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Introduction

NEO is a world-class, award-winning learning management system (LMS) for schools and universities. The platform is known for delivering a great user experience while incorporating all the essential tools schools need to support effective teaching and learning.

NEO is a product of CYPHER LEARNING, a company that specializes in providing learning platforms for organizations around the world. CYPHER LEARNING provides a similar LMS for use by businesses called MATRIX and an LMS for use by entrepreneurs called INDIE. CYPHER LEARNING products are used by over 20,000 organizations, have millions of users, and have won several awards.
Getting started guide for Parents

We want users to get the best results when using our site, especially when they are first starting out. That is why we created three getting started guides for the main types of users on NEO: administrators, teachers, students and parents.

Getting started guide for Parents (this guide) explains topics such as: creating your parent account, accessing children’s information, and how to navigate the platform.

Getting started guide for Students explains topics such as: enrolling in classes, submitting assignments, and communicating with teachers.

Getting started guide for Teachers explains topics such as: creating a class, using competencies, and grading assignments.

Getting started guide for Administrators explains topics such as: navigating in NEO, configuring features, customizing the platform, and managing users.

This guide covers the most common steps parents go through when they start using NEO. Please consult the table of contents if you want to find a specific topic.

If you have any additional questions or want to explore more of the platform’s features, please browse the Help Center.
Creating your account

Parent accounts are usually created by the school administrator. In that case, you will receive the log-in details via email.

If the school administrator enables sign-up for parents, they can also create an account on their own using an access code. To create an account, go to the school portal, then click on Log-in and select Sign Up/ Sign up with an access code.
Enter the access code and then fill in your account details.
Navigating the platform

The first thing you will see after logging in as a parent, is the Parent Dashboard. On the dashboard, parents can see tiles with their children and their details. Parents can access their children’s profiles by clicking on the appropriate tiles on the Dashboard. School administrators are usually responsible for linking parent accounts with student accounts.

Top right bar

The top right bar displays icons that you can click to access your messages, notifications, calendar, trash can, help center, search, and profile.
Right bar

In the right bar, you can find the calendar, your to-do list, online users, announcements, upcoming events, and a list of any minimized windows. To see more details, click on an item.
Newsfeed

The news feed aggregates items such as announcements, today’s events, upcoming events, and your to-do list. When you first open the news feed, it only shows the latest items.

If enabled, parents have the option of adding announcements to the news feed. You can do so by clicking on the Post button.
Left bar

The left bar displays tabs that allow you to quickly navigate to the main areas of the site: home, users, resources.
Help center

We don’t want you to encounter difficulties when first using the site. Access our Help Center by clicking the icon in the top right bar. A pop-up box will open with options for choosing the searchable online help and getting started guides.

The searchable online help has topics organized by account type, it includes detailed instructions with screenshots for most of them, and because the Help Center is a pop-up, you can browse through the topics without having to leave your current page.
Accessing children information

Parents can access their children’s profiles by clicking on the appropriate tiles on the Dashboard.

On the children’s profile page, parents can see detailed information about their awards, classes, groups, friends, and more.
Parents can click on the small icons for each child tile to get instant access to their children’s classes, groups, grades, and calendars:

- This icon displays the number of groups the student is enrolled in;
- This icon provides access to the child’s grade report;
- This icon provides access to the child’s calendar;
- This icon displays the number of classes the student is enrolled in.
Accessing your child’s grade report

By clicking the grade report icon, parents can quickly access their children’s grades. A new tab will open, displaying an overview of your child’s grades for each class he/she is attending.

Accessing your child’s calendar

By clicking the calendar icon, parents can quickly access their children’s calendar. A new tab will open, displaying the calendar with all the classes and activities your children are attending.
Viewing classes

From the student profile, you can see in the Enrolled tab all the classes your child has been enrolled in. The school can decide what level of detail you can see about your child’s classes, including its lessons, assignments, mastery, and grades.

If parents click on the link of a class, they can see more details such as the children’s progress in each lesson, assignments and submissions, attendance, mastery, and more.
Profile

Your profile page contains your basic information, account details, friends, photos, awards, and more. You can access your profile by clicking the icon in the top right bar.

You will first see the About tab. Which displays details such as your name and a short description. To edit your profile, click on the Edit button.

![Profile Interface Image](image-url)
Here you can edit your profile picture, description, password, and account info.

In the Settings tab, you can enable/disable different options for your profile and how you appear to other platform users. You can also change your default language setting by choosing a language from the dropdown menu in the Miscellaneous section.
Contacting staff

To contact an administrator, click Users/Administrators, select the administrator, then click Message to send them a message.

To contact a teacher, go to your child profile and first, select the class he/she is attending from the Enrolled tab, then click from the left bar the teachers section, select which teacher you’d like to contact then click Message to send them a message.
Groups for parents

Site admins and teachers can get parents more engaged in school activities by building a group for them within the LMS to connect with fellow parents and faculty members.

For example, admins can create an informal group just for parents to share ideas, or they can make a team where teachers and administrators are included, and all three parties can interact. If a parent is a member of a group or team, it will show up on their Dashboard under the Groups tab.
Classes for parents

School administrators and teachers can create specific classes for parents and add them as learners.

For example, parents can do a micro class with tips on supporting their children during exam times or a class on learning how to work with children to improve their grades. If a parent is enrolled in a class, it will show up on their Dashboard under the Enrolled tab.
Summary

The Getting Started Guide for Parents provided the essential information that parents need when they first start using NEO. The topics covered were navigating in NEO, accessing children’s information, using the Help Center, classes for parents, and how to contact school staff.

If you have any additional questions, please browse the Help Center.

www.neolms.com