConnect, you can display Help for a page by clicking **Help** in the upper-right corner of the page. The information is displayed in a pop-up box with how-to links to more detailed information in the Help system.

To close the Help pop-up box, click **Hide Help**.



## How to Contact the Teacher

If the teacher has provided contact information, office hours, and/or other notes in txGradebook, a yellow note icon  is displayed beside the teacher's name anywhere the teacher's name appears (e.g. the Summary, Attendance, and Grades pages). The parent can click the icon to see the information.

If the teacher has provided an e-mail address in txGradebook, his name is displayed as a link to his e-mail address anywhere the teacher's name appears. If the parent clicks the name, the default e-mail client (as specified in his Internet Options settings) opens with the teacher's address in the **To** field.

**Note:** If the parent uses Web-based e-mail (e.g., Gmail or Yahoo! Mail), he can copy the e-mail address from the default e-mail client to a Web-based e-mail message.

The screenshot displays the txConnect web application interface. At the top, there is a navigation bar with tabs for Summary, Attendance, Grades, Assignments, Alerts, My Account, and Logout. The main content area is divided into a left sidebar and a main panel. The sidebar lists several students, with Joseph N. Ennen highlighted. The main panel shows the 'Summary' page for Joseph N. Ennen at Quality Middle School. It includes sections for 'Campus Notes' and 'Class Schedule'. The 'Class Schedule' is presented as a table with columns for Period, Course, Instructor, Current Average, and Today's Attendance. A 'Teacher Note' pop-up window is visible over the bottom right of the class schedule table.

**Summary**  
for: JOSEPH N. ENNEN at Quality Middle School

**Campus Notes**  
This is a campus wide message to see if the message saves after running MTGR.

**Class Schedule**

Period	Course	Instructor	Current Average as of 7:30AM 7/28/09	Today's Attendance as of 1:59PM 7/28/09
1	PE 8	JOHN D. GENERALLY		
2	CONTENT MASTERY	KATHLEEN M. CUNNINGHAM	non-graded class	
2	LANG ARTS 8	FRANCILLE NELSON	085	
3	PRE-ALGEBRA	CANDACE A. TISUE		
5	STDY SKLS/HLTH8	<a href="#">JOHN R. AMOS</a>	1	
6	AM HIST 8	MILES R. BURLEW		
7	EAR SCI 8	<a href="#">JOHN R. AMOS</a>	99	
8	SPAN I	CHERRYL G. BEELER		

**Teacher Note: CHERRYL G. BEELER**  
Available la My phone # is 223-9033. [español](#)  
(close)





# Registration and Login

When a parent accesses txConnect, the following Login page is displayed. The parent needs to register as a new user.

txConnect

Welcome to txConnect for Quality ISD [Help](#)

**Login**  
Please enter your user name and password.  
User Name:   
Password:

**New User?**  
If you need to create an account, click [here](#)

**Forgot your Password?**  
If you need help recovering your password, click [here](#)

**District Message**  
This is a district wide message to see if the message saves after running MTGR.  
  
We are testing this district wide message to make sure it appears correctly in the parent portal. We hope to finalize testing today.  
  
If we continue to experience errors, notification of the appropriate personnel will require an email sent to the district director of technology.  
  
His email address is: johndoe@esc20.edu  
  
Please know that we are addressing this issue as quickly as possible and hope to have it resolved in a timely manner.  
  
If you require immediate assistance, please call our District Administration office at 210-555-5555 asking to speak with Mr. John Doe.  
  
Thank you for your gracious patience!

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## How to Register as a New User

The registration process is self-administered, which means that the parent chooses his user name and password. If he forgets or loses his password, or wishes to change it, he will go through an automated process to reset his password.

The parent must provide at least one valid Student Portal ID, which the campus will provide. The parent must have a valid Student Portal ID for every student he wishes to add to his account.

From the Login page, click the link under **New User** to go to the Registration page. The Registration User Info - Step 1 of 3 page is displayed.

**Registration** Help

**User Info - Step 1 of 3**  
Please provide a user name, password, and e-mail.

User Name:   
Must be between 6 and 9 alpha-numeric characters. (example: ABC5555)

Password:   
Must be between 6 and 9 characters; must contain at least 3 of the following character types: uppercase, lowercase, numeric, punctuation.

Confirm Password:   
Password must match entry in password field exactly. (case sensitive)

E-mail:  (optional)  
Must be a valid e-mail address format. (example: name@name.com)

Next

Available languages: [English](#) [español](#)

### Step 1:

1. In the **User Name** field, the parent enters a user name that will identify him when he logs on to txConnect, such as a combination of letters from his first and last names.
  - The user name must be six to nine characters and must be unique (not used by anyone else in the district).
  - The user name is not case-sensitive (i.e., it does not matter if it is uppercase or lowercase letters).
  - If the parent types a user name that is already taken, the system will notify him that the user name is taken. Another user name needs to be entered.
2. In the **Password** field, the parent enters a password that he will use when he logs on to txConnect.
  - The password must be six to nine alphanumeric characters.
  - It must be a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBc1234).
  - The password is case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).
3. In the **Confirm Password** field, the parent retypes his password exactly as it was typed above. This step confirms that the parent typed his password as intended.
4. The **E-mail** field is used to send the parent attendance, grade average, and assignment alerts. It is an optional field.
5. Click **Next**.

- If all required data was not entered, a red message will appear to the right of each field that is missing data. That information must be provided before you can continue.
- If the data was entered correctly, the Hint Question - Step 2 of 3 page is displayed.

### Step 2:

1. In the **Question** field, the parent selects a question to which he will provide an answer. This question will be asked in the event that he loses his password.
2. In the **Answer** field, the parent types the answer to the question. He will be required to answer the question correctly in order to recover his password. The parent should select a question for which he will easily remember the answer. Answers are case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).
3. Click **Next**.
  - If the data was entered incorrectly, a red message will appear to the right of each field that has incorrect data. That information must be provided before you can continue.
  - If the data was entered correctly, the Add Students - Step 3 of 3 page is displayed.

**Step 3:**

1. In the **Student Portal ID** field, the parent types his student's portal ID provided by the campus. If he does not have this ID, he must contact the campus to get the ID. He cannot continue without entering a valid Student Portal ID.
2. In the **Student Birth Date** field, the parent types his student's complete birth date in the MM/DD/YYYY format (e.g., 01/19/1998). The date entered here must match the birth date in his student's record at the campus. He cannot continue without entering the correct birth date.
3. Click **Add**. The student's name will appear in the **Added Students** box on the right side of the page. The parent must successfully add at least one student in order to create an account.
4. Repeat the previous steps to add another student, or click **Finish**. The Summary page for the first student in the parent's alphabetical list is displayed.

**How to Log On**

**Reminder:** A new user must create a user ID and provide a unique Student Portal ID for each student to gain access to students' records. District or campus administrators distribute the Student Portal IDs.

1. From the Login page, in the **User Name** field, the parent types his user ID. The user ID is not case-sensitive.
2. In the **Password** field, the parent types his password. The typed text will be hidden. The password is case-sensitive.
3. Click **Log In**. The student's Summary page is displayed.
  - If the parent has more than one student in his account, the Summary page for the first student in his alphabetical list is displayed.
  - If the parent entered an invalid user ID and/or password, an error message will prompt him to reenter the data.

**Warning:** If the parent has three unsuccessful attempts logging on (invalid user ID/password combinations), the system will lock out his account for 20 minutes. He should try logging on again after 20 minutes.

**How to Reset a Password**

If the parent has forgotten his password, he can reset it using an automated process. He will be required to provide the answer to his hint question. With the correct answer, he can reset his password to a new password.

If he has forgotten his user name, he must re-register.

1. From the Login page, click the link under **Forgot your Password** to go to the Forgot Password page. The Forgot Password Enter User Name page is displayed.

2. In the **User Name** field, the parent types his user name.
3. Click **Next**. The Answer Hint Question page is displayed with his hint question.

4. In the **Answer** field, the parent types the answer exactly as he entered it when he registered in txConnect. (Later on whenever he updates the hint question in his account, that answer must be entered here.)
5. Click **Next**. The Set New Password page is displayed.

6. In the **New Password** field, the parent enters a new password that he will use when he logs on to txConnect.
  - The password must be six to nine alphanumeric characters.

- It must be a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBc1234).
  - The password is case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).
7. In the **Confirm Password** field, the parent retypes his password exactly as it was typed above. This step confirms that he typed his password as intended.
  8. Click **Finish**. The Summary page for the first student in his alphabetical list is displayed.

# Summary

The Summary page shows an alphabetical list of students that a parent has added to his account either through registration as a new user or through his My Account page. A summary for the first student in the list is displayed including the following:

- A tab for each campus if the student withdrew from a campus.

The screenshot displays the 'Summary' page for a student named ALYSSA R. ALLEN. The page is part of the txConnect system, with navigation tabs for Summary, Attendance, Grades, Assignments, Alerts, My Account, and Logout. A sidebar on the left lists other students: ALYSSA R. ALLEN, ALLYSON G. ATKARI, DAHRA D. BLAIR (with 3 new alerts), and CHERYL B. JETT (with 3 new alerts). The main content area is titled 'Summary for: ALYSSA R. ALLEN' and features two tabs: LAKE VIEW MIDDLE SCHOOL and LAKE VIEW HIGH SCHOOL. Under the LAKE VIEW MIDDLE SCHOOL tab, there is a 'Campus Notes' section with text about semester exams and graduation, and a 'Class Schedule' table. The table has columns for Period, Course, Instructor, Current Average, and Today's Attendance. One row shows Period 4, Course ALG 1, Instructor STEVE C. ANDERSON, Current Average 085, and Today's Attendance blank. At the bottom, there are links for 'Available languages: English español'.

- Campus notes created in iTCCS or RSCCC.
- The student's class schedule including period, course title, instructor name, current grade average for each class, and attendance for the current date.
- Blank attendance for a course under **Today's Attendance** if attendance has not been posted for that course.

The screenshot shows the txConnect interface for a student named DAHRA D. BLAIR at LAKE VIEW ELEMENTARY. The page is divided into several sections:

- Navigation:** Summary (selected), Attendance, Grades, Assignments, Alerts, My Account, Logout.
- Students List:** A sidebar on the left lists other students: ALYSSA R. ALLEN, ALLYSON G. ATKARI, DAHRA D. BLAIR (with 3 new alerts), and CHERYL B. JETT (with 3 new alerts).
- Summary:** A section titled "Summary" for DAHRA D. BLAIR at LAKE VIEW ELEMENTARY, with a "Help" button.
- Campus Notes:** A section titled "Campus Notes" with a sub-section for "Campus Information Notes".
- Class Schedule:** A table showing the student's schedule for 6/15/07.

Period	Course	Instructor	Current Average as of 10:54AM 6/15/07	Today's Attendance as of 10:54AM 6/15/07
1	MATHEMATICS 4	AMBER ADAMS	090	PARENT NOTE ILL
2	LANG ARTS 4	AMBER ADAMS	093	PARENT NOTE ILL
3	SOC STUDIES 4	AMBER ADAMS	089	TRUANT
4	PHY ED 4	Amber Stuart	S	
4	MUSIC 4	CHERYL DODSON	S	
4	ART 4	EDWARD RODRIGUEZ	S	
5	SCIENCE 4	AMBER ADAMS	090	
6	READING GR 4	AMBER ADAMS	091	
7	SPELLING 4	AMBER ADAMS	A	
8	HEALTH 4	AMBER ADAMS	E+	

Available languages: [English](#) [español](#)



- A highlighted failing grade under **Current Average**.
- Letter grades displayed under **Current Average** if the course is set up to post letter grades.
- One attendance status for the entire day if the student is enrolled in an elementary campus which has only one period.

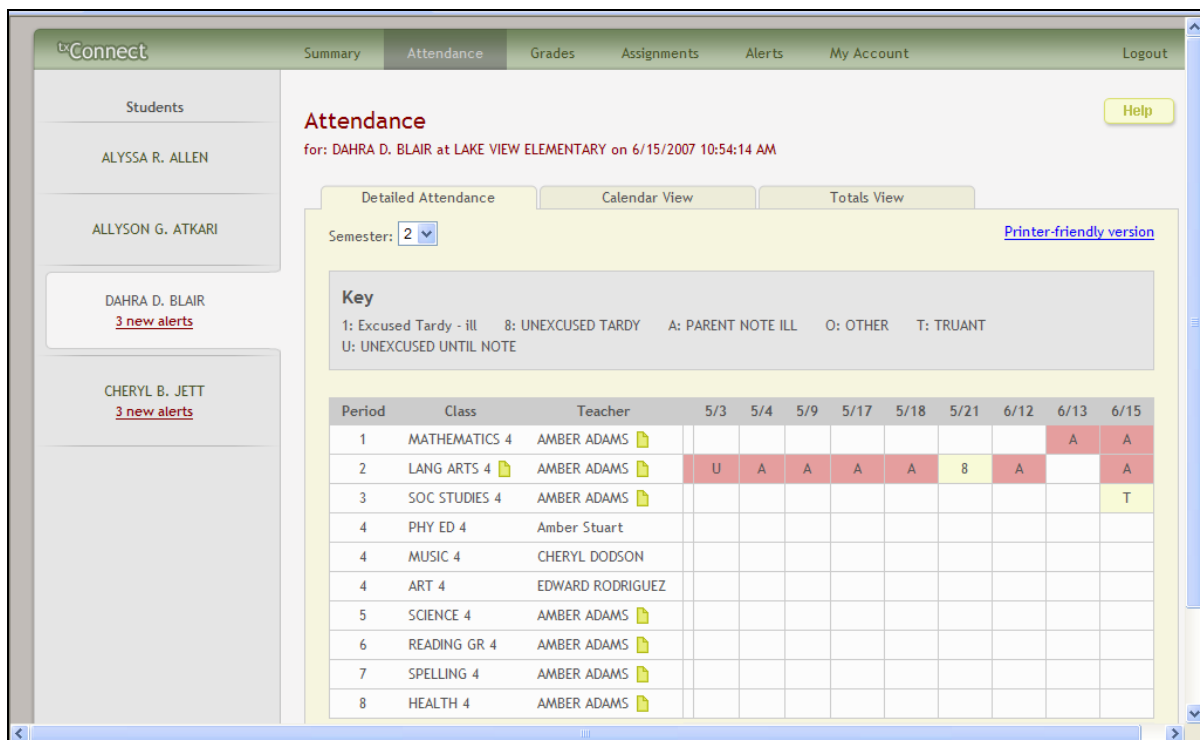


# Attendance

To display the student's attendance, click **Attendance** on the menu at the top of the page. When you view the Attendance page, the Detailed Attendance tab is displayed by default.

## Detailed Attendance









- The date appears in the column heading if the student was marked absent or tardy for any period during that day.
- If the student was not present for the entire class, a code appears for the period and date. A description of each code is displayed in the **Key** section of the page (e.g., excused, unexcused until a note is received, etc.).
- If the student was present and on time for the entire day, the date is not displayed.
- If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon  appears beside the teacher's name. Click  to see the information, and then click **close** to close the Teacher Note window.



**Attendance**  
for: DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM

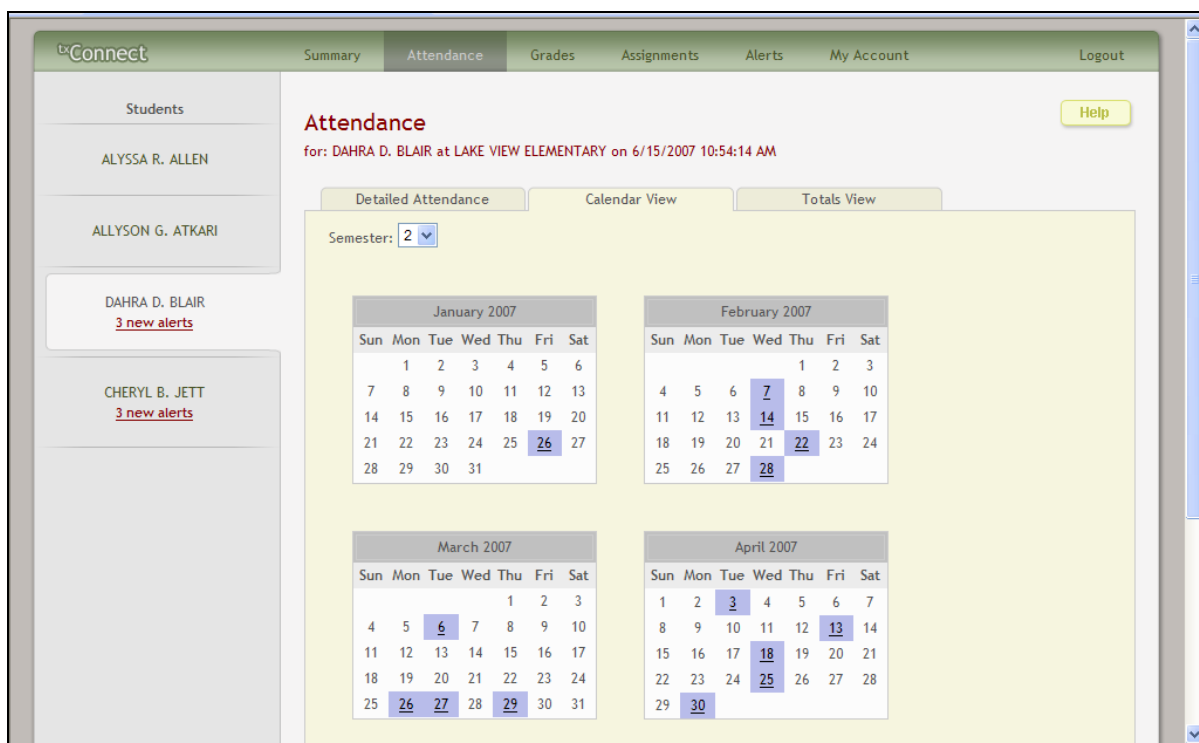
Semester: 2

**Key**  
1: Excused Tardy - ill    8: UNEXCUSED TARDY    A: PARENT NOTE ILL    O: OTHER    T: TRUANT  
U: UNEXCUSED UNTIL NOTE



Period	Class	Teacher	5/3	5/4	5/9	5/17	5/18	5/21	6/12	6/13	6/15
1	MATHEMATICS 4	AMBER ADAMS 								A	A
2	LANG ARTS 4 	AMBER ADAMS 	U	A	A	A	A	8	A		A
3	SOC STUDIES 4	AMBER ADAMS 									T
4	PHY ED 4	Amber Stuart									
4	MUSIC 4	CHERYL DODSON									
4	ART 4	EDWARD RODRIGUEZ									
5	SCIENCE 4	AMBER ADAMS 									
6	READING GR 4	AMBER ADAMS 									
7	SPELLING 4	AMBER ADAMS 									
8	HEALTH 4	AMBER ADAMS 									

## Calendar View

1. Click the **Calendar View** tab to see the attendance details in a calendar view instead of a table view. All months for the current school year are displayed as you scroll down.
  - If the student was not present for the entire class for any period of the day, the day is highlighted on the calendar.
  - Click the date to open the attendance details for the highlighted day. For each period, the student's attendance is displayed. The period is only listed if the student was marked absent or tardy for that period. Otherwise, the period is not listed in the attendance details window.
2. Click **Close** to close the attendance details window for the highlighted day.



## Totals View

1. Click the **Totals View** tab to see tardies and attendance totals for the semester.
  - The student's classes are listed by period, and the total number of school-related absences (e.g., UIL events or field trips), non-school-related absences (e.g., illness or family emergency), and tardies is listed.
  - If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon  appears beside the teacher's name. Click  to see the information.
2. Click **close** to close the Teacher Note window.

**txConnect** Summary Attendance Grades Assignments Alerts My Account Logout

Students

- ALYSSA R. ALLEN
- ALLYSON G. ATKARI
- DAHRA D. BLAIR**  
[3 new alerts](#)
- CHERYL B. JETT  
[3 new alerts](#)

### Attendance

for: DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM

Detailed Attendance Calendar View Totals View

Semester: 2

Period	Class	Teacher	Total Absences	School Related	Non-School Related	Tardies
1	MATHEMATICS 4	AMBER ADAMS	2	0	2	0
2	LANG ARTS 4	AMBER ADAMS	21	0	21	3
3	SOC STUDIES 4	AMBER ADAMS	0	0	0	1
4	PHY ED 4	Amber Stuart	0	0	0	0
4	MUSIC 4	CHERYL DODSON	0	0	0	0
4	ART 4	EDWARD RODRIGUEZ	0	0	0	0
5	SCIENCE 4	AMBER ADAMS	0	0	0	0
6	READING GR 4	AMBER ADAMS	0	0	0	0
7	SPELLING 4	AMBER ADAMS	0	0	0	0
8	HEALTH 4	AMBER ADAMS	0	0	0	0

Available languages: [English](#) [español](#)



# Grades

To display the student's grades, click **Grades** on the menu at the top of the page. When you view the Grades page, the Cycle Grades tab is displayed by default.

The screenshot shows the txConnect interface for a student's grades. The top navigation bar includes 'Summary', 'Attendance', 'Grades', 'Assignments', 'Alerts', 'My Account', and 'Logout'. The sidebar on the left lists students: ALYSSA R. ALLEN, ALLYSON G. ATKARI, DAHRA D. BLAIR (with 3 new alerts), and CHERYL B. JETT (with 3 new alerts). The main content area is titled 'Grades' and shows the student's name and the date/time of access. Below this, there are tabs for 'Cycle Grades' and 'Semester Grades'. A dropdown menu for 'Semesters' is set to '2'. There are links for 'Show All' and 'Hide All'. The main table displays the following data:

Period	Class	Teacher	Previous Cycles		Current Cycle
			1	2	3
1	MATHEMATICS 4	AMBER ADAMS	095	094	090
2	LANG ARTS 4	AMBER ADAMS	100	095	093
3	SOC STUDIES 4	AMBER ADAMS	097	098	089
4	PHY ED 4	Amber Stuart	⊖	E	⊖
4	MUSIC 4	CHERYL DODSON	⊖	E	⊖
4	ART 4	EDWARD RODRIGUEZ	⊖	E	⊖
5	SCIENCE 4	AMBER ADAMS	095	094	090
6	READING GR 4	AMBER ADAMS	091	095	091
7	SPELLING 4	AMBER ADAMS	A	A	A
8	HEALTH 4	AMBER ADAMS	E+	E+	E+

At the bottom of the page, it says 'Available languages: English español'.

## How to View Assignment Grades for a Class

The Cycle Grades page displays current grade averages for the current cycle and posted grade averages for previous cycles. For the current semester, the assignment grades for each class can be viewed. For previous semesters, only the posted average is available.

1. Click the grade average for the class and cycle you wish to view. The grade average will be expanded below the period row to display all grade data that has been entered. In addition to the assignment grades, the calculated average and/or posted average are displayed.

**Grades**  
for: DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM

Semester: **2**

[Show All](#) [Hide All](#)

Period	Class	Teacher	Previous Cycles		Current Cycle
			1	2	3
1	MATHEMATICS 4	AMBER ADAMS	095	094	090

**Assignment**      **Due Date**      **Grade**      **Late**      **Redo**

**Daily Participation (Weight 20%)**

Open Discussion	1/16/2007	98
Group Discussion 1	1/25/2007	93
Board Work	1/25/2007	98
Poster	2/15/2007	95
Show and Tell	2/22/2007	85
Open Discussion 2	2/22/2007	91
Daily Participation average		93

**Homework (Weight 15%)**

Chapter 9	1/16/2007	95
Chapter 9 summary	1/19/2007	92
Chapter 10	1/25/2007	91

**Journal (Weight 20%)**

Numbers	1/16/2007	99
If Only I Could...	1/16/2007	96
Once I Counted	1/25/2007	95
Did You Know...	2/8/2007	95
My Favorite Things	2/15/2007	100
Differences Between	2/22/2007	86
Journal average		95

**Quiz (Weight 20%)**

Cycle 1 Quiz	2/22/2007	95
Quiz average		95

Citizenship S  
Posted Average 095



(close details)

Period	Class	Teacher	Previous Cycle 1	Previous Cycle 2	Current Cycle
2	LANG ARTS 4	AMBER ADAMS	100	095	093
3	SOC STUDIES 4	AMBER ADAMS	097	098	089
4	PHY ED 4	Amber Stuart	S	E	S
4	MUSIC 4	CHERYL DODSON	S	E	S
4	ART 4	EDWARD RODRIGUEZ	S	E	S
5	SCIENCE 4	AMBER ADAMS	095	094	090
6	READING GR 4	AMBER ADAMS	091	095	091
7	SPELLING 4	AMBER ADAMS	A	A	A
8	HEALTH 4	AMBER ADAMS	E+	E+	E+

Available languages: [English](#) [español](#)

- The **calculated average** is the average calculated using the student's grades and the teacher's method for calculating the average. The calculated average is not displayed for closed cycles.
- The **posted average** is the actual grade that was posted for the student for the class. In some circumstances, the posted grade is different than the calculated average. The

posted average is the official grade that appears on the report card. For previous cycles, only the posted average is displayed.

- Assignments are displayed by category. For each category, the category weight is displayed, and the average for each category is displayed.
  - The calculated average, posted average, and category average are displayed as letter grades if the course is set up to post letter grades.
  - For each assignment, the due date and grade are displayed. The **Late** and **Redo** columns indicate if the assignment was turned in late or redone.
  - If an assignment grade has been dropped, the message "dropped" will appear next to the grade.
  - If the teacher entered any notes related to the student's assignment grade, those notes are displayed below the grade.
2. To return to the unexpanded grade average view, click **close details** for the grade average you expanded.
  3. To show assignment grades for the current cycle for all courses, click **Show All**.
  4. To hide the assignment grades for all courses, click **Hide All**.
  5. If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon  appears beside the teacher's name. If the teacher has provided course notes or assignment notes, the icon is also displayed by the course and/or assignment. Click  to see the information, and then click **close** to close the Note window.

## How to View Semester and Final Averages

From the Grades page, click the **Semester Grades** tab to see the student's posted semester and final averages. This data is only available for closed semesters. For the current semester, no data is displayed.

The screenshot shows the 'Grades' section of the txConnect interface. At the top, there are navigation tabs: Summary, Attendance, Grades (selected), Assignments, Alerts, My Account, and Logout. The main content area is titled 'Grades' and includes a 'Help' button. Below the title, it specifies the user: 'for: DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM'. There are two tabs: 'Cycle Grades' and 'Semester Grades', with 'Semester Grades' selected. A dropdown menu shows 'Semester: 2'. Below this is a table with the following data:

Period	Class	Teacher	Exam	Semester Average	Final Grade	Credits
1	MATHEMATICS 4	AMBER ADAMS		087	090	
2	LANG ARTS 4	AMBER ADAMS		087	094	
3	SOC STUDIES 4	AMBER ADAMS		087	095	
4	PHY ED 4	Amber Stuart		087	S	
4	MUSIC 4	CHERYL DODSON		087	S	
4	ART 4	EDWARD RODRIGUEZ		087	S	
5	SCIENCE 4	AMBER ADAMS		087	094	
6	READING GR 4	AMBER ADAMS		087	090	
7	SPELLING 4	AMBER ADAMS		096	A	
8	HEALTH 4	AMBER ADAMS		087	E+	

At the bottom of the page, it says 'Available languages: [English](#) [español](#)'. On the left sidebar, there are student profiles: ALYSSA R. ALLEN, ALLYSON G. ATKARI, DAHRA D. BLAIR (with '3 new alerts'), and CHERYL B. JETT (with '3 new alerts').

For each period, the exam grade, semester average, final grade, and credits are displayed.

- **Exam** - the student's semester exam grade for the course.
- **Semester Average** - the student's posted semester average for the course.
- **Final Grade** - the student's posted final grade for the course. For one-semester courses, this grade is posted after the semester is closed. For year-long courses, this grade is only posted after the final semester of the year is closed.
- **Credits** - the number of credits received for the course that count toward graduation requirements.
- If the teacher has provided contact information, office hours, and/or other notes, a yellow note icon appears beside the teacher's name. If the teacher has provided course notes, the icon is also displayed by the course. Click to see the information, and then click **close** to close the Note window.




# Assignments

The Assignments page allows you to view all of the student's assignments for all courses or for a specific course. You may view all assignments, only assignments that have been graded, or only pending assignments (assigned but not yet graded).

## How to View Assignments

Click **Assignments** on the menu at the top of any page. The Assignments page will be displayed for the student currently being viewed.

1. In the **Course** field, the parent selects a specific course or **All** to view assignments for all courses.
2. For **View**, the parent selects the assignments he wishes to view.
  - **All Assignments** displays all assignments.
  - **Only Graded Assignments** displays only assignments that have been graded.
  - **Only Pending Assignments** displays only assignments that have been assigned but not yet graded.
3. In the **View only assignments due before** field, the parent enters a date if he wishes to view only assignments that were due before that date. For example, he can enter today's date to see all assignments that were due up to today. He can also click  to select a date from the calendar. This field is optional. If a date is not entered, all assignments will be included in the search.

**Note:** If a date is entered in this field, and if the teacher has not entered a due date for an assignment, the assignment will not be displayed in the search results.

4. Click **Find Assignments**. All assignments that matched the criteria entered are displayed in the table at the bottom of the page.
5. In the Assignments table, click **Course** to sort the assignments by course, or click **Due Date** to sort the assignments by due date.

The screenshot shows the 'Assignments' page in txConnect. The top navigation bar includes 'Summary', 'Attendance', 'Grades', 'Assignments', 'Alerts', 'My Account', and 'Logout'. The sidebar on the left lists students: ALYSSA R. ALLEN, ALLYSON G. ATKARI, DAHRA D. BLAIR (with 3 new alerts), and CHERYL B. JETT (with 3 new alerts). The main content area is titled 'Assignments' and shows the user is DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM. There are filters for 'Course' (set to 'All'), 'View' (radio buttons for 'All Assignments', 'Only Graded Assignments', and 'Only Pending Assignments'), and a date field for 'View only assignments due before:'. A 'Find Assignments' button is present. Below the filters is a table of assignments with columns for Course, Assignment, Category, Due Date, and Grade.

Course	Assignment	Category	Due Date	Grade
ART 4	Weekly Participation	Daily Participation		
HEALTH 4	Cycle 2 Quiz	Quiz		100
HEALTH 4	Week 1	Homework		S
HEALTH 4	Week 1	Journal		S
HEALTH 4	Group Project	Daily Participation		100
HEALTH 4	Once Met...	Journal		100
HEALTH 4	Open Discussion 4	Daily Participation		100
HEALTH 4	Week 1	Daily Participation		S
HEALTH 4	Week 3	Homework		S
HEALTH 4	Week 3	Journal		S
HEALTH 4	Week 3	Daily Participation		S

# Alerts

Alerts are messages notifying a parent that his student has grades or attendance information of which he should be aware, such as an absence or a low grade. If the student has alerts, the number of alerts will be displayed below the student's name on the left side of the page.

When a parent creates a txConnect account, he is automatically subscribed to two alerts:

- Unexcused absence alerts, first occurrence of the day
- Failing grade alerts

An alerts subscription may be changed at any time.

## How to Read Alerts

To go directly to the Alerts page to read the message(s), click the alerts notification below the student's name. You may also click **Alerts** in the main menu at the top of the page and select the student for whom you wish to see alerts.

The screenshot shows the txConnect Alerts page for student DAHRA D. BLAIR. The page has a navigation bar at the top with tabs for Summary, Attendance, Grades, Assignments, Alerts, My Account, and Logout. On the left, there is a list of students with their names and the number of new alerts: ALYSSA R. ALLEN, ALLYSON G. ATKARI, DAHRA D. BLAIR (3 new alerts), and CHERYL B. JETT (3 new alerts). The main content area is titled 'Alerts' and shows a notification for DAHRA D. BLAIR at LAKE VIEW ELEMENTARY on 6/15/2007 10:54:14 AM. Below this, there are buttons for 'View Alerts' and 'Subscribe to Alerts'. A checkbox labeled 'View Read Alerts?' is present. A table displays the alerts:

Date	Description	Read?
6/15/07	Student received an Excused Absence in period 1.	<input type="checkbox"/>
6/15/07	Student received an Excused Absence in period 2.	<input type="checkbox"/>
6/15/07	Student received a Tardy in period 3.	<input type="checkbox"/>

At the bottom, there are language options: Available languages: [English](#) [español](#).

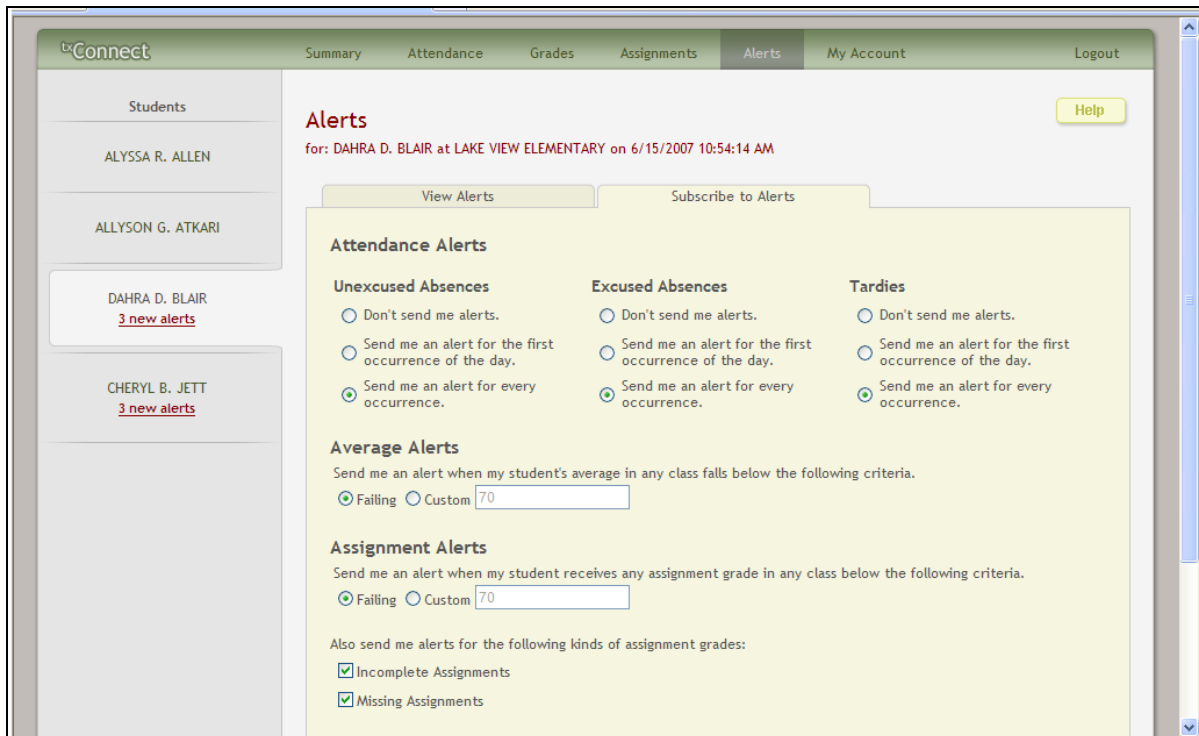
The complete alert message is displayed on the Alerts page under **Description**. If the student has more than one alert, the alerts are displayed in the order received, with the most recent alert at the top of the list.

- New alerts that have not been read are bold.
- Once a parent has read an alert, he may click the **Read** check box to indicate that he has read the alert. The alert will be shaded gray.
- If the parent selects the **Read** check box accidentally, he can clear it to change the alert back to unread.
- The parent may adjust the page to display or hide the alerts he has already read.

- To see only new, unread alerts, the **View Read Alerts** check box should be blank.
- To see all alerts, the **View Read Alerts** check box should be selected.

## How to Change an Alerts Subscription

From the Alerts page, the parent can change his alerts subscription. Click the **Subscribe to Alerts** tab.



An alerts subscription must be set for each student on the parent's account.

There are three categories of alerts: Attendance, Grade Average, and Assignment Grades.

### Attendance Alerts

The attendance alerts allow the parent to indicate if he wants to receive alerts for absences and tardies.

1. Under **Unexcused Absences**, the parent selects one of the following:
  - If he does not want to be notified of his student's unexcused absences, he selects **Don't send me alerts.**
  - If he only wants to be notified of an unexcused absence for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day.**
  - If he wants to be notified of every unexcused absence throughout the day, he selects **Send me an alert for every occurrence.**

2. Under **Excused Absences**, the parent selects one of the following:
  - If he does not want to be notified of his student's excused absences, he selects **Don't send me alerts**.
  - If he only wants to be notified of an excused absence for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.
  - If he wants to be notified of every excused absence throughout the day, he selects **Send me an alert for every occurrence**.
3. Under **Tardies**, the parent selects one of the following:
  - If he does not want to be notified of his student's tardies, he selects **Don't send me alerts**.
  - If he only wants to be notified of a tardy for the first occurrence of the day, he selects **Send me an alert for the first occurrence of the day**.
  - If he wants to be notified of every tardy throughout the day, he selects **Send me an alert for every occurrence**.

### ***Average Alert***

The average alert allows the parent to be notified that the student's grade average in a class falls below a specified grade. By default, the parent will receive an alert any time the student's grade average in a class falls below failing. The parent may change the alert by specifying another grade.

To specify another grade, select **Custom**. In the custom field, type a numeric grade (0-100). Any time the student's average falls below this grade, the parent will receive an alert.

### ***Assignment Alerts***

The assignment alert allows the parent to be notified if the student receives an assignment grade below a specified grade in any class. By default, the parent will receive an alert any time the student receives a failing assignment grade in any class. The parent may change the alert by specifying another grade.

To specify another grade, select **Custom**. In the custom field, type a numeric grade (0-100). Any time the student receives an assignment grade below this grade in any class, the parent will receive an alert.

The parent may also choose to be notified if the student has an assignment marked as missing or incomplete. Select **Incomplete Assignments** to be notified of incomplete assignments. Select **Missing Assignments** to be notified of missing assignments.

### ***How to Receive Alert Notices by E-Mail***

If the parent wishes to have alert notices sent to his e-mail address, he needs to select the **Send me an email when an alert is generated** check box at the bottom of the page. Also, he

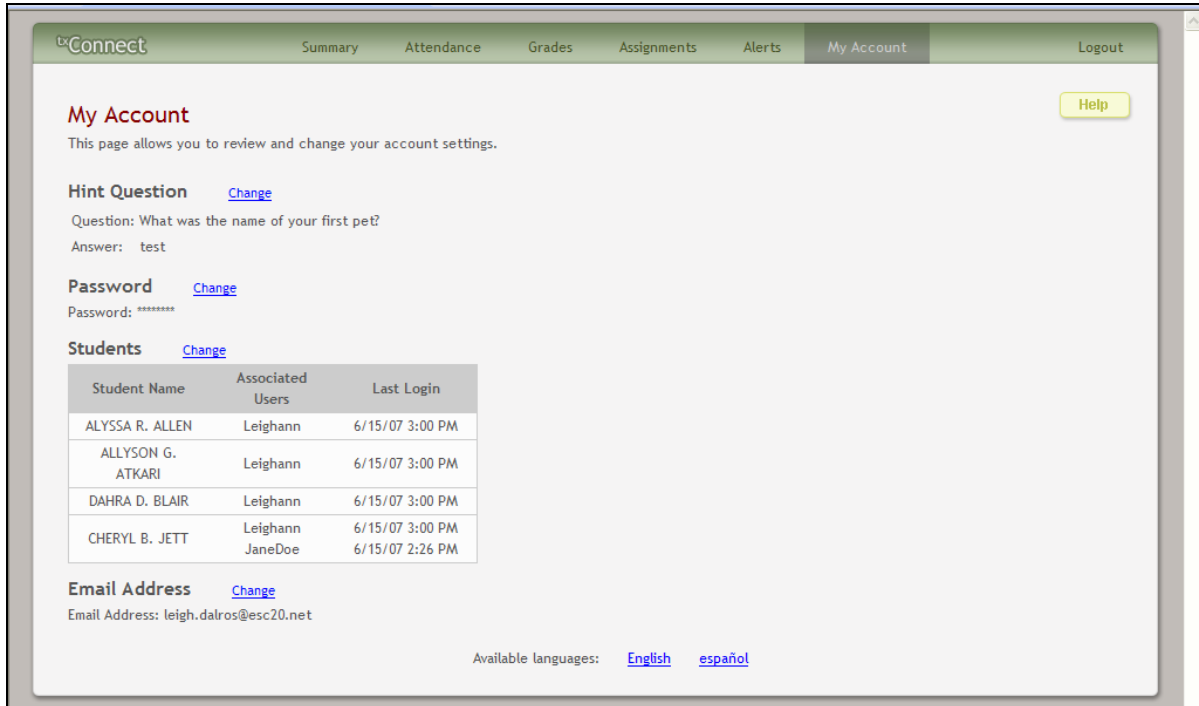
needs to have entered his e-mail address on the My Account page. The **Send me an email when an alert is generated** check box is not displayed if the district has not set up e-mail notification.

**Note:** E-mail alert notices will not contain the information specific to the alert. The notice will simply inform the parent that he has one or more unread alerts in his account.

The parent should click **Save Subscriptions** before leaving the page. Otherwise, the changes will not be saved.

# My Account

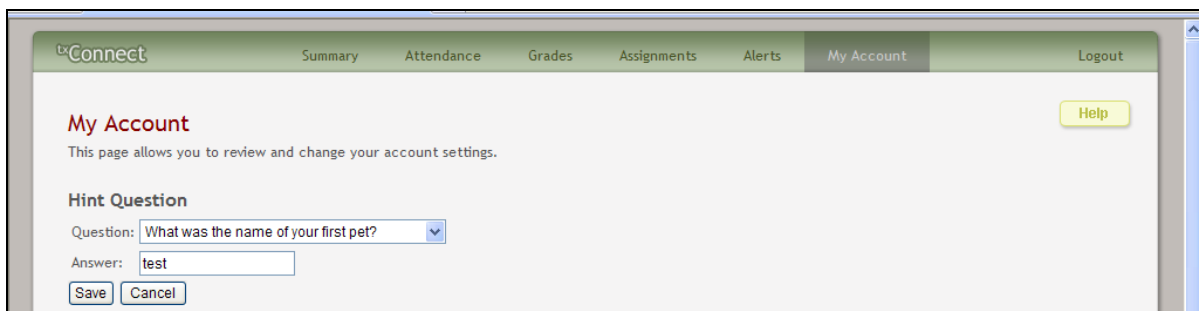
The parent can change his account settings through the My Account page. To access the My Account page, click **My Account** on the menu at the top of any page.



## How to Change a Hint Question/Answer

The hint question/answer is used to verify the parent’s identity if he has forgotten his password. The parent’s current hint question and answer are displayed under **Hint Question**. He can change the question, the answer, or both.

1. Next to **Hint Question**, click **Change**.



2. The parent makes changes to the question and/or answer and clicks **Save**.
  - If the data was entered incorrectly, a red message will appear to the right of each field that has incorrect data. That information must be provided to change the hint question/answer.
  - If the data was entered correctly, the new hint question will be displayed under **Hint Question**.

## How to Change a Password

The parent can change his password any time. For security purposes, it is recommended that the password be changed periodically.

1. Next to **Password**, click **Change**.

The screenshot shows the 'My Account' page in the txConnect system. The page has a navigation bar with links for Summary, Attendance, Grades, Assignments, Alerts, My Account (selected), and Logout. Below the navigation bar, there is a 'My Account' section with a 'Help' button. The main content area includes a 'Hint Question' section with a question 'What was the name of your first pet?' and an answer 'test'. Below that is the 'Password' section, which contains instructions: 'The new password must be between 6 and 9 characters and must contain at least 3 of the following character types: uppercase, lowercase, numeric, punctuation.' There are three input fields labeled 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom of the form are 'Save' and 'Cancel' buttons.

2. In the **Old Password** field, the parent enters his current password.
3. In the **New Password** field, the parent enters a new password.
4. In the **Confirm Password** field, the parent retypes his new password exactly as it was typed above.
5. Click **Save**.
  - If the data was entered incorrectly, a red message will appear to the right of each field that has incorrect data. That information must be provided to change the password.
  - If the data was entered correctly, the new password will be saved. Next time the parent logs on to txConnect, he must use the new password.

## How to Add Another Student to an Account

If the parent wishes to add another student to his txConnect account, he must have a valid Student Portal ID issued by the student's campus.



1. Next to **Students**, click **Change**.

Delete	Student Name	Associated Users	Last Login
<input type="checkbox"/>	ALYSSA R. ALLEN	Leighann	6/15/07 3:00 PM
<input type="checkbox"/>	ALLYSON G. ATKARI	Leighann	6/15/07 3:00 PM
<input type="checkbox"/>	DAHRA D. BLAIR	Leighann	6/15/07 3:00 PM
<input type="checkbox"/>	CHERYL B. JETT	JaneDoe	6/15/07 2:26 PM

Save Cancel

**Email Address**  
Email Address: leigh.dalros@esc20.net

Available languages: [English](#) [español](#)

2. Under **Add New Student** in the **Student Portal ID** field, the parent types his student's portal ID.
3. In the **Birth Date** field, the parent types the student's complete birth date in the MM/DD/YYYY format (e.g., 01/19/1998). The date entered here must match the birth date in the student's record at the campus.
4. Click **Add**. The student's name will appear in the **Students** box.
5. Click **Save** to save the changes.

If the student was successfully added to the account, his name will appear in the **Students** list on the left side of every page. The students will be listed in alphabetical order.

6. To delete a student from an account, click  next to the student to delete.
7. Click **Save** to save the changes.

If the student was successfully deleted from the account, his name will no longer appear in the **Students** list on the left side of every page.

## How to Add or Update an E-Mail Address

If the parent wishes to receive alert notices by e-mail, he must provide an e-mail address. His current e-mail address is displayed under **Email Address**, if he previously entered it. The parent can add or update his e-mail address at any time.

1. Next to **Email Address**, click **Change**.

The screenshot displays a web interface titled "Students". It features a table with the following data:

Student Name	Associated Users	Last Login
ALYSSA R. ALLEN	Leighann	6/15/07 3:00 PM
ALLYSON G. ATKARI	Leighann	6/15/07 3:00 PM
DAHRA D. BLAIR	Leighann	6/15/07 3:00 PM
CHERYL B. JETT	Leighann JaneDoe	6/15/07 3:00 PM 6/15/07 2:26 PM

Below the table is an "Email Address" section with a text input field containing "leigh.dalros@esc20.net" and "Save" and "Cancel" buttons. At the bottom, it says "Available languages: [English](#) [español](#)".

2. In the **Email Address** field, the parent enters a current e-mail address and clicks **Save**.
  - If the data was entered incorrectly, a red message will appear to the right of the field. The e-mail address must be in a valid format to continue.
  - If the data was entered correctly, the new e-mail address will be displayed under **Email Address**.

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# Error Handling

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In many cases, application errors that cause error messages are corrected quickly. Often if you wait for a while, then return to txConnect, the system will work properly.

If an error is caused by invalid data that you have entered, a message on the page will prompt you to correct your entry. Once you correct the error, you can continue.

The following types of errors may be generated in the txConnect application:

- **Unexpected error:** This error is due to some exception that has been generated by the application. If you lose your session, you will be returned to the Login page; else, you will be returned to the current page. The application will log the exception information.
- **Database communication error:** This error will occur if the application is unable to communicate with the txConnect database. Usually, this is a very brief issue. Wait a few minutes, and then try the action again. This error will be logged in the event log.
- **Session loss error:** This error will occur if the session has been cleared because the application was reset. If you lose your session, you will be returned to the Login page. If this occurs, wait a few minutes, and then log on again. This error will be logged in the event log.
- **Configuration error:** This error occurs if there is an error in the web.config file or service environment. This error will be logged in the event log when starting the application.

If an error persists, contact the system administrator at the e-mail address displayed on the error page. Be sure to provide the following:

- The error message, including the code that is displayed below the error message
- The action that you attempted when the error occurred



# Appendix 1 - Calculating Averages

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To calculate a student's cycle average for a course, the parent must know the weighting type used for the course (Percentage, Point, or Multiplier). The weighting type is displayed on the Cycle Grades page. Click the cycle average to see the detail view for the course.

- If the weighting type is percent-based, the category weights will show % (e.g., 90%).
- If the weighting type is point-based, each assignment grade will display the earned points and total points (e.g., 9/10).
- If the weighting type is multiplier-based, the category weights will show X (e.g., 2x).

The parent should perform the calculations for the appropriate weighting type for the course.

## Percent-based

If the course uses percent-based weighting, the teacher assigns a percentage to each assignment category. Examples of assignment categories are homework, tests, labs, quizzes, etc. The percentages for all categories must total 100%.

### Formula for percent-based:

1. For each category, calculate the average of the assignment grades:

$$(\text{Grade 1} + \text{Grade 2} + \text{Grade 3}) / 3 = \text{Category Average}$$

### For example:

The Homework category has three assignments. The student earned a 70, 80, and 90 for those assignments.

$$(70 + 80 + 90) / 3 = 80$$

The Test category has two tests. The student earned a 90 and 100 for those tests.

$$(90 + 100) / 2 = 95$$

The Cycle Exam category has no grades yet.

### Extra credit:

If the student has an extra credit assignment, include the extra credit (EC) assignment. Divide the total by the number of non-extra credit assignments:

$$(\text{Grade 1} + \text{Grade 2} + \text{Grade 3} + \text{EC}) / 3 = \text{Category Average}$$

**For example:**

The Homework category has three assignments. The student earned a 70, 80, and 90 for those assignments. The student also earned 10 points for an extra credit assignment.

$$(70 + 80 + 90 + 10) / 3 = 83.3$$

2. For each category, multiply the Category Average by the Category Weight:

$$\text{Category Average} * \text{Category Weight} = \text{Category Value}$$

**For example:**

The weight for the Homework category is 50%.

$$80 * 50\% = 40$$

The weight for the Test category is 40%.

$$95 * 40\% = 38$$

The weight for the Cycle Exam category is 10%, but there is no category average.

3. Take the sum of all Category Values:

$$\text{Category Value 1} + \text{Category Value 2} + \text{Category Value 3} = \text{Total}$$

**For example:**

Add the category values for the Homework and Test categories. There is no category value for the Cycle Exam category.

$$40 + 38 = 78$$

4. Divide the Total by the sum of the weights for the categories that have grades, then multiply by 100:

$$(\text{Total} / 100) * 100 = \text{Average (if all categories have grades)}$$

$$(\text{Total} / \text{Cat Sum}) * 100 = \text{Average (if some categories do not yet have grades)}$$

**For example:**

The sum of the weights of the Homework category and Test category is 90. The Cycle Exam category is omitted from the sum because it does not have grades.

The student's Total is 78.

$$(78 / 90) * 100 = 86.6$$

The student's average is 87.

## Point-based

If the course uses point-based weighting, the teacher assigns point values for each assignment category. Examples of assignment categories are homework, tests, labs, quizzes, etc. The point values must equal the total number of points for the cycle. The calculation is based on the total points, not weighting.

### Formula for point-based:

1. For each category, take the sum of points earned on all assignments.

$$\text{Points 1} + \text{Points 2} + \text{Points 3} = \text{Category Points}$$

### For example:

The Homework category has three assignments, each worth 50 points. The student earned a 40, 45, and 50 for those assignments.

$$40 + 45 + 50 = 135$$

The Test category has two tests, each worth 50 points. The student earned a 40 and 50 for those tests.

$$40 + 50 = 90$$

### Extra credit:

If the student has an extra credit assignment, add the points for the extra credit (EC) assignment to the Category Points:

$$\text{Category Points} + \text{EC} = \text{new Category Points}$$

For example:

The student's Homework Category Points is 135. The student was awarded 5 points for a homework extra credit assignment.

$$135 + 5 = 140$$

2. Take the sum of the points earned in all categories.

$$\text{Category 1 Points} + \text{Category 2 Points} + \text{Category 3 Points} = \text{Total Points}$$

### For example:

Add the points for the Homework category and the Test category.

$$135 + 90 = 225$$

3. Divide the Total Points by the Total Possible Points, and multiply by 100.

$$(\text{Total Points} / \text{Total Possible Points}) * 100 = \text{Average}$$

**For example:**

The student's total points is 225. The total possible points is 250.

$$(225 / 250) * 100 = 90$$

The student's average is 90.

**Multiplier-based**

If the course uses multiplier-based weighting, the teacher assigns a multiplier number (between 1-9) for each category. For multipliers greater than one, the individual assignment grades are counted multiple times. Multiplier-based weighting is often used in elementary schools.

**Formula for multiplier-based:**

1. Calculate the category actual value:

- For each category, add the sum of the points earned for each assignment:

$$\text{Points Assignment 1} + \text{Points Assignment 2} + \text{Points Assignment 3} = \text{Actual Category Points}$$

**For example:**

The Homework category has three assignments, each worth 100 points. The student earned a 70, 80, and 90 for those assignments.

$$70 + 80 + 90 = 240$$

The Test category has two tests, each worth 100 points. The student earned a 90 and 100 for those tests.

$$90 + 100 = 190$$

**Extra credit:**

If the student has an extra credit assignment, add the points for the extra credit (EC) assignment to the Actual Category Points:

$$\text{Actual Category Points} + \text{EC} = \text{new Actual Category Points}$$

**For example:**

The student's Homework Actual Category Points is 240. The student was awarded 5 points for a homework extra credit assignment.

$$240 + 5 = 245$$

- For each category, multiply the Actual Category Points by the multiplier value:

$$\text{Actual Category Points} * M = \text{Actual Category Value, where M is the multiplier value}$$



**For example:**

The multiplier for the Homework category is 2.

$$240 * 2 = 480$$

The multiplier for the Test category is 1.

$$190 * 1 = 190$$

- Add the sum of the actual category values for all categories.

Actual Category Value + Actual Category Value = Actual Value Total

**For example:**

Add the actual values for the Homework category and the Test category.

$$480 + 190 = 670$$

**2. Calculate the category possible value:**

- For each category, add the sum of the possible points for each assignment:

Possible Points Assignment 1 + Possible Points Assignment 2 + Possible Points Assignment 3 = Possible Category Points

**For example:**

The Homework category has three assignments, each worth 100 points.

$$100 + 100 + 100 = 300$$

The Test category has two assignments, each worth 100 points.

$$100 + 100 = 200$$

- For each category, multiply the Possible Category Points by the multiplier value:

Possible Category Points \* M = Possible Category Value, where M is the multiplier value

**For example:**

The multiplier for the Homework category is 2.

$$300 * 2 = 600$$

The multiplier for the Test category is 1.

$$200 * 1 = 200$$

- Add the sum of the possible category values for all categories.

Possible Category Value + Possible Category Value = Actual Value Total

**For example:**

Add the possible values for the Homework category and the Test category.

$$600 + 200 = 800$$

3. Calculate the average:

Divide the actual category value by the possible category value, then multiply by 100.

$$(\text{Actual Value Total} / \text{Possible Value}) * 100 = \text{Average}$$

**For example:**

The student's value for actual points earned is 670. The value for possible points is 800.

$$(670 / 800) * 100 = 83.7$$

The student's average is 84.

## Transfer Students

If a student transfers into the course during a cycle, the following calculations are used to determine his working cycle average:

1. For the transfer grade, multiply the Transfer Average by the Transfer Weight:

$$\text{Transfer Average} * \text{Transfer Weight} = \text{Transfer Value}$$

**For example:**

The student's Transfer Average is 74.

The student's Transfer Weight is 55%.

$$74 * 55\% = 40.7$$

The student's Transfer Value is 40.7.

2. Calculate the average of the student's assignment grades (for the remainder of the cycle) using the steps described above under **Percent-based, Point-based, or Multiplier-based**.

**For example:**

The percent-based example above shows a Working Cycle Average of 87.

3. Calculate the weight for the Working Cycle Average:

$100\% - \text{Transfer Weight} = \text{Working Cycle Average Weight}$

**For example:**

The student's Transfer Weight is 55%.

$$100\% - 55\% = 45\%$$

The student's Working Cycle Average Weight is 45%.

4. Calculate the Working Cycle Average Value.

$\text{Working Cycle Average} * \text{Working Cycle Average Weight} = \text{Working Cycle Average Value}$

**For example:**

The student's Working Cycle Average is 87.

The student's Working Cycle Average Weight is 45%.

$$87 * 45\% = 39.15$$

The student's Working Cycle Average Value is 39.15.

5. Take the sum of the Transfer Value and the Working Cycle Average Value.

$\text{Transfer Value} + \text{Working Cycle Average Value} = \text{Actual Working Cycle Average}$

**For example:**

The student's Transfer Value is 40.7.

The student's Working Cycle Average Value is 39.5.

$$40.7 + 39.5 = 80.2$$

The student's Actual Working Cycle Average is 80.

If a student transferred from a course that posts letter grades to a course that posts numeric grades and a letter grade is entered for his transfer average, the grade conversion table is used to determine the numeric value.

## Dropped Assignments

For all weighting types, the teacher can specify a number of grades to drop for each category (e.g., drop the lowest two grades). If the teacher specified a number of grades to drop, the dropped grades are figured in when calculating the total points earned.

**Notes:**

- If the number of grades entered is greater than the number of grades to drop, then the lowest X grades are dropped, where X is the specified number to drop for that category.
- If the number of grades to drop is greater than or equal to the number of grades entered, then no grades are dropped.

**Warning:** If all assignments in a category do not have the same total points value, then the calculations for dropping a specified number of assignments for the category may result in an average that is different than expected. If the total points value varies, then the grade with the lowest number of points may not necessarily be the lowest grade.

## Rounding Numbers

When calculating a student's cycle average, be aware of the following details:

- Assignment grades are always whole numbers (i.e., no decimals).
- When a category average is displayed on a student's Cycle Grades page or IPR, it is rounded to the nearest whole number. If the number to the right of the decimal is 5 or greater, the displayed grade is rounded up. If the number to the right of the decimal is less than 5, the displayed grade is rounded down.

For example, if the student's category average is 89.5, the IPR and Cycle Grades page will display 90 for the category average. If the student's category average is 90.49, the IPR and Cycle Grades page will display 90 for the category average.

- When calculating a student's cycle average, the category average is *not* rounded. The program uses the entire unrounded number (i.e., 32-bit precision) to calculate the cycle average.

**Warning:** If you use the rounded category average to calculate a student's cycle average, you may get a different average than the average produced by the program, since the program does *not* use the rounded category average.

- Once the cycle average is calculated, it is rounded to the nearest whole number. The cycle average is always displayed as a whole number.
- When the semester average is calculated, the rounded cycle averages are used. The semester average is rounded to the nearest whole number. The semester average is always displayed as a whole number.

## Missing and Incomplete Grades

When calculating a student's average, be aware of the following details:

- If a student has an assignment grade of M (missing), the grade is calculated as a zero. A missing grade can be dropped, if applicable.

- If a student has an assignment grade of I (incomplete), no averages are calculated, and an I is displayed in place of the average. The grade remains as an I until a grade is entered for the assignment.



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# Appendix 2 - System Requirements

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## PC Operating System

The recommended operating system is Microsoft Windows 2000 (current service pack), Microsoft Windows XP (Service Pack 2), or Microsoft Windows Vista.

## Browser Setup

The minimum browser for txConnect is Internet Explorer 6.0 or later. txConnect will also work with Mozilla Firefox 1.5 or later for Windows 2000, Windows XP, or Windows Vista. Mac OS X users should use Firefox. Please check your browser settings to ensure that your browser is set up to accommodate the txConnect requirements.

**Note:** Some antivirus software blocks cookies and pop-up windows. In addition to the instructions below, check your antivirus software to ensure that it is not blocking cookies or pop-up windows from txConnect.

## *Windows Internet Explorer*

### To add txConnect to the trusted sites:

Adding the txConnect Web site to the trusted sites means that you trust txConnect to use cookies. The use of cookies is required for proper operation of txConnect.

1. In the browser, from the Tools menu, select Internet Options. The Internet Options dialog box is displayed.
2. From the Internet Options dialog box, click **Security**.
3. Under **Select a zone to view or change security settings**, click **Trusted sites**.
4. Click **Sites**. The Trusted sites dialog box is displayed.
5. Under **Add this website to the zone**, type the exact Web site address that you use to access txConnect.

**Note:** If the Web site address begins with https, then select **Require server verification (https:) for all sites in this zone**. If the Web site address does not begin with https, then ensure that **Require server verification (https:) for all sites in this zone** is not selected.

6. Click **Add**. The Web site will appear under **Websites**.
7. To close the Trusted sites dialog box, click **Close**.
8. To close the Internet Options dialog box, click **OK**.

**To disable the pop-up blocker for txConnect:**

txConnect occasionally uses pop-up windows to display information. The pop-up blocker must be disabled for the txConnect Web site for proper operation of txConnect.

9. In the browser, from the Tools menu, select Internet Options. The Internet Options dialog box is displayed.
10. From the Internet Options dialog box, click **Privacy**. If **Turn on Pop-up Blocker** is selected, then continue.
11. Under **Pop-up Blocker**, click **Settings**. The Pop-up Blocker Settings dialog box is displayed.
12. Under **Address of website to allow**, type the exact Web site address that you use to access txConnect.
13. Click **Add**. The Web site will appear under **Allowed sites**.
14. To close the Pop-up Blocker Settings dialog box, click **Close**.
15. To close the Internet Options dialog box, click **OK**.

**Mozilla Firefox**

For proper operation of txConnect when using Mozilla Firefox, the use of cookies is required. The pop-up blocker must be disabled for the txConnect Web site, and JavaScript must be enabled for the txConnect Web site.

**To enable cookies for txConnect:**

1. In the browser, from the Tools menu, select Options. The Options dialog box is displayed.
2. From the Options dialog box, click **Privacy**.
3. Under **Cookies**, click **Exceptions**. The Exceptions - Cookies dialog box is displayed.
4. Under **Address of web site**, type the exact Web site address that you use to access txConnect.
5. Click **Allow**. The Web site will appear under **Sites**, and the **Status** will be set to Allow.
6. To close the Exceptions - Cookies dialog box, click **Close**.
7. To close the Options dialog box, click **OK**.

**To enable pop-up windows for txConnect:**

1. In the browser, from the Tools menu, select Options. The Options dialog box is displayed.
2. From the Options dialog box, click **Content**.



3. Next to **Block pop-up windows**, click **Exceptions**. The Allowed Sites - Popups dialog box is displayed.
4. Under **Address of web site**, type the exact Web site address that you use to access txConnect.
5. Click **Allow**. The Web site will appear under **Sites**, and the **Status** will be set to Allow.
6. To close the Allowed Sites - Popups dialog box, click **Close**.
7. To close the Options dialog box, click **OK**.

**To enable JavaScript for txConnect:**

1. In the browser, from the Tools menu, select Options. The Options dialog box is displayed.
2. From the Options dialog box, click **Content**.
3. Ensure that **Enable JavaScript** is selected.
4. To close the Options dialog box, click **OK**.

