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ParentLink: Questions and Answers

The Stamford Public Schools will begin using ParentLink as one of its emergency communication tools in January 2008. Other communication tools include the district website, www.stamfordpublicschools.org and local media.

What is ParentLink?

ParentLink is a call-out emergency communications system developed by Parlant Technologies that notifies families of school cancellations, delays, evacuations, and other emergencies. This "call-out" system is able to contact all families in the district in less than 30 minutes.

How does ParentLink work?

ParentLink imports data from the Student Information System that has been sent through a secure channel to our server.

What type of emergencies will ParentLink be used for?

ParentLink will call you when school is cancelled or delayed, or if there is an emergency that requires school to dismiss early.

How does ParentLink know how to contact me?

ParentLink will call you using the contact information you have provided, which is stored in your school's student information system. **It is essential that you inform your school's main office if your contact information changes so that we can reach you in an emergency.**

What happens if I don't answer the phone or the phone is busy?

If no one answers the phone, ParentLink will leave a message if you have an answering machine or, if the line is busy, will call back six different times in twenty minute intervals. ParentLink responds to voice activation so please speak as you answer the phone.

How is my privacy assured?

Your contact information is transmitted over a secure server. The Stamford Public Schools determines when families need to be contacted and ParentLink does not use your data except to carry out that communication.

What time will I be called?

For school cancellations and delays, the system will start calling all families at 5:45 a.m. and should complete all calls by 6:15 a.m. For emergencies that occur during the school day and that require school to dismiss early, you will be called immediately.

What if I do not receive a call?

You should contact your school to ensure they have the most up-to-date contact numbers for you. If there is any problem, the school can inform the district's Research Department, which will immediately address the problem with ParentLink.