ParentsWeb Frequently Asked Questions

Q: What is ParentsWeb?
A: ParentsWeb gives you immediate access to all things ACA: your child's grades, attendance, homework assignments, important school announcements, our school calendar, summaries of your tuition account, and family demographic information all through a secure and confidential site.

Q: What is the school's district code?
A: The school's district code is ACA-FL, all in uppercase letters.

Q: How do I create an account?
A: To activate your account, you will need to follow a few simple steps.
1. Go to www.acalions.org
2. On the right hand side under the banner, click on the RenWeb logo (sample above)
3. Click "ParentsWeb Login"
4. Look for the link that says "Create New ParentsWeb Account" and click it
5. You will need to enter our school's district code: ACA-FL as well as the email address you have on file with our school. If you are unsure of the email you listed, please contact Melanie Wiggins at finance@acalions.org
6. Click "Create account." An email will be sent to you with a link that is active for 15 minutes. You must follow the link that says "Click to change password" to complete your account activation.
7. Enter a username and password, and then confirm your password.

Q. Should I share my password?
A: Please be aware that this system allows you to change your contact and emergency information in our school's database. Login information should be kept confidential. We recommend secondary students who desire to utilize RenWeb (to access homework and grades) to have a separate login. This login is available by providing a student email address to finance@acalions.org.

Q: I'm getting an error that says "Invalid Credentials" or "User Not Correctly Configured."
A: This means the password you are entering doesn't match the username. Make sure your username is correct and re-enter your password. If you continue to have trouble, your password may need to be reset. Please contact Melanie Wiggins at 850-969-0088 to help you with this.

Q: Can I update contact and demographic information in ParentsWeb?
A: Yes. On the left hand side of the page, click on Student Information>Webforms>Family Demographic Form. Updating anything on this web form will also update our school's records. We encourage you to review this periodically to make sure we have the most current information on file for you.

Q: The pages do not load correctly when I use my tablet.
A: Some of the pages within the site will not load on a tablet. Unfortunately, this is beyond our control, although the developers at RenWeb are constantly updating and improving the site.

Q: Do I have to pay to use ParentsWeb?
A: No. Using the site from a computer or web browser is completely free. If you want an app for you mobile device or tablet, there is a yearly fee of $4.99. This is paid directly to RenWeb and ACA has no influence over the price. If you are interested in getting this app, please contact apps@renweb.com.

Q: Can my student have an account?
A: Yes. All our office needs is a valid email address. Click here to request an account be set up for your student. We highly encourage students in grades 7 and higher to have their own account so that they can keep up with their assignments and grades.

Q: I have a question about my student's grades or homework assignments. Who should I contact?
A: You should contact your child's teacher with questions about grades and homework assignments.