

## **WCPSS Procedure for Creating Student/Parent Access Network (SPAN) Accounts**

The following guidelines are to be used for creating parent accounts in SPAN. Parents and students must have an active email account in order to use SPAN.

### **Forms**

Parents may complete either of 2 forms, which are available online or in the Student Services Office.

- 1) Notary Form - Requires the endorsement of a Notary Public and can be returned by mail, by student or by a parent.
- 2) Hand-Delivered Form - Requires the parent to personally deliver the form and present photo ID to the school. When school staff checks photo ID, the mailing address on the form and on the ID must match.

### **Processing Forms**

- 1) Once either form has been submitted, school staff must verify that the parent's name and street address match the information in NCWISE.
- 2) School staff will create the parent access account.
- 3) The username and password will be automatically emailed to the parent's email address along with the information to finish setting up an account.

### **Withdrawal/Transfer Students**

- If a student withdraws, both the student and parent accounts are automatically disabled.
- Accounts disabled for more than 120 days are deleted.
- If the student transfers to another WCPSS school, the parent will need to complete a new form. The new school may then log in and re-enable the account. The student and parent usernames and passwords will remain the same.

### **Forgot Username or Password?**

To recover your username or reset your password contact Mr. Batten, Assistant Principal at 870-4250 or Mrs. Taylor, Dean at 870-4260.

### **Log-In and Additional Information**

<http://www.wcpss.net/span/>