



Frequently Asked Questions RenWeb School Code: PA-MS

RenWeb  - Click to Login to your account.

What is RenWeb?

This is a web based program that brings the parent and the school together in one unified system allowing parents and students to access grades, homework and other school info in one convenient place.

How do I sign up?

If you are a parent/guardian of an enrolled student, you can sign up through the RenWeb link on the Pillow Academy's website: www.PillowAcademy.com

Note: Your email address must be on file at Pillow Academy in our RenWeb database before signing up.

I submitted my name and email address to school, but my email address does not seem to be working, what do I do?

Email your name, phone number and email address directly to Jane Hart Hargett, jhhargett@mailpa.com with a short message that your email address for login does not seem to work. She will verify your email address and get back with you.

What is the school ID for Pillow Academy?

PA-MS (make sure there are no spaces)

I received 1st time login instructions and tried to get my password. I saw the message which said, "Your new password has been emailed to you." but I never received a password. What do I do?

The email sent to you containing your password was probably blocked by a SPAM filter or ended up in your junk mail folder. Please check in your Junk-Mail. If you are still having problems, send your email address directly to Jane Hart Hargett at jhhargett@mailpa.com with a short message that you did not receive your password.

What do I do if I forget my RenWeb password?

Click on the 'Forgot Password?' on the login screen.

Can I change my password?

Yes. After your first login to RenWeb click on the Change Password link.

How can my password change, if I did not change it?

Remember, anyone who has your email address and RenWeb password has the ability to change the password.

Are students in Grades 6-12 able to have their own individual RenWeb account?

Absolutely. Any student that would like a separate RenWeb account must complete a form in Mrs. Hargett's office. Each student will then be given complete instructions to log-in.

Pillow Academy

69601 Hwy. 82 W
Greenwood, MS 38930



What is required to connect to the RenWeb?

A computer with a connection to the internet and an email address must be supplied to the school;

Who else can see my family demographic information?

Only a person(s) in your own family or employed staff members at Pillow Academy.

How often can I expect to see attendance updated?

Grades K-5: Attendance is recorded each morning during homeroom by the teacher for grades K-5 and is updated daily by the office.

Grades 6-12: Attendance is recorded for each period (up to 7 periods per day) and is updated daily by the office if necessary. Pillow utilizes different attendance codes which correlate with present/absent information for each student.

Do all teachers post grade information to the RenWeb server?

All teachers post assignments and grades to RenWeb at different times. If you see grades in RenWeb for some teachers but not others, this is a normal function of the way teachers assign and post grades. The number and frequency of assignments varies in each course and by each teacher.

How often can I expect grades to be updated?

Teachers need time to grade assignments, projects, essays, and tests. Each day teachers are expected to have new material and lesson plans ready for class. Coaching, club sponsorship, and family commitments can also affect turnaround time, as well as a teacher's student load. Essays and research papers take longer to grade than a quiz. With that in mind, please be patient as it does take time to grade and post assignments. All teachers do their best to grade their students' work and communicate their progress in a timely manner.

Do all teachers use the same grading system?

No. Each teacher has his/her own grading system. Some teachers work on a straight points system while others weight the scores according to assignment categories (Homework, Tests, etc.). Some grades are given for class participation while others do not. Some teachers will not accept late work and some will with point deductions. Our teachers inform all of their students at the beginning of the course of their expectations and grading scheme for the year. It is very important for parents to read the grading information contained in the class syllabus.

What should I do when a concern arises about a score or grade that appears in RenWeb?

- Talk with your child first. Ask him/her about the situation that is surrounding his/her grade(s)
- Review the course grading system of the teacher. This may answer the question of why the student has received the grade or explain how the assignments add up to the current average.
- Check to see if there is an assignment description. On the Homework Summary page if the assignment is listed in blue, you can click on the link for more detailed information. This may help to clarify what was involved or expected for a particular assignment.
- Check the date of the assignment. An assignment handed in late may receive deductions from its score.
- In trying to verify a class be sure to check if there are any missing or late assignments that could be affecting the overall grade average.

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- If a discrepancy is found please send one email to the attention of the teacher. Teachers are all working together to achieve the highest level of consistency and accuracy possible.

Other RenWeb links:

RenWeb - General Information

RenWeb - First Time Users

RenWeb - Returning Parents

For more information or assistance, please contact:

Grades K4-5 - Mrs. Melanie Farmer, mfarmer@pak12.com

Grades 6-12 - Mrs. Jane Hart Hargett, jhhargett@pak12.com