

# ParentView

## Frequently Asked Questions

**Welcome to Rainbow Academy's ParentView System.** If you are experiencing any kind of problem using Parentview, we strongly recommend that you try to access it from another computer and establish whether the problem can be reproduced or only happens on one particular computer. If Parentview runs on one computer and not on another, then you must troubleshoot the non-working one using the guidelines below.

### Supported Hardware

Parentview is designed to work only on desktop PCs and Macs. All other devices including - but not limited to - portable media players, Internet media tablets, Blackberries, iPhones, etc. are NOT supported.

### Operating Systems

*What operating systems does Parentview support?*

The ParentView system runs on Windows XP, Windows Vista and Mac OS X.

*Will Parentview immediately work with any of these operating systems?*

If you have a Windows-based PC and the necessary software or browser plug-ins have been installed, yes. If you have a Mac, you MUST tell your center Director to provision your Mac account for use with Parentview as it is different than for Windows PCs.

### Windows Users

*What browsers does Parentview support?*

Parentview officially supports only Internet Explorer 6 & 7 in Windows XP. We cannot guarantee that it will work on other browsers such as Firefox and Opera and will therefore not be supported.

*What about Internet Explorer on Windows Vista?*

Please see section on DVS Client software below.

*Why do I only see an empty box or an X?*

Parentview requires the automatic download and installation of an ActiveX control. Under normal circumstances, Internet Explorer will ask you for permission to install the ActiveX software (via address bar in Explorer). Without the Active X software installed, Parentview will NOT work.

*Why was I was not asked to install any kind of ActiveX control?*

If you are at home, this means that your computer's firewall software or network router has blocked the installation of the ActiveX software. You should disable any firewall or router rules that are blocking the ActiveX software from being downloaded and installed.

If you are at work, your company's IT policy does not allow the installation of such software on your computer.

## **Mac Users**

*What browsers does Parentview support?*

Parentview officially supports only Safari in Mac OS X. We cannot guarantee that it will work on other browsers such as Firefox and Opera and will therefore not be supported.

## **DVS Client Software**

*What is it and do I need it?*

The DVS Client software which can be downloaded from the Rainbow Academy website under Help Documents was developed and recommended for use with Windows Vista. If you have Windows Vista, this is the recommended method for connecting to Parentview.

*What do I type into the "Address" field of the DVS Client Software?*

Locate your center below and type the address exactly as it appears with the "http://"

Brick <http://70.21.251.7>

Cranford <http://www.parentviewcr.com>

Flemington <http://75.146.201.113>

Iselin <http://www.parentviewis.com>

N. Brunswick <http://71.187.224.2>

Piscataway <http://96.57.132.243:81>

Rutherford <http://65.196.18.10>

Summit/Superkids <http://71.250.238.34>

Whippany <http://71.251.205.16>

Woodbridge <http://www.parentviewwb.com>

## **Java Version**

*What is it and do I need it?*

Within the Rainbow Academy website is an alternative means to use Parentview. You can use this to log into Parentview if you are having trouble using the standard means described above. Please note that this method produces lower-quality images and slower refresh rates - this is normal behavior and is not indicative of a problem. In some cases, images appear to freeze or stall. A refresh of the page will update the image. You MUST have Java installed for this feature to work.

*How do I use the Java version?*

Rainbow Academy website -> Parent login -> New Version -> Log in -> Java version -> Select camera

## **Mac Version**

*How do I use the Mac version?*

Rainbow Academy website -> Parent login -> New Version -> Log in -> Mac version -> Select camera

## **Other Issues**

*I want to use Parentview at work - what should I do?*

If your company does not allow the download and installation of the required files onto your computer, your only recourse is to contact your company's IT department and explain the situation to them. In most cases, all that needs to be done is for an IT member to log into your computer and access Parentview with administrative rights, then the software should install itself. In other cases your company may restrict access to video streaming sites or media sites such as ParentView. Either way – please contact your company IT department for resolution.

*Parentview says my login or password is incorrect.*

You must call your Rainbow Academy center and ask them to either give you your login credentials if you forgot them or have them reset it.

*One or more cameras is frozen or has a wrong date.*

Call your center to see if they are already aware of the problem. Most centers are equipped to deal with this type of issue. If ALL the cameras are not showing, send us an email or inform your center and they will forward the request to us.

*My child moved to another class and I still see his/her old classroom.*

Call your center and ask them to update your account with the appropriate classroom cameras.