

## Family Connection Quick Guide to Requesting Transcripts

1. Go to your high school's Homepage
2. Find the link to Family Connection through your high school's Counseling tab:
  - a. Lee's Summit High School -  
<https://connection.naviance.com/family-connection/auth/login/?hsid=leeshs>
  - b. Lee's Summit North High School -  
<https://connection.naviance.com/family-connection/auth/login/?hsid=lsnhs>
  - c. Lee's Summit West High School -  
<https://connection.naviance.com/family-connection/auth/login/?hsid=lswhs>
3. Log in to Family Connection using your school Username and Password
4. Once logged in, find the "colleges" tab at the top of the Family Connection homepage and click on it
5. Click on "colleges I'm applying to"
6. From here, you may search for schools to add to your list by clicking on the "+add to this list" button

### colleges I'm applying to

[+ add to this list](#) | [request transcripts](#) | [compare me](#)

7. When you add schools, be sure you check the box to request a transcript

### colleges I'm applying to

Use this page to tell your counselor about colleges to which you are definitely planning to apply. Click "lookup" to find the name of each college. Click the "request" check box in the Transcript column if you need the school to submit a transcript to that college. If you are not sure about applying to certain colleges yet, you should add them to your [list of prospective colleges](#).

| Type               | Transcript                       | College                                  | I have submitted my application |
|--------------------|----------------------------------|--|---------------------------------|
| Regular Decision ▼ | <input type="checkbox"/> request | (click lookup) <a href="#">lookup</a> :: | <input type="checkbox"/>        |
| Regular Decision ▼ | <input type="checkbox"/> request | (click lookup) <a href="#">lookup</a> :: | <input type="checkbox"/>        |
| Regular Decision ▼ | <input type="checkbox"/> request | (click lookup) <a href="#">lookup</a> :: | <input type="checkbox"/>        |

*(Note: If you have previously added colleges you are applying to and did not originally request a transcript, you may do so now by clicking "request transcripts" right under the heading of "colleges I'm applying to," then clicking the box next to the school or schools for which you'd like to add transcript requests under "Current Applications")*

## request transcripts for college applications

Use this page to submit official transcript requests for your college applications. Once you submit your request to the high school office, you will receive a confirmation and a tracking number.

### Current Applications

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Below is a list of the applications already in your list. If you have already requested a transcript for an application, it will not appear in the list below. Please click "add request" to request a transcript for an application.

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> add request | Longview Community College          |
| <input type="checkbox"/> add request | Northwest Missouri State University |
| <input type="checkbox"/> add request | Rockhurst University                |

## Need Additional Help?

### [How do I create an account on Family Connection?](#)

When your school makes Family Connection available, you will receive information on how to access the site and, if applicable, how to create an account. To create an account, you must receive a registration code from your school. You will then enter that code in the New User area on the Family Connection main page and follow the on-screen instructions to create an account with a password that you can remember.

### [I can't remember my password. How can I sign in?](#)

If you have forgotten your password, click the link on the main page of Family Connection in the sentence that reads, "If you forgot your password, click here for help." Enter your e-mail address and click the Reset Password button to receive a new, temporary password. If you receive an error when resetting your password, please contact your counseling office to confirm that you have the correct e-mail address listed in the system. If you did not register with an e-mail address, you will need to contact your counselor to obtain a new password.

### [I entered my e-mail address and password correctly, but I still can't sign in.](#)

Family Connection stores a "cookie" on your computer when you access the site. This cookie is a small file that enables Family Connection to identify your session. You must allow this cookie to be written in order to use Family Connection. If you have configured your web browser to decline cookies, you must change this setting before signing into Family Connection. Please check your browser's Help system for more information on changing your cookie options.

### [I changed my e-mail address. How do I sign in?](#)

When signing in, enter the e-mail address that you used when you registered for Family Connection – even if you no longer receive e-mail at that address. Once you have signed in, click My Profile. If your school allows you to edit information, click the Edit link and enter your new address. If your school does not allow you to edit information, please contact your counseling office to update your e-mail address. Once you have updated your e-mail address, use the new address the next time you sign into Family Connection.

I can't remember my password, and I no longer have access to the e-mail address I used when I registered. How can I get a new password sent to me?

Please contact your counseling office to update your e-mail address and reset your password.

I enter my password in the Guest Entrance, but I can't sign in.

If your school has enabled guest access to Family Connection, you will see a box on the Family Connection main page called Guest Entrance. This box may contain a space to enter a password. This password is not the same as the password you created if you have your own Family Connection user account. If you attempt to enter through the Guest Entrance and a password is requested, you must enter your school's guest access password. Please contact your counseling office for this information.

I have requested a password be sent to me by e-mail, but the e-mail didn't arrive.

Requests for new passwords are processed immediately. If you do not receive the new password message, your e-mail server may be down or not accepting messages. Please contact your Internet Service Provider to ensure that you can receive mail from Naviance.

I've tried everything here, but I still can't sign in. What else can I do?

If you're still having trouble accessing Family Connection, please contact the counseling office at your school. Please do not contact Naviance directly for assistance. To protect the confidentiality of our clients, students, and parents, Naviance will not discuss account features or access with students or parents. Your school's counseling office can verify the features you are authorized to access and can assist you with establishing a new account or resetting your password.

**\*Please note that the transcript page on Family Connections is only to request transcripts for colleges not using Common App or SendEdu. For those programs, please request transcripts through application process.**