

## Lubbock ISD Frontline/TEAMS Gradebook Help

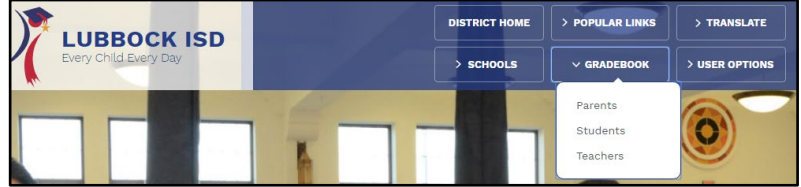
The Lubbock Independent School District Gradebook (Frontline-formerly TEAMS) serves as a line of communication between the district, students and parents/guardians helping provide real-time grading data. This access to grades, assignments and attendance enables teachers, students and parents/guardians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

- I. **How to Access Gradebook:**
  - a. [Student](#)
  - b. [Parent/Guardian](#)
- II. [How to Edit Parent Contact Information](#)
  - a. Parent Notification System (phone calls, texts, emails)
  - b. Parent Contact Information
- III. [Facts and Questions – Parent/Guardian Gradebook Account](#)

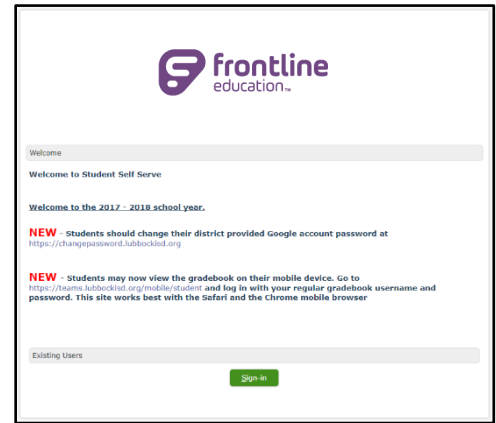
## I. How to Access Gradebook – Student

1. To begin the process, go to **Gradebook > Students** at the top of the Lubbock ISD Web site [www.lubbockisd.org](http://www.lubbockisd.org).

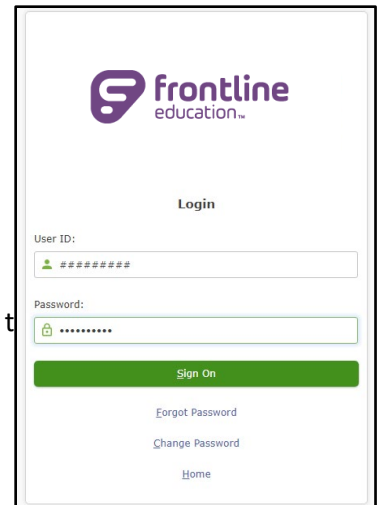


*(Note, there are also Gradebook mobile views and apps for parents/guardians and students)*

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



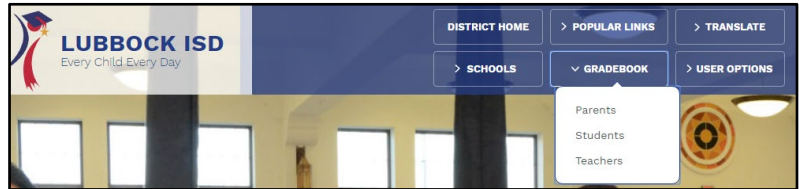
3. Students Sign-in with:  
Username: student ID #  
Password: self-selected



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

## 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](http://www.lubbockisd.org).



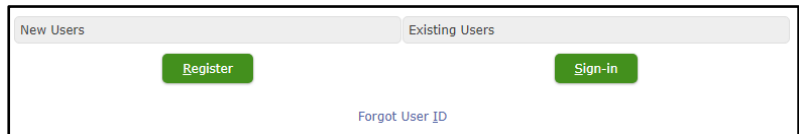
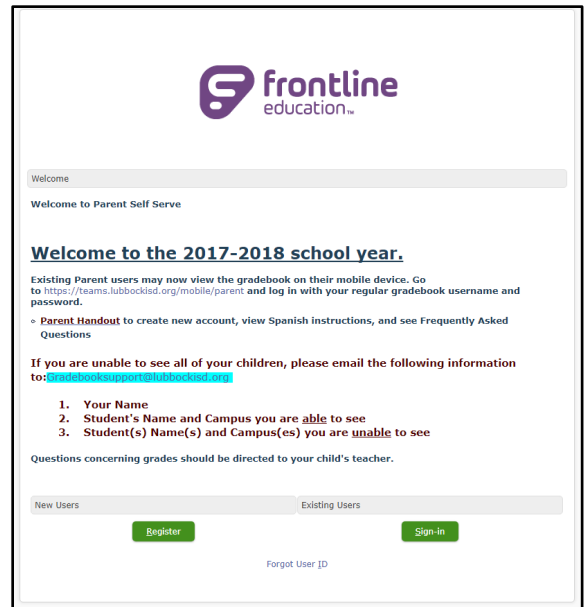
*(Note, there are mobile views of Gradebook for parents/guardians and students; however, parents/guardians need to go to the Gradebook full site to create a Gradebook account.)*

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](mailto:gradebooksupport@lubbockisd.org)

**New User Registration**

Parent/Guardian Last Name	*	<input type="text"/>
Parent/Guardian First Name	*	<input type="text"/>
Student ID	*	<input type="text"/>
Student Last Name	*	<input type="text"/>
Student First Name	*	<input type="text"/>
Student Birthdate	*	<input type="text"/>
Student SSN or State ID	*	<input type="text"/>
Zip code of Parent/Guardian home address	*	<input type="text"/>
User ID:	*	<input type="text"/>
Password:	*	<input type="password"/>
Retype Password:	*	<input type="password"/>
Security Question:	*	<input type="text"/>
Security Answer:	*	<input type="text"/>

---

Welcome to Parent Self Serve

**Welcome to the                                  school year.**

Existing Parent users may now view the gradebook on their mobile device. Go to <https://teams.lubbockisd.org/mobile/parent> and log in with your regular gradebook username and password.

◦ **Parent Handout** to create new account, view Spanish instructions, and see Frequently Asked Questions

**If you are unable to see all of your children, please email the following information to:** [gradebooksupport@lubbockisd.org](mailto:gradebooksupport@lubbockisd.org)

1. Your Name
2. Student's Name and Campus you are able to see
3. Student(s) Name(s) and Campus(es) you are unable to see

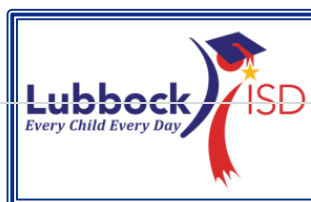
Questions concerning grades should be directed to your child's teacher.

---

New Users
Existing Users

Register
Sign-in

[Forgot User ID](#)



### 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.

Local ID	Name	Grade Level	SCW
		12	Montebey High School Montebey High School

Select Student to View Available Information

Sign Out

**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.

Local ID:

My Students Attendance Report Cards Progress Reports Email Teacher Schedule **Edit Contact Info** Notifications Discipline Health Log

Name: Williams

Edit Phone Numbers

Please make corrections to your phone numbers and Submit Changes when complete.

Edit

Home: [Phone Number] Make Private:  Yes  No Alert:

Work: [Phone Number] Make Private:  Yes  No Alert:

Cell: [Phone Number] Make Private:  Yes  No Alert:  Permission to Text:

Beeper: [Phone Number] Make Private:  Yes  No Alert:

Home Fax: [Phone Number] Make Private:  Yes  No Alert:

Work Fax: [Phone Number] Make Private:  Yes  No Alert:

Edit Email Address

Please make corrections to your email address and Submit Changes when complete.

Edit

Primary Email: [Email Address] Make Private:  Yes  No

Alternate Email: [Email Address] Make Private:  Yes  No

Submit Changes

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

Local ID:

My Students Attendance Report Cards Progress Reports Email Teacher Schedule **Edit Contact Info** Notifications Discipline Health Log

Name: Justin Williams

Edit Phone Numbers

Please make corrections to your phone numbers and Submit Changes when complete.

Home: [Phone Number] Make Private:  Yes  No Alert:  Clear

Work: [Phone Number] Make Private:  Yes  No Alert:  Clear

Cell: [Phone Number] Make Private:  Yes  No Alert:  Permission to Text:  Clear

Beeper: [Phone Number] Make Private:  Yes  No Alert:  Clear

Home Fax: [Phone Number] Make Private:  Yes  No Alert:  Clear

Work Fax: [Phone Number] Make Private:  Yes  No Alert:  Clear

Edit Email Address

Please make corrections to your email address and Submit Changes when complete.

Edit

Primary Email: [Email Address] Make Private:  Yes  No

Alternate Email: [Email Address] Make Private:  Yes  No

Submit Changes

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](mailto:gradebooksupport@lubbockisd.org) or call (806) 219-0190.**

Edit Email Address

Please make corrections to your email address and Submit Changes when complete.

Primary Email: [Email Address] Make Private:  Yes  No Clear

Alternate Email: [Email Address] Make Private:  Yes  No Clear

Submit Changes

#### 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](mailto: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>