



Duval County Public Schools

Technology Services

Parent/Guardian to Student Relationship Guide

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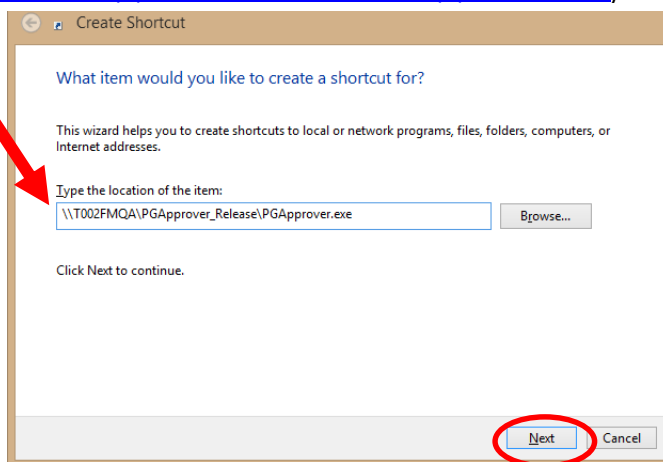
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1.0 Application Introduction

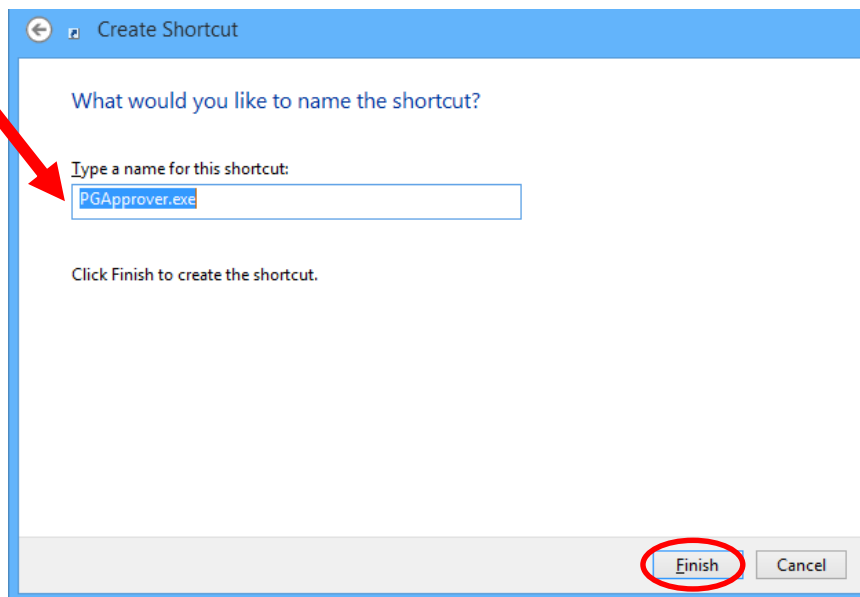
This application gives the Principal (or his/her Designee) the ability to assign and remove students to related Parents or Guardian accounts.

2.0 Application Installation

- Create a new shortcut on the desktop; right click on the desktop and select New and then select Shortcut.
- Type the following into the location of the item field then click "Next"
([\\T002FMQA\PGApprover_Release\PGApprover.exe](#)):

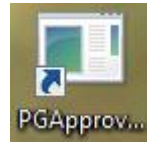


- Use the default for the name and click "Finish"

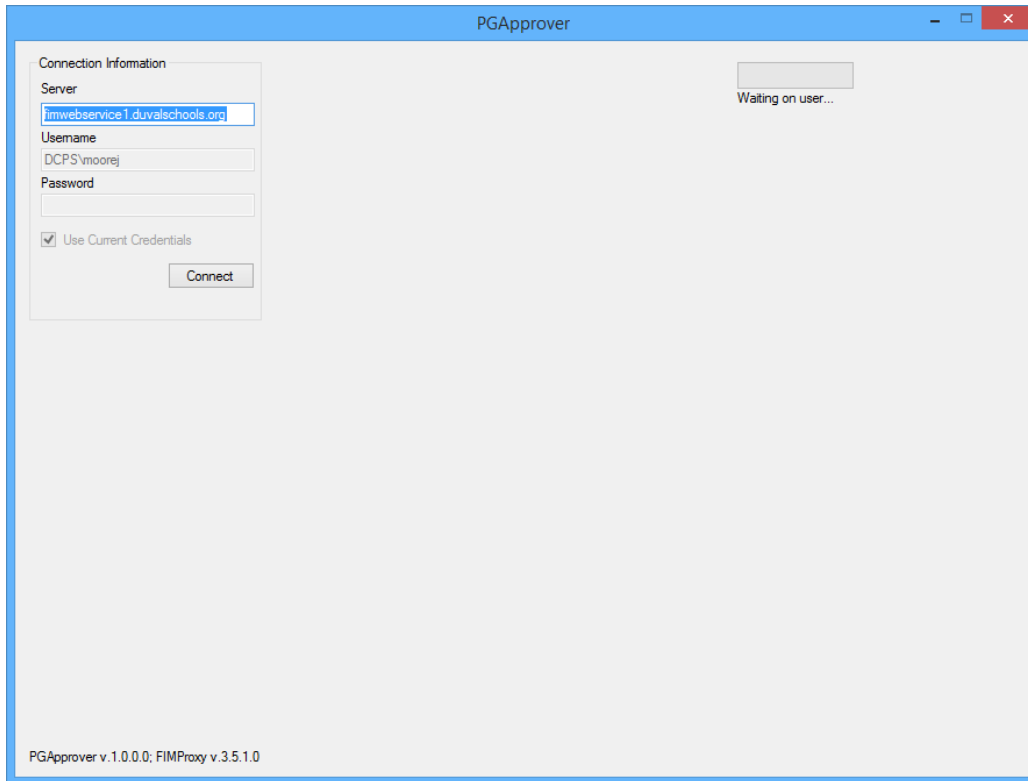


3.0 PGApprover Application

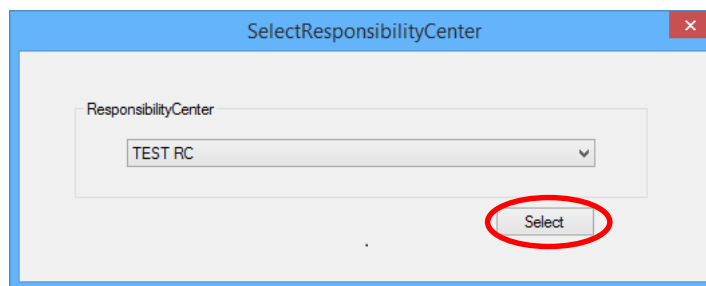
- Double click on the shortcut you just created.



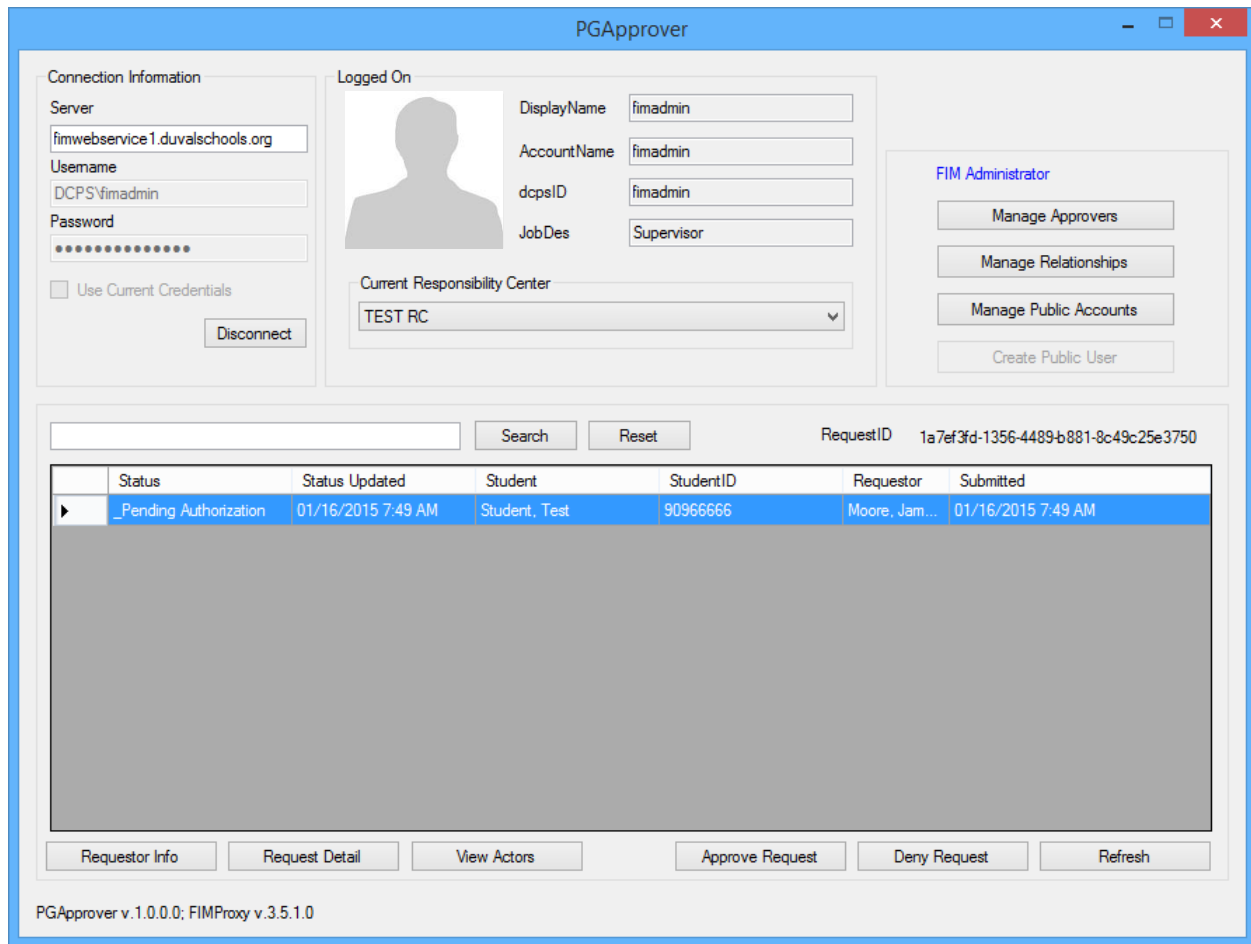
- The following screen should appear.



- Once it finds your account in the system, it will ask you to choose your Responsibility Center and click "Select".

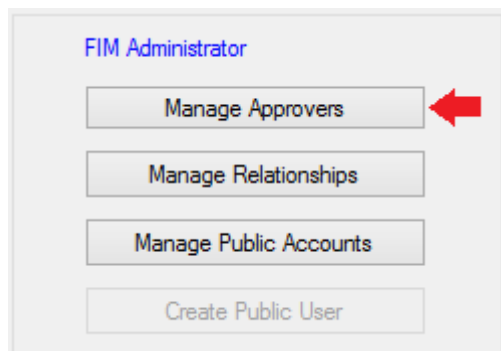


- This is the main window from which you will work.

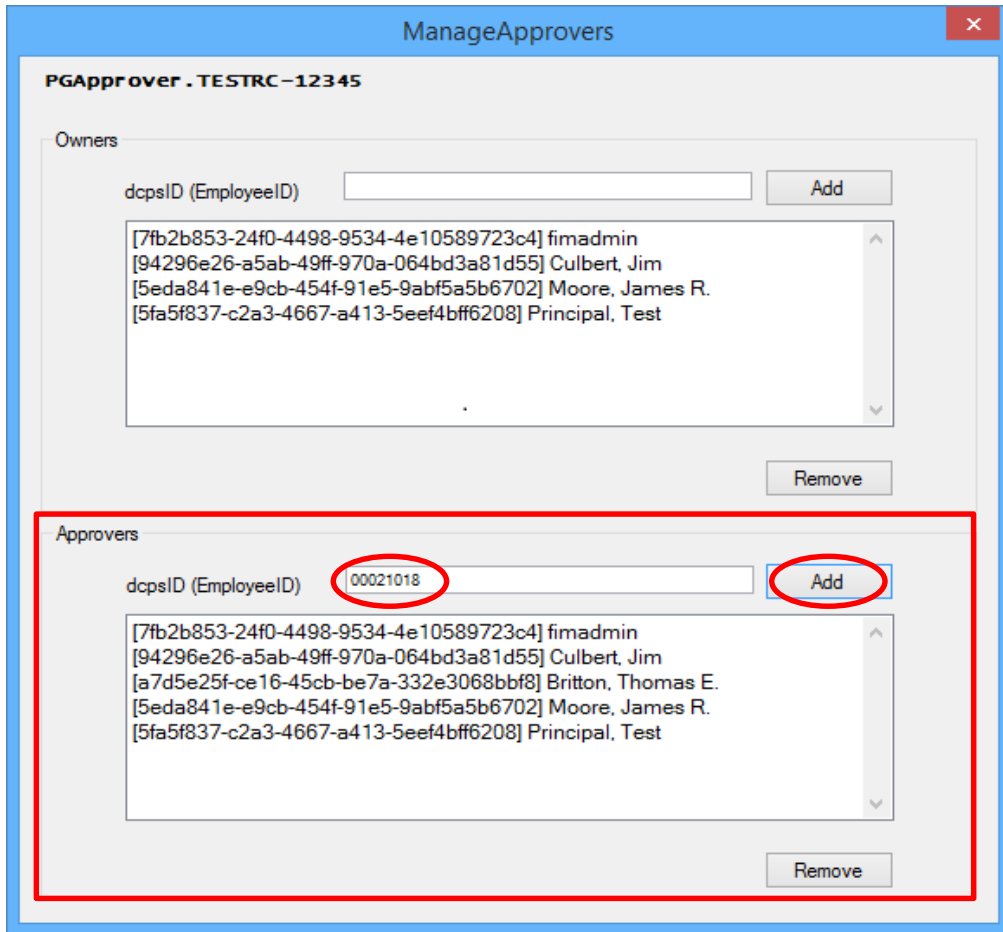


4.0 Administrative Management Tasks

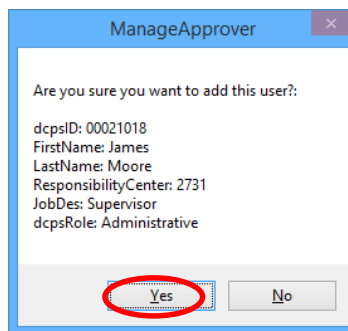
- There are two main buttons in the upper right hand side of the window:
 - “Manage Approvers”
 - “Manage Relationships”
- To Add/Remove Approvers, click the “Manage Approvers” button.



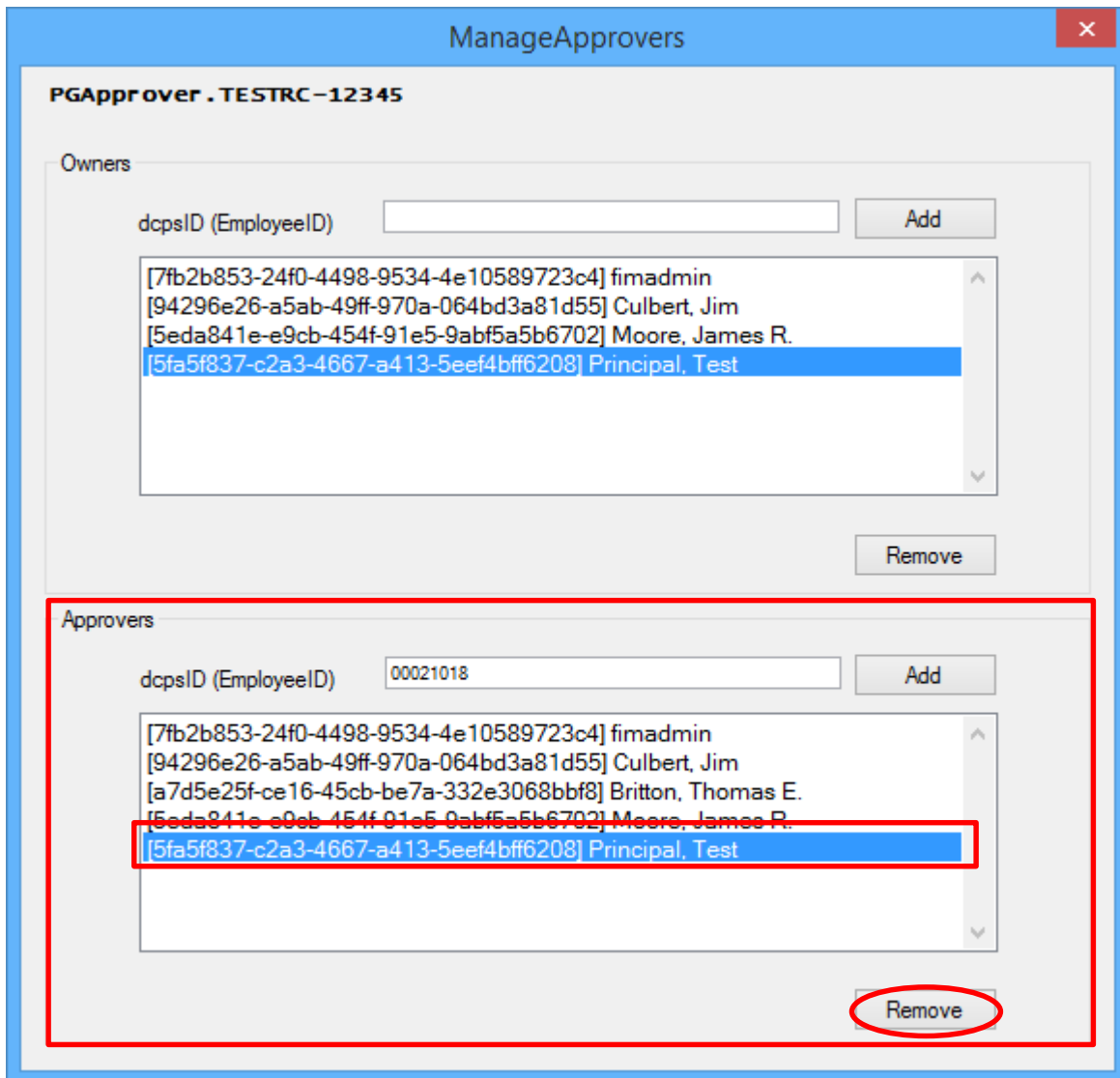
- The Principal will not have the rights to add or remove anyone from the Owners group, but can add and remove users from the Approvers group. This is the group that will approve the relationship from the Parent / Guardian to the Student.
- Enter the individual's DCPS Employee ID (include leading zero's to equal 8 digits) to add them as an approver.



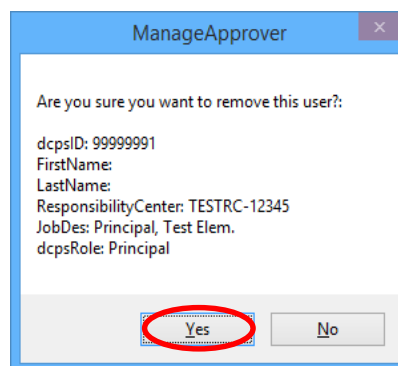
- After you type in their DCPS Employee ID, click the "Add" Button. You will be prompted to confirm that you do indeed wish to add this person. If everything is correct, click "Yes". If not, click "No" and start again.



- To remove an individual from the Approvers group, in the Approvers section click on the name you want to remove. It will highlight that field. When the field is highlighted, click remove.

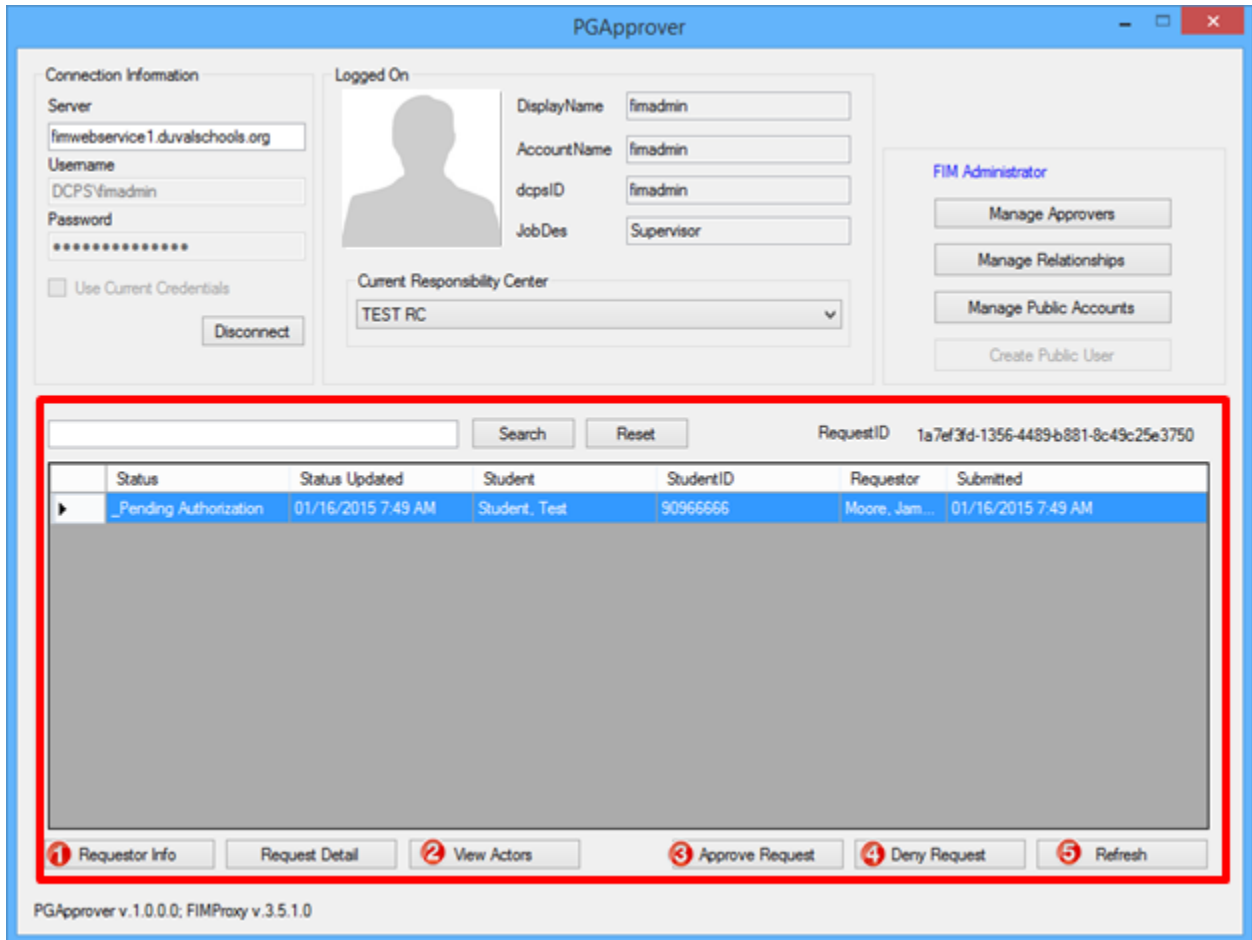


- You will be prompted to verify that is the person you wish to remove from the Approvers List. If all the information is correct, click "Yes". If not, click "No" and start again.



5.0 Approve Students

- When a parent or guardian has completed their Public Account Enrollment successfully, they will come to your school to provide relationship verification (form of ID). Each Approver at the school will receive an email for each request. This is a reminder of a pending request, but no action is required with the email.
- When an Approver at the school launches the program, they will see all of the relationships, including the Pending ones, in the bottom half main Window



- From here the approver can perform several different actions.
 1. Requestor Info- see information about the person who requested the account
 2. View Actors- see who the Approvers are
 3. Approve Request- Approve the request
 4. Deny Request- Deny the Request
 5. Refresh- Refresh the list

- “Requestor Info” button, will present you with a window containing information about the Student, their classes, and the person requesting the relationship. This is informational only. There is no ability to modify the data on this screen.

The screenshot shows a window titled "ViewRequestDetail" with two main sections: "Student Information" and "Requestor Information".

Student Information:

- First Name: Test
- Last Name: Student
- Grade: 05, StudentID: 90966666
- School: TEST RC
- Current Classes:
 - ZOOLOGY 1001, Section 057, Atlantic Coast High School
 - ZOOLOGY 1001, Section 001, Mandarin High School
 - ZOOLOGY 1001, Section 006, Mandarin High School
 - ZOOLOGY 1001, Section 002, Mandarin High School
 - ZOOLOGY 1001, Section 058, Atlantic Coast High School

Requestor Information:

- dcpsType: Public
- dcpsID: P-FKBD701WIT043Z2Q64
- First Name: James
- Last Name: Moore
- Mobile Phone: [Empty]
- Work Phone: [Empty] Ext: [Empty]
- Home Phone: [Empty]
- Emergency Phone: Mobile Phone [Empty]
- Email Address: [Empty]
- Alt. Email: [Empty]
- Street Address: 123 Main Street, Apt. #: [Empty]
- City: Jacksonville, State: FL
- Zip Code: 32256

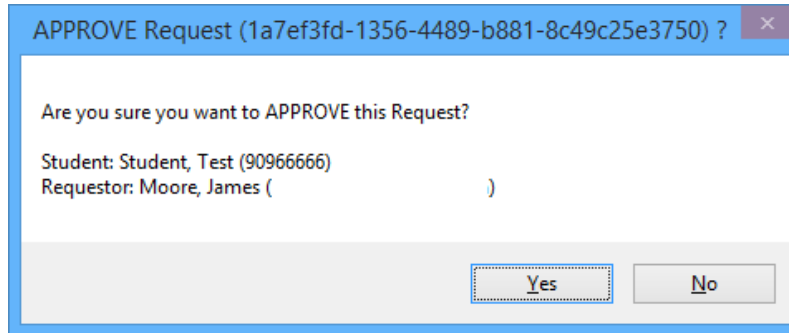
- “View Actors” button, will present you with the window that displays the individuals who are allowed to approve the relationships.

The screenshot shows a window titled "ViewActors" with a list of actors and an "OK" button.

Actors:

- [fimadmin] fimadmin
- [00005093] Culbert, Jim
- [00010332] Britton, Thomas E.
- [00021018] Moore, James R.
- [99999991] Principal, Test

- “Approve Request” button, will display a window to confirm you wish to approve the request in which you have selected. If all the information is correct, click “Yes”.

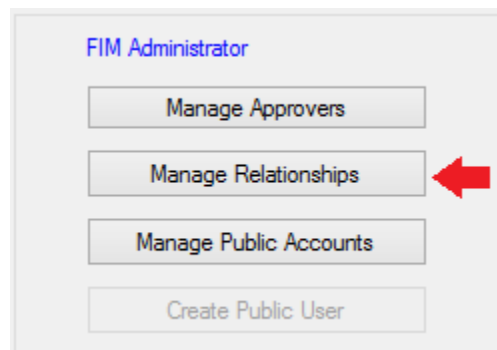


- “Deny Request” button, will display a window to confirm you wish to deny this request. If all the information is correct, click “Yes”.

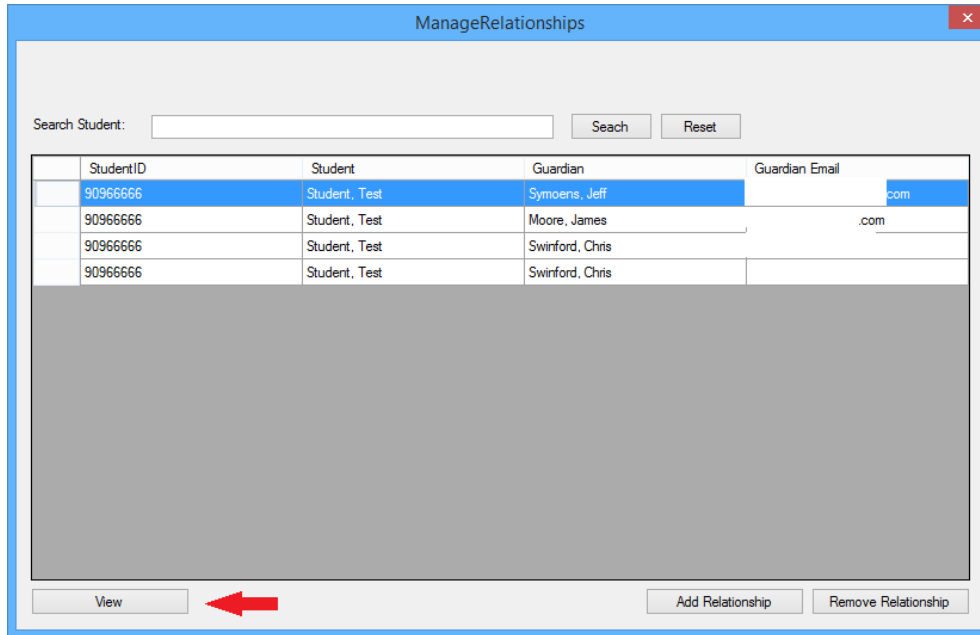


6.0 Relationship Details & Maintenance

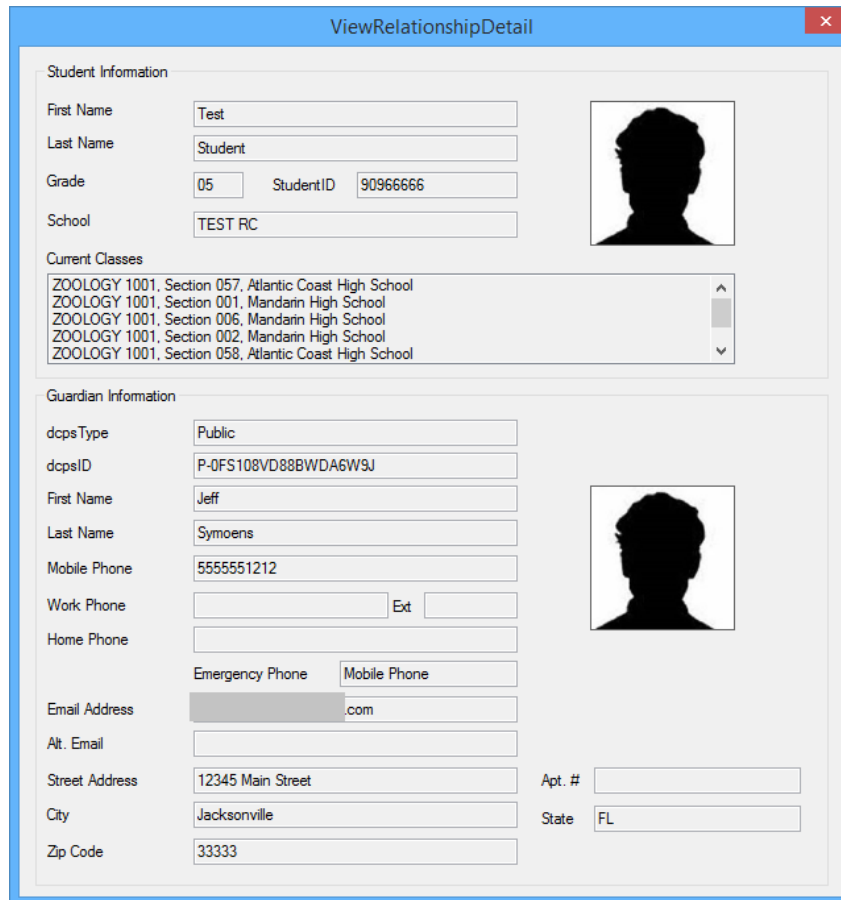
- When you click on the “Manage Relationships” button as seen below . . . you will be presented with the list of students at your school that currently have a Parent/Guardian Relationship.



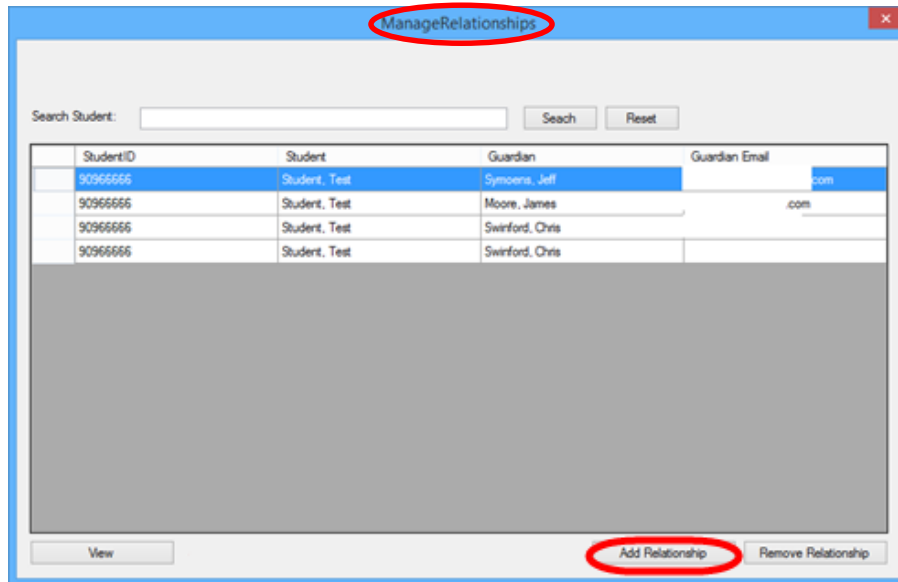
- When you click on the "View" Button on the bottom of the screen, you will be presented with the information about the selected student, their current classes and guardian information.



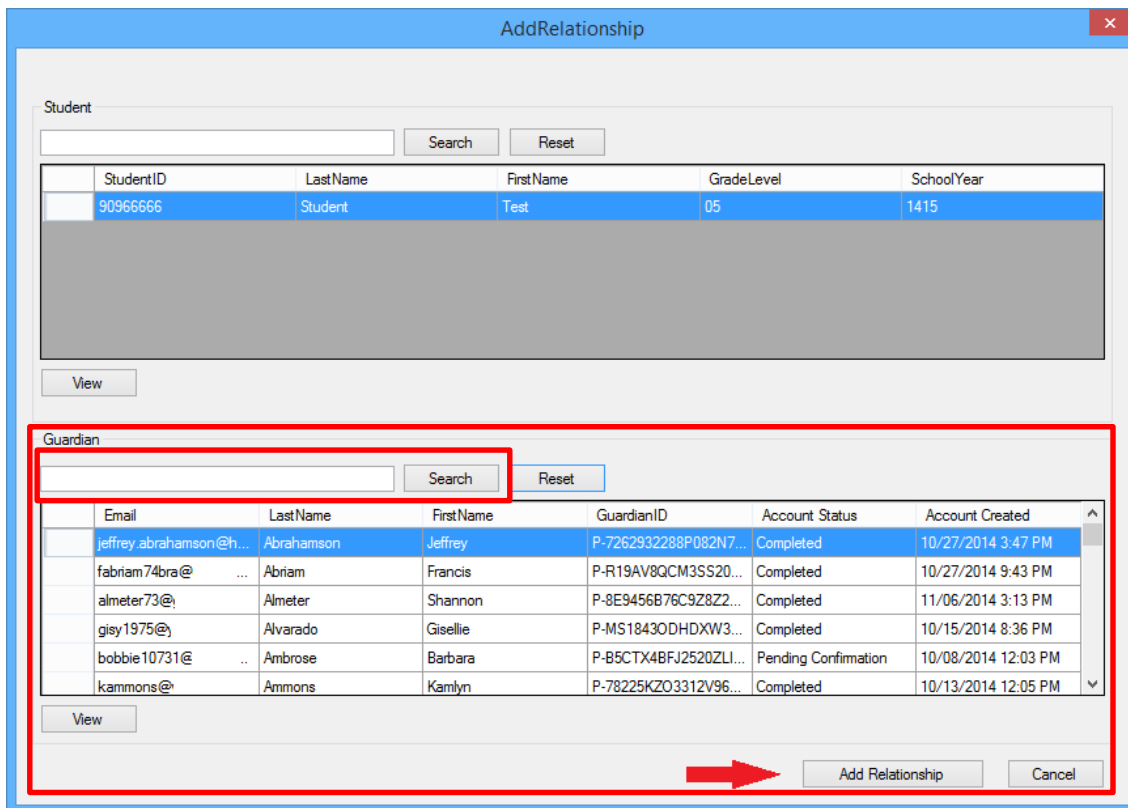
- This is informational only. There is no ability to modify the data on this screen.



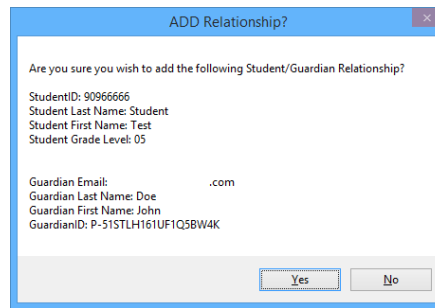
- To add a relationship between the Student and Parent/Guardian, be sure you are working in the "Manage Relationships" main page. Select the student you wish to add the relationship to and click the "Add Relationship" button.



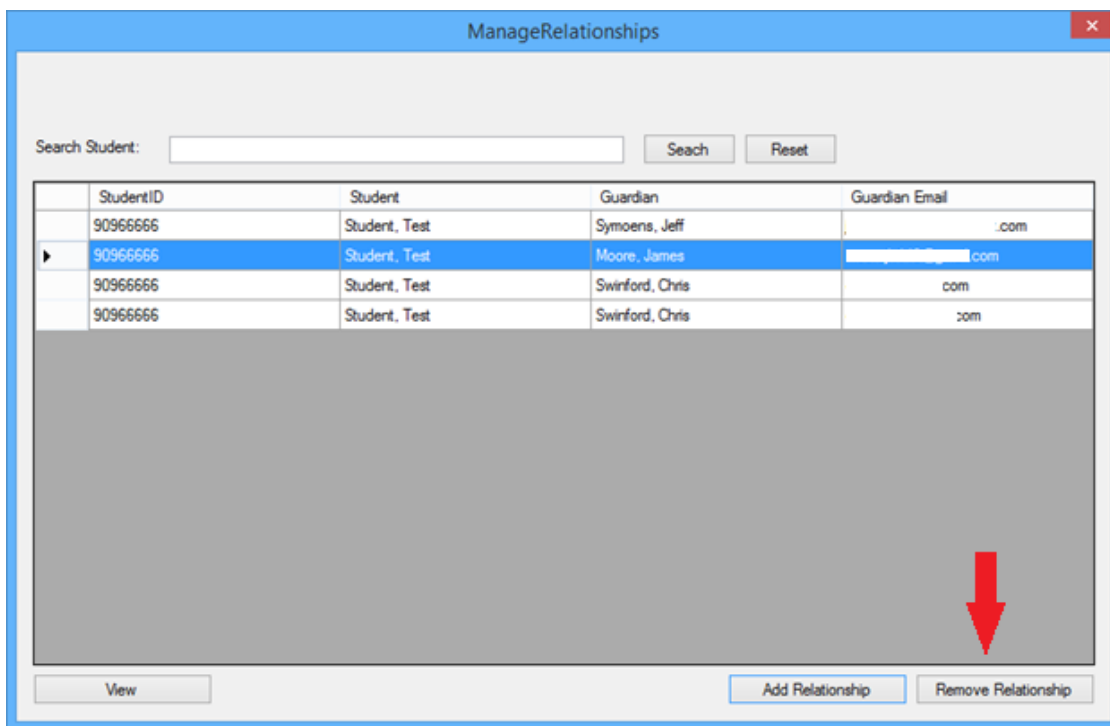
- The following window will appear. You will see the student account you wish to work with and a list of all the Public Guardian Accounts. You can search for the proper Parent / Guardian account. When the proper account is found, click on "Add Relationship" Button.



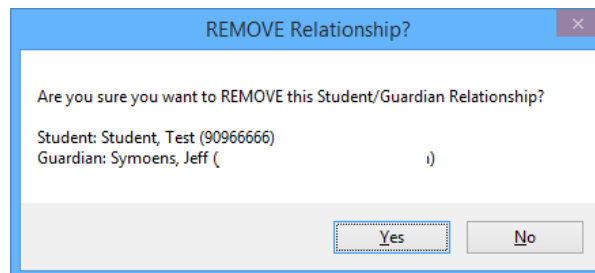
- You will be prompted to confirm you want to create that specific relationship. If all the information is correct, click "Yes".



- If a situation arises where you need to remove the relationship of the Parent / Guardian from the student, you will chose the student from the list of students (or search for that student). When you find the student, Click on the student name in the list and click "Remove Relationship"



- When you remove a relationship you will be prompted to confirm you want to remove that specific relationship.



7.0 Frequently Asked Questions & Answers

- Is there a time limit in which the parent/guardian request needs to be approved by the school?
 - Yes! Once the parent creates an account and adds their child during the registration, they have **21 days** to go to the school with proper identification and have the request verified.

- What happens when a relationship request is denied?
 - The parent/guardian will receive an email stating it has been denied and needs to contact the school for further information on the denial. They will then need to go back to the portal and add their child/children once again. They will then have **21 days** to have it approved at the school level.

- What changes can be made within the portal once the account has been created and approved?
 - The only changes that can NOT be made to an account once it has been created is the email address. If the email address is incorrect, a new account will need to be created.

- If a parent forgets their username or password what should they do?
 - The parent should send an email to pga_support@duvalschools.org.

- After a parent/guardian receives the approval email can they immediately log into Focus to see their child's grades?
 - No. It will be up to 24 hours after the approval was made.

- How long will the requests stay in the main dashboard of the PGApprover?
 - They will be automatically removed after 30 days.

- Can an approver see who denied a request?
 - Yes. Select the request and click Request Detail. This information is not sent to the parent/guardian.

- How will a Parent/Guardian know if the request was approved or denied?
 - An email will be sent with every approval and denial.