USER GUIDE

FOR THE

PARENT/TEACHER CONFERENCE RESERVATION SYSTEM

This User Guide has been designed to facilitate reading it in electronic form. Items in the table of contents and any cross-references within the document can be clicked on to jump directly to the referenced section. (If hyperlinks do not work in your version, simply scroll to find the referenced section.)

Welcome to the online Parent/Teacher Conference Reservation System from Virtual Paragon. We hope that this System will make it easier and more convenient for you to sign up for conferences with your children's teachers.

Before you begin, please make sure you have a recent version of your browser. (We recommend Mozilla Firefox 17.0 or higher, or Microsoft Internet Explorer 9.0 or higher. Upgrades are available from http://www.getfirefox.com/ and http://www.microsoft.com/ie/, respectively.)

Here is the information you should have ready:

- You need to have a list of all the teachers you would like to see. The System will not tell you the names of your children's teachers.

- You should think about what times you would like to have conferences. The System will tell you the teachers' available slots, but it will help to think about your own availability ahead of time.

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OVERVIEW

Here's what you'll have to do, in a nutshell. More detailed instructions are available below.

- Go to the Parent/Teacher Conference Reservation System web site. You can get there from the school's web site. You will have to enter your school's master password.

- Create your own account account if you don't already have one (e.g., from a previous set of conferences). This involves choosing a user name and password.

- Log in to the System. This involves typing in your user name and password, which will bring you to the Main Menu.

- Select the activity you want to do, such as making reservations.

- Select the teachers you want to sign up for. This involves clicking in the box by each teacher's name.

- The schedules of teachers you have selected will be displayed, next to each other. You can scroll side to side to see the different teachers. You can scroll up and down to see the different time slots and days.

- Reserve the slots you need. This involves clicking in the available time slots.

- Press SAVE to reserve the slots you have selected so far, or press SAVE/DONE when you have finished making all your reservations.

- Check the list of your reservations. If you are satisfied you can print your reservations, or you can go back and make changes.

- Don't forget to log out of the System when you are done.

Remember:

Your selected conference time slots are not really yours until you press the SAVE or SAVE/DONE button and see that your requested slots have been reserved for you. If you have selected a conference time slot, but have not yet saved your reservation, someone else may be signing up for the same slot at the same time. Whoever saves first gets the slot.

TECHNICAL SUPPORT

The school will try to have someone available to answer questions or resolve any problems you may have with this System. You may also have received a letter with names and phone numbers of people you can call for assistance. You can also send a question by e-mail to the school's support e-mail address shown on the Welcome page.

Always consult this User Guide (especially the Frequently Asked Questions (FAQs) list at the end) before contacting the school for technical support.

DETAILED INSTRUCTIONS

This section contains detailed instructions for each of the tasks in the System that you can perform.

Go to the web site

1. Open your Internet browser. We recommend Mozilla Firefox 17.0 or higher, or Microsoft Internet Explorer 9.0 or higher. Upgrades are available from http://www.getfirefox.com/ and http://www.microsoft.com/ie/, respectively.

2. Go to the Parent/Teacher Conference Reservation System. You can get there from the school's web site.

3. On the front page, provide your school's master Password and press the button that says "Click to Enter." The school should have provided this master Password to you, and it is not the same as your own account credentials (if you already have an account).

4. After you successfully enter your school's master Password, the Welcome page will appear.

Create your account

The first time you visit the System, you will have to **create your account**. Here's what you do:

1. On the Welcome page, press "Create New User Name."

2. Enter your full name and email address in the provided spaces.

3. The System will automatically use the first initial and last name you entered as your user name. If you don't like this name, you can change it by typing something else in the user name space.

4. Enter a password that you would like to use for this System. It will not appear on the screen as you type it.

   Note: A password should be at least 5 characters long. Capitals make a difference. This means that "Secret" "secret" and "SECRET" are all different passwords. A password should be easy for you to remember, but hard for others to figure out.

5. Enter the password again, in the next space.

6. Enter a hint for your password. This way, if you forget your password, you can ask for your hint and we can send you an email reminding you. For example, if your password was "sparky," your hint might be "My second dog."

7. If you want to allow your school to also send you school e-mail that may not be conference-related, select "Yes" for "Opt-In School E-mail".[1]

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[1] Some schools do not enable this option.

8. If you want to keep this account for future conference sessions and expect that you will remember your user name and password, select "Yes" for "Keep My Account".[2]

9. Press "Create my Account." (Or, if you want to start over with this page, press "Clear form." Or, if you want to exit the System, press "Cancel.")

10. If you pressed "Create my Account," the System will create your account, and will bring you to a page confirming that an account was created for you with your user name. Your password will not appear, now, or any time you type it. It will remain private.

11. You can now log into the System from this page, by pressing Login.

Log in to the System

Before you use the System, you will have to **log in**. You have to log in every time you visit the System. Here's what you do:

1. On the Welcome page, press "Login." If this is your first time visiting the System, go back to **Create your account**.

2. Enter your user name and password, and press "Login." You will be brought to the Main Menu. Your name will be displayed at the top. If your name is incorrect then you may be using the wrong user name, and you should not make reservations until it is corrected. If this occurs, please send e-mail to the support address indicated and then press the word "logout" in the yellow "Caution" box.

3. Don't forget to log out when you are finished using the System.

Make reservations for conferences

You are now ready to sign up for your conferences. By the way, the wider you make your browser window, the more teachers' schedules you will be able to see at once – so you may want to maximize your browser window if you haven't already done so.

Here's what you do to sign up for conferences:

1. On the Main Menu, press "Make reservation(s)."

2. You will be brought to the page displaying all the teachers' names. The teachers' names are arranged alphabetically. If your school has grouped teachers into categories, you can choose to view the list of teachers using these groupings by pressing on the "[List Teachers By:] Category" button at the top.

3. Go to the teacher you want to select. You may do this by scrolling up or down. You may also press the first letter of the teacher's last name from the "Shortcuts" alphabet display at the top of the page to go directly to that letter. (To jump to the top, press "Top" which is displayed at the end of each letter grouping.

4. Click in the box next to the teacher's name so that the checkbox appears chosen.

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[2] Some schools do not enable this option.

5. Repeat steps 3 and 4 for all the teachers you want to see. You may select as many teachers as you want.

    On the next display page, all the selected teachers' schedules will be displayed at once. You will scroll from side to side to see them.

6. Go to the bottom of the page and press "Continue." (To jump to the bottom, press "Bottom" which is displayed at the end of each letter grouping.) (Or, to return to the Main Menu, press "Cancel.")

7. You will be brought to the page displaying the schedules of the teachers you selected.

    The schedules of all the teachers you selected are displayed on the left side of the page. You can scroll from side to side to see all of the teachers, and up and down to see the whole schedule. Their schedules scroll together, to help you see all the time slots in the right order.

    Your reservations will be displayed on the right side of the page. Teachers you selected on the previous page but with whom you have not yet requested time slots are shown under a "To Do" list.

    Remember, not all time slots are of equal length (e.g., some teachers may have 10 minute time slots, some may have 5 minute time slots, etc.). Slots that are available are displayed in green. Slots that are not available (already reserved, or not available for other reasons) are displayed in gray. Slots that you have already reserved (perhaps in a previous session) are displayed in white.

8. Click in the box of any slot you'd like to reserve to make the checkbox appear chosen. As you make time slot selections, teachers will move from the "To Do" list on the right to the "New Requests" list.

    If you request more than one slot for the same time of day, you will receive a warning message. If you intended to do that (perhaps you and your spouse are each visiting a different teacher at the same time), press "OK." If it was a mistake, press "Cancel."

    If you request more than one slot for the same teacher, you will receive a warning message. If you intended to do that (perhaps you have two children that both have the same teacher), press "OK." If it was a mistake, press "Cancel."

    NOTE: Requested time slots are not yours until you Save and see them appear in the "Your Reservations" list on the right.

9. When you are sure about your selections press "Save" or "Save/Done." You can press "Save" at any time, and still go on to make more reservations.

    Your selected conference time slots are not really yours until you press the "Save" (or "Save/Done") button and see those slots move from the "New Requests" list on the right to the "Your Reservations" list. If you have selected a conference time slot, but have not yet saved your reservation, someone else may be signing up for the same slot at the same time. The first person to press Save gets the slot.

10. If you want to remove a time slot that you have checked off (requested) but haven't saved yet, you can go back to that slot, and click the check mark that appears. The check mark will disappear. If you want to remove a reservation that you have already saved, you can uncheck

the box by that reservation in the same way, but your reservation is not actually released until you Save this change.

11. If you want to start over and erase ALL time slots you have checked off (requested) but haven't saved yet, press "Revert." This means you will Revert to Saved, or go back to the way things were the last time you pressed Save.

12. Any time you want to go back to the Main Menu without saving, press "Cancel." Time slots you have requested but haven't saved will be lost.

13. When you have finished making all of your reservations, press "Save/Done." This will take you to an Edit Reservations page that reviews all your reservations and allows you to continue changing them.

Request that a teacher call you [3]

If you couldn't get a time slot with a teacher, you may leave them a message to call you. Here's what you do:

1. On the Main Menu or at the bottom of the Add Reservations page, press "Request a teacher to call me." You will be brought to the page titled "Call back request."

2. Select a teacher from the scrolling list by clicking on the teacher's name.

3. Enter your phone number.

4. Enter any comments, such as the best time to reach you.

5. Press "Save." (Or, if you want to start over with this page, press "Clear." Or, if you want to return to the Main Menu without saving, press "Main Menu.")

View reservations that you have already made

You may want to look at a summary of reservations that you have already made. Here's what you do:

1. On the Main Menu, press "View my current reservation(s)."

2. You will be brought to the page titled "Reservations Summary for <your name>."

3. Your reservations will be displayed on this page.

4. You may print this page for your own records (see Print Your Reservations below).

Delete reservations or call back requests you have already made

Perhaps you need to change a reservation that you have already saved. Here's what you do:

1. On the Main Menu, press "Delete some or all of my reservations." (If you have call back requests, this will say "Delete some or all of my reservations or call back requests.")

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[3] Some schools do not enable this option.

2. You will be brought to the page titled "Edit Reservations for <your name>." (You will also arrive at this page when you press Done after making your reservations.)

3. Press the Delete button next to a reservation (or call back request) you want to delete.

4. You will be asked to confirm that you want to delete the reservation (or call back request). To delete it, press "OK." If it was a mistake, press "Cancel."

5. Your selected reservation (or call back request) will be deleted, and you will return to the page displaying your remaining reservations.

6. Repeat this process (from Step 3) for any other reservations (or call back requests) that you want to delete.

Note: From the Edit Reservations page, you can get to any of the activities of the System, including adding more reservations, deleting, and requesting that a teacher call you. You do not have to go back to the Main Menu.

Print your reservations

If you have access to a printer, you will probably want to print a record of your reservations. Here's what you do:

1. On the Main Menu, press "View my current reservation(s)", or on the Edit Reservations page, press "View a print-friendly version of this page."

2. You will be brought to a page that is formatted especially for printing.

3. Press "Print" or choose Print from your browser's File menu.

    If you are using a Netscape browser and the "Print" choice is not enabled (it appears gray and cannot be selected), you must first click on a white area in the center of the page before pressing Print.

Download your reservations to your calendar

If you use calendar software on your computer (e.g., Outlook, Apple iCal, etc.) you can download your conference reservations schedule to your calendar, and then optionally sync it to your PDA or smart phone. Here's what you do:

1. On the Main Menu, press "View my current reservation(s)."

2. You will be brought to the page that displays your conference reservations.

3. Press "Download to your calendar…".

4. In the options box that pops up, choose the format that is supported by your calendar software – iCalendar is supported by most (including Outlook and Apple iCal), but vCalendar and CSV for Outlook are also available. Then press "Download."

5. When prompted whether you want to Open or Save the exported file, choose Save to save the file onto your computer. Some calendar applications (e.g., Outlook) will only import the first conference reservation if you choose Open.

6. Open your calendar software and import the file that you saved. The steps required will depend on the calendar software you use and the format you selected.

7. Sync with your mobile device as usual.

Log out of the System

When you are finished using the Parent/Teacher Conference Reservation System you should log out. Here's what you do:

1. Be sure you have saved everything that you want to save, and printed everything that you want to print.

2. Press the Logout button at the top right of the window. (Or, if you are on the Main Menu, select the Logout option from the list of things you can do.)

3. You will be asked whether you are sure you want to log out of the System, in case you pressed the button by accident. If you are sure, press the OK button in the message box. Remember, you can always come back to the System again.

4. You will be returned to the Welcome page. From there, you can log in to the System again, or you can return to the school's home page.

FREQUENTLY ASKED QUESTIONS (FAQS)

Here are some typical questions, and their answers. You should consult this list if you have a question, before you phone a friend or contact support.

1. How do I get to the Parent/Teacher Conference Reservation System?

    Answer: Go to the school's web site. There you should find a link or button that will take you to the Parent/Teacher Conference Reservation System.

2. I am having trouble getting online (constant busy signal, no answer).

    Answer: Contact your Internet Service Provider for assistance.

3. Do I have the correct Internet browser?

    Answer: Choose "About..." from the Help menu in your browser to find out what version of the browser you are using. We recommend Mozilla Firefox 17.0 or higher, or Microsoft Internet Explorer 9.0 or higher. Upgrades are available from http://www.getfirefox.com/ and http://www.microsoft.com/ie/, respectively.

4. I forgot my login name. What do I do?

    Answer: On the Login page, click on the box next to "I forgot my user name", enter your e-mail address, and then click the Request User Name button. If an account with your e-mail address is found, the System will automatically send your user name and password hint to that e-mail address.

    If you did not provide an e-mail address when you created your account, you can send an e-mail to your school's support e-mail address as indicated on the Welcome page and include your full name as you entered it when you created your account. We will attempt to determine what user name you specified and send it to you by e-mail.

5. I forgot my password. What do I do?

    Answer: On the Login page, enter your User Name, click on the box next to "I forgot my password" and then click the Request Hint button. If you provided us with your e-mail address and a password hint when you created your account, the System will automatically send your hint to your e-mail address.

    If your password hint doesn't help, you can once again click on the box next to "I forgot my password" but this time click the Reset Password button.

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6. Can I make changes after saving my reservations?

   Answer: Yes. When you Save your reservations, you will see a summary of all the reservations you have made. At the bottom of that page you can click on "Add more reservations" if you want additional reservations. You can also click "Delete" next to any reservations you want to delete.

7. What if two (or more) people hit Save at the same time?

   Answer: The first person to save a reservation gets that time slot, even if they were first by only a split second. Other people who try to save that same slot will not see the slot appear on their "Your Reservations" list and may see a message explaining that some of their requested slots were not saved, possibly because someone else got it first.

8. My computer crashed in the middle of doing this. What do I need to do?

   Answer: Restart your computer, return to the Conference System and login again. Choose "View my current reservations" to see how far you got. You may then go back to add more reservations, delete reservations, or do any other necessary activities.

9. I think I did the program correctly, but I'm not sure. How can I check?

   Answer: Choose "View my current reservations." You may then go back to add more reservations, delete reservations, or do any other necessary activities.

10. Can I print out my reservations?

    Answer: Yes, we recommend that you do this, for your records. Go to the Main Menu and press "View my current reservation(s)", or from the Edit Reservations page, press "View a print-friendly version of this page." Press Print or choose Print from the File menu.

    If you provided us with your e-mail address when you created your account, the school may send you an e-mail after the signup period is over with a summary of your reservations and you can also print out this e-mail.

11. I want to print out my reservations but the Print button and menu item are disabled (grayed out). What should I do?

    Answer: If you are using a Netscape browser and the "Print" choice is not enabled (it appears gray and cannot be selected), you must first click on a white area in the center of the page before pressing Print.

12. When I print out my reservations it doesn't seem to fit across the page. What should I do?

    Answer: The width of your reservation summary will depend on several things, including the length of the teachers' names and the font size (the size of the text). Make sure you are

printing the "print-friendly" view that does not have the Delete buttons next to each time slot, as this may free up some horizontal space on the printed paper. In addition, you have several options:

a. Change your browser's print orientation from Portrait to Landscape. For example, in Internet Explorer, choose **File > Page Setup…** and then click on Landscape in the Orientation box.

b. If that still doesn't give you enough room, change your browser to use a smaller text font size before printing. For example, in Internet Explorer, choose **View > Text Size** and then click on either Smaller or Smallest.

c. Finally, if all else fails, change your browser's Page Setup to use smaller left and right margins when printing. For example, in Internet Explorer, choose **File > Page Setup…** and change the values for Left and Right in the Margins box to be 0.25" (one quarter of an inch).

13. The conference sign-up period is over but the conferences haven't happened yet, so I still might want to see my schedule. Can I still view my reservations? Can I still print them?

Answer: Yes. Once the signup period is over, you will no longer be able to make modifications but you can still login to view your reservations. You should make sure to print a copy of your schedule (or write it down somewhere if you don't have access to a printer).

Note also that if you provided your e-mail address when you created your account, the school may send you an e-mail after the signup period is over with a summary of your reservations. If you didn't print a copy of your schedule before, you should make sure to print out this e-mail.

14. The conference sign-up period is over and I need to make a change to my reservations. What should I do?

Answer: Once the signup period is over, you will no longer be able to make modifications to your reservations. Contact your school office to find out if there is still time for them to make adjustments on your behalf.

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