

CMS Online Grading System

“Parent Assistant” Program

Website: <http://parents.cms.k12.nc.us>

Technical Help: parentassistant@cms.k12.nc.us

The CMS Parent Assistant program allows families to stay updated on their child’s attendance, assignments, grades and other important information. Parent Assistant is an Internet-based program that is free to use.

FAQs for use of Parent Assistant

Q: How do I sign up for Parent Assistant?

A: Please email the following information to Elnor Finewood at e.finewood@cms.k12.nc.us

- User Name (Parents are encouraged to create their own user name and password using the following guidelines – all lower case letters, no punctuation or symbols - 6 – 10 characters)
- Password
- Student Name
- Student ID#
- Parent / Guardian Name
- Parent / Guardian Phone Number
- E-mail Address

Q: How do I log onto the system?

A: Log onto the Internet and type in <http://parents.cms.k12.nc.us>. Type in user name and password supplied by CMS. Do not use spaces or underlines. User names and passwords are case-sensitive.

Q: How do I log off when I am finished?

A: Click on the “Log Off” button in the upper right corner of your window.

Q: Who do I contact for technical assistance with Parent Assistant?

A: Email parentassistant@cms.k12.nc.us. You should receive a reply within 24 hours (Monday through Friday).

Q: Can someone else gain access or change my information?

A: No. Each family will receive a unique user name and password. Please protect this information.

Q: What do I do if I have forgotten/misplaced my user name and/or password?

A: Contact the school where your oldest child is enrolled. The administrative staff person can confirm your user name and password and can reset if necessary.

Q: Does it cost anything to use Parent Assistant?

A: No, there is no cost associated with the use of Parent Assistant, however, you will need to have access to a computer with Internet access. Computers are available at public library branches.

Q: How do I update my information after I have registered?

A: Personal and contact information will only be changed by school staff with parent/guardian’s written permission or documentation.