RDS Parent Access

1) "When I try to enter my activation code it says it is already in use"

- Make sure you have the activation code entered in all caps and include the hyphens.
- In addition, mouse click on Activate Now instead of hitting enter

2) "Do I need to keep my activation code?"

- No. Once you enter your activation code, it will no longer be valid. You will now use the username/password you chose when you activated your account.
- You should, however, write down your username and password (include case, spaces, etc.) to enter your account.

3) "It says my activation code has expired"

- Codes are only active for 60 days. If your code has expired, please email rdsparent@lcscmail.com with your student's name, school and grade and a new code will be emailed to you.

4) "I have 4 children; do I have to have a separate username/password for each child?"

- No. You will receive an activation code for each student. Once you start with one child and create an account with a username/password, you will then click on Add another Student and enter the next and subsequent codes one at a time until all are entered and then click Finished Adding Codes.

5) "Do I have to have another code every year to register?"

- No. Once you set up your account it will be used to view grades/report cards, register each fall, select courses at the high school level for dual credit and following year – all of this for the remainder of your son/daughter's time in the Lake Central School system. (Example: Student A gets a code as a kindergartner, the parent uses the same login every year until the child graduates high school).

6) "We have a joint custody situation. Do I have to give my student's other parent my login information?"

- No. In the event of joint custody (must be noted on student file), we will give the second custodial parent a code of his/her own. They need to contact us at rdsparent@lcscmail.com with the name of student, the non-custodial parent name and address, and once we verify it with school records, then a second code will be sent out via email. Your personal information is not visible to the other joint custody parent.

7) "Are there differences between parent and student accounts?"

- Absolutely. When a parent code is given out it comes with specific rights – the ability to register for fall, to register for dual credit, to view test scores, etc. Student codes only allow them to view grades, notes, etc.
- By having a separate account that your student does not know the username/password to, you are less likely to have incidents of disabled accounts due to incorrect logins.
- Students are provided their own codes through school. If they do not have their own, please have them email us at rdsparent@lcscmail.com and we will forward a student code to them.

8) "Why does my account get disabled?"

- State laws that protect children information dictate that when an account is attempted to be accessed unsuccessfully that the account is temporarily disabled. This protects against people from "guessing" at passwords and eventually getting into an account they should not get into. RDS is set up to disable an account after THREE (3) incorrect attempts to login per state law. It is a temporary inconvenience but a necessary protection.
- RDS Parent Access is only disabled because of an incorrect attempt to login three or more times. There is no other reason an account becomes disabled.

9) "I know my username/password, but it keeps telling me it is wrong"

- Check the note you made of username/password when you created your account. Make sure you have the correct username/password. RDS is very case sensitive, so make sure you have correct capitalization, spacing, etc.
 - Try not to view the RDS parent access via a bookmarked page. Information can be cached causing problems. Try going directly to the internet, typing www.lcsc.us in the address bar, then click on Parent Access in upper right hand corner.
- To clear the cache/cookies
 In Internet Explorer, go to Tools > Internet Options
> General Tab > Under Browsing History make sure Delete browsing on exit is checked
> Click DELETE > Make sure all boxes are checked
> then click Delete and exit out of this by clicking OKAY.
Try going to www.lcsc.us again and click on Parent Access.

10) "How can I get my password reset?

- If you are sure of your password, you can enter your username and then click "I have forgotten my password" and answer your secret question (correctly and with correct capitalization/lower case) and a TEMP password will be sent to your email on the account. Check all possible email addresses you may have put in this field when you set it up including your spam/junk folder. This temporary password is indeed temporary. After using the password to login, go to account setting and use the temporary password to reset your password to something you will remember. Passwords must be 8 characters or longer.

 - If you do not know your username or cannot remember your secret answer, contact the tech center by email at rdsparent@lcscmail.com with the name of your student, grade they last attended, school they last attended and what you think your username on the account is. Tech will respond within 24 business hours (M-F 7 a.m. – 3 p.m.) with a TEMP Password to your email.

11) "I do not use credit cards/debit cards. How can I register online?"

- You can still register online and click the box saying you agree to pay the book fees. Then you can take your paper payment (check or cash) into your child's school after completing your online registration or you may choose to mail in your child's book rental fees.

12) "My mealtime account is not updated" or "How do I add money to our lunch account?"

- Mealtime is separate from RDS Parent Access. Mealtime questions should be directed to Gladys Rediger, Director of Food Services by calling 865-4416 or by email to grediger@lcscmail.com

13) "How do I email my student's teacher?" or "Why hasn't the teacher emailed me back?"

- Windows based computers will default to using Outlook to send email unless you have it set up on *your* computer to default to your email client. So, when you click on a teacher email address it will pop up in Outlook email format to send an email that way. If you do not use Outlook, the teacher will not receive the email, it will just appear that we are receiving your email and actually never receive it!
- If you use Yahoo, Gmail, Hotmail, etc., the best way to ensure a teacher gets your email is to highlight and then cut/paste the email address into your own email program.

Still have questions?

Email us at rdsparent@lcscmail.com

Or by phone at 558-2794