

Lubbock ISD TEAMS Gradebook Help

The Lubbock Independent School District Gradebook (TEAMS) serves as a line of communication between the district, students and parents/guardians helping provide real-time grading data. This access to grades, assignments and attendance enables teachers, students and parents/guardians the ability to continually assess learning.

(Note there are clickable links throughout this document. Clicking links allows users to jump to that section of the document.)

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 - a. Parent Notification System (phone calls, texts, emails)
 - b. Parent Contact Information
- III. [Facts and Questions – Parent/Guardian Gradebook Account](#)

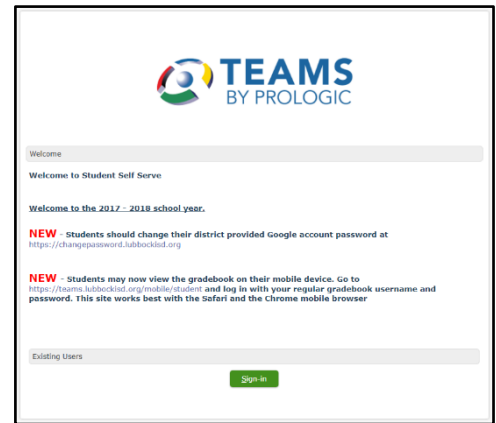
I. How to Access Gradebook – Student

1. To begin the process, go to **Gradebook > Students** at the top of the Lubbock ISD Web site www.lubbockisd.org.

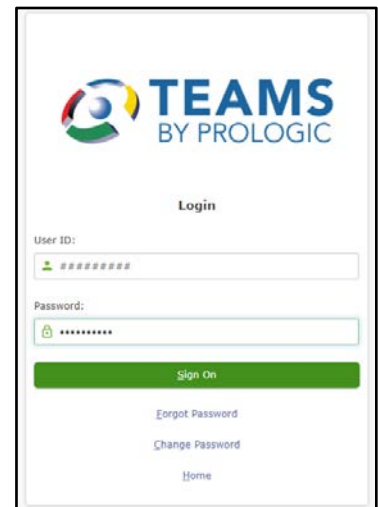


(Note, there are also Gradebook mobile views and apps for parents/guardians and students)

2. All Lubbock ISD students have access to Gradebook and do not have to create accounts. <https://teams.lubbockisd.org/selfserve/EntryPointHomeAction.do?parent=false>



3. Students Sign-in with:
Username: student ID #
Password: self-selected



4. Students **do** have to log in and set their password for the school year to access Gradebook.

II. How to Access Gradebook – Parent/Guardian

1. To begin the process, go to **Gradebook Access > Parent Access** at the top of the Lubbock ISD Web site www.lubbockisd.org.



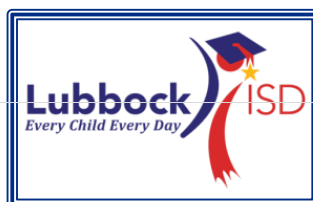
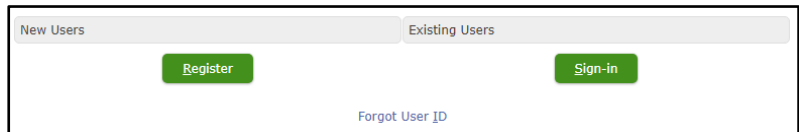
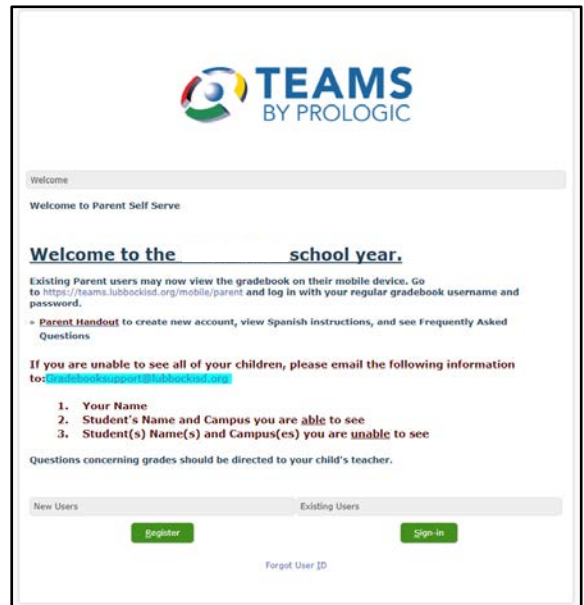
(Note, there are mobile views of Gradebook for parents/guardians and students; however, parents/guardians need to go to the Gradebook full site to create a Gradebook account.)

2. If you have previously registered for Gradebook access, you do not need to set up another account. You may log in with the username and password you have established by clicking **Sign-in**.
3. If you have never registered for online access to the Gradebook, then click on **Register**

Fill out all information on the screen to register for an account as a legal guardian for the student.

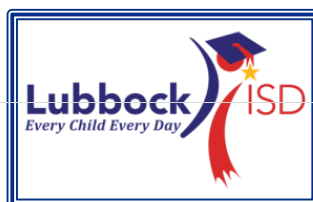
NOTE – All information must match the information in Lubbock ISD's main computer system.

For questions about the information, please visit with your child's school office personnel.



- Parent/Guardian Last Name
- Parent/Guardian First Name
- Student ID (the student's 9 digit number that starts with 10xxxxxx)
- Student Last Name
- Student First Name (type in the student's legal, first name, not what they go by)
- Student Birthdate (in mm-dd-yyyy format)
- Student SSN or State ID (the complete social security number with no dashes or spaces or the State number that can be retrieved from the school)
- Zip code of Parent/Guardian home address
- User ID (create your own user id to use as the username)
- Password (create your own password)
- Retype Password
- Security Question (create your own security question to use in case of forgotten password)
- Security Answer (create your own answer to the security question)

4. You will also find several help documents on the log in page, as well as an email to submit questions gradebooksupport@lubbockisd.org



III. How to Edit Parent Contact Information – *Parent Notification System

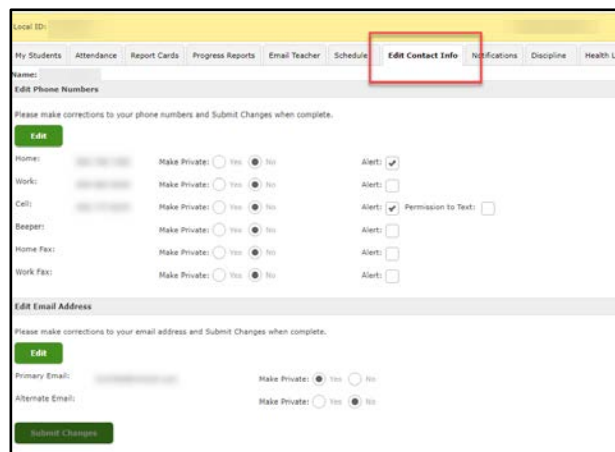
*(phone calls, texts, emails)

1. Log in to your Parent/Guardian Gradebook account.
2. Select student's name. If you have more than one student tied to your account, choose one.



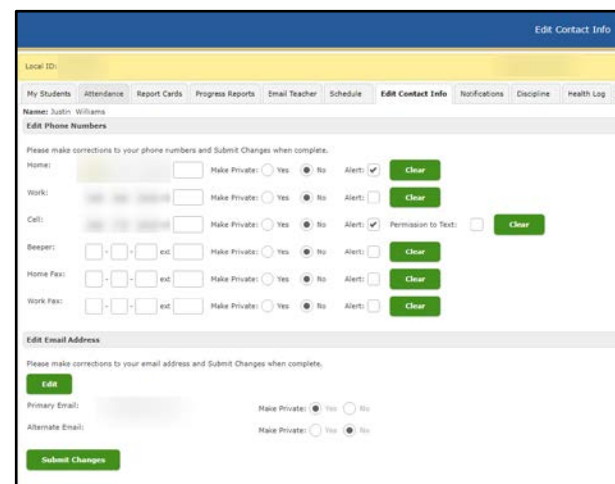
NOTE: Changing the contact information for one student, changes the contact information for all students tied to a parent/guardian account.

3. Click **Edit Contact Info**.
4. Click **Edit** in the **Edit Phone Numbers** section.
 - In this section you can edit phone numbers on which you will receive Lubbock ISD **non-emergency** parent notification phone calls, emails and text messages.

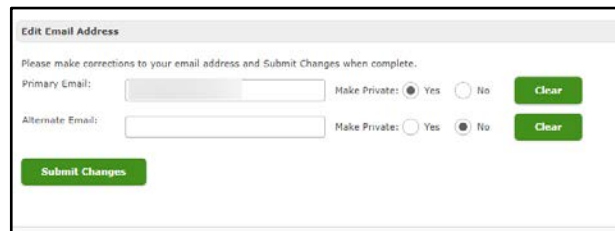


5. To receive Lubbock ISD **non-emergency** Parent Notifications on a particular number, select/deselect the **Alert** box to change.

PLEASE ALLOW 1-2 BUSINESS DAYS FOR TEXT MESSAGE OPTIONS TO OCCUR.



6. To add or change email address(es), select the **Edit** button under the **Edit Email Addresses** section.



7. Once changes are made, click the **Submit Changes** button.

Questions? Email: gradebooksupport@lubbockisd.org or call (806) 219-0190.

IV. Parent Self-Serve FAQs

- How do I obtain access?
 - You must be listed as a parent or guardian in the Lubbock ISD system to have access to a Parent gradebook account. Contact the school office for more information. If you are a parent or guardian, click the Gradebook New Users link and fill out the required information for one of your children.
- When I log in, I do not see all of my enrolled Lubbock ISD children on the screen.
 - You will need to either contact someone in the office of the campus for the child(ren) that is not on your screen, or email gradebooksupport@lubbockisd.org with your name, your child's name, and your child's campus you are unable to see.
- I forgot my password.
 - Click the "Forgot Password" button from the main existing users sign on screen.
- How can I change my password?
 - Click the "Change Password" button from the main existing users sign on screen.
- I do not remember my hint question.
 - Contact your child's campus office. Ask for your Parent Self-Serve information.
- I cannot remember my username.
 - Contact your child's campus office. Ask for your Parent Self-Serve information.
- Is my child's Social Security number visible on the screen?
 - No it is not.
- When I try to get the sign on screen, it goes away or the sign on screen won't appear.
 - Your pop-up blocker is turned on. You will need to allow the page to go through or turn off your pop-up blocker.
- How can I print my child's grade or attendance screen?
 - You can either press the CTRL key and the P key at the same time on your keyboard or right click on the gradebook screen you are trying to print and select Print Screen or Print Screen Landscape
- The gradebook website is hard to look at/use on my phone.
 - Try using the mobile site located at <https://teams.lubbockisd.org/mobile/parent>