



Frequently Asked Questions

I can't find my activation email. How can I activate my account?

You may request another activation invitation by going to parentsquare.com and entering the email you provided to Geneva. Alternately, you may contact ParentSquare Administrator Amy Metzger at ametzger@genevaschooltx.org.

My email is correct in ParentSquare. Why am I not receiving emails?

Please check your spam folder to see if any ParentSquare messages ended up there and mark them as "Not Spam." Also add donotreply@parentsquare.com to your email contacts so your server recognizes our messages. If you still are not receiving messages, please contact us at support@parentsquare.com so we can assist you.

How do I change my password?

Please go to parentsquare.com and on the login page click "Forgot Password." Put in your email or phone number and you will be sent a link to reset your password.

I am getting too many messages from ParentSquare! Is it possible to receive fewer notifications?

You can customize your notification settings by going to your home screen, clicking on your name in the top right corner and selecting "My Account" from the drop down menu. On your account page, you can find your notification settings in the top right corner. Click "Customize Your Settings" to change the notification frequency. If you are receiving too many notifications, try changing to the Digest setting where you will only receive one condensed message in the evening.

Is it possible to contact my child's teacher directly and privately?

Although ParentSquare offers a direct messaging feature, the preferred and most reliable method for contacting Geneva teachers and staff directly and privately is via email. Geneva email addresses consist of the first initial and last name @genevaschooltx.org (ex: ametzger@genevaschooltx.org).

How can I edit something I signed up to do/bring?

To change your sign up, you must delete your existing sign up and sign up again for the correct slot. To delete your sign up, hover your mouse over your name and you will see a trash can appear to the right of your name. Click on the trash can and your sign up will be removed. Then you can click on the "Sign Up" button that corresponds with the correct slot.

Can I change my RSVP?

If your plans change and you would like to change your RSVP, click on "Sign Ups and RSVPs" under the participation tab in the left sidebar. On this page, find the event that you had previously sent an RSVP for and click the green button that says "Change my RSVP" on the right side.

I have a question that wasn't answered here. Where can I find more information?

Click on the question mark icon at the top right of the ParentSquare home screen, select "Help Articles" from the drop down menu and click on "Parents and Students" to access helpful information about your account.