

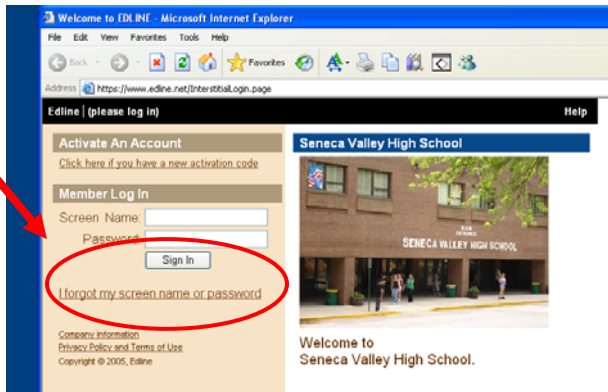
Edline FAQ's

How can parents get access to their students' grades?

Students and Parents are given separate accounts (logons) in Edline. The Activation Codes and instructions for Parents are distributed at Back to School Night in September and **also** mailed home to the address on file with the school. Parents may also contact our Edline SuperUser, Ms. Sharon Gardner (Sharon_G_Gardner@mcpsmd.org) at 301-353-8015) for assistance.

What do I do if I forget my password or screen name?

If you have forgotten only one – either the Screen name or the Password, you may click the “I forgot my screen name or password” link on the Edline login page. You will also need the answer to the security question that you created when you set up your account.



However, if you have

- never entered an e-mail address on Edline, or
- you e-mail address has changed or is invalid, or
- you have not chosen a security question,

this option will not work. You will need to see the School's SuperUser for help.

Can the SuperUser give me my password if I have forgotten it?

No, the SuperUser can only “see” logon Screen Names and Security Questions, not passwords. The SuperUser can help you to reset your password if you have forgotten it or to change any other user account information.

Where do I get help or assistance?

You can click on the “**Help**” button, located at the top of the page, for information and assistance with that particular page. Also, you may click on the “**Index**” button at the top of any Help page for **the full list of the Help topics**.

How often is Edline Updated?

Edline is uploaded nightly (Sunday through Thursday).

Why are teacher's Edline pages set up so differently?

Some teachers may post a lot of assignments, links and calendar information but other teachers may not yet be using all of these features. Also, some subjects, like Mathematics, have to be more secure with materials. If you have questions about assignments, due dates, and other materials associated with a subject, you should contact the teacher of the class.