

AtoZ Directory FAQs

1. How to set up my AtoZConnect app: EVERY NEW TRIER HOUSEHOLD HAS RECEIVED AN ATOZ DIRECTORY LOGIN ID AND PASSWORD ALONG WITH VERIFICATION INSTRUCTIONS TO ACCESS THE ONLINE ATOZ DIRECTORY

2. What do I do if I forgot my username/ID or password? – YOU CAN ALWAYS DO A PASSWORD RESET FROM THE LOGIN PAGE AT WWW.ATOZCONNECT.COM. YOU CAN ALSO LOGIN WITH FACEBOOK OR GOOGLE IF THE EMAIL YOU USE FOR THOSE PROGRAMS MATCHES YOUR EMAIL IN THE DATABASE

3. Do I delete the old app first or does it matter? IT DOES NOT MATTER AND YOU CAN DELETE IT BEFORE OR AFTER YOU GET THE NEW ATOZCONNECT APP

4. How do I switch between school? WHEN YOU LOGIN IT WILL ASK YOU WHICH SCHOOL YOU WANT TO GO TO. IT WILL SHOW YOU ALL SCHOOLS WHERE YOU HAVE THE SAME EMAIL ADDRESS ASSOCIATED WITH YOUR ACCOUNT. YOU CAN ALWAYS GO BACK TO 'MY ACCOUNT' TO SWITCH SCHOOLS

5. How do I add other primary schools to the app? PER ABOVE – SYSTEM WILL TIE TOGETHER ALL SCHOOLS WHERE YOU HAVE THE SAME EMAIL SO MAKE SURE YOU HAVE THE SAME EMAIL IN THE DATABASE FOR EACH SCHOOL

6. Do I need the same ID/password for the other schools? ONCE YOU RESET YOUR PASSWORD YOU CAN ACCESS ALL YOUR SCHOOLS WITH YOUR EMAIL AND PASSWORD – IT WILL TIE THEM ALL TOGETHER

7. INFOSNAP—this is the new data verification system being used by New Trier. For questions about InfoSnap please contact Niha Janagama, Enterprise Applications Manager at New Trier at janagamn@nths.net After 09/29, New Trier has Home Access Center (HAC) open for parents/guardians to edit their basic information such as email address and phone numbers.

8. How do I hide personal information in the directory: Hide any portion of your contact info you do not want to show in the directory by visiting My Account > My Family Info and then clicking Edit next to the user in which you want to hide information. From there a "Hide" check box will appear next to each field on the right when you hover over that field.

10. Send all questions about AtoZ directory related inquiries to support@atozdirectories.com

11. Inform the School Registrar of ALL changes: Please note that any changes made by you in AtoZ directories is only for the AtoZ website. This information is NOT forwarded to the school registrar. You must notify the school registrar, Sarah Khan, at registrar@nthsh.net for any contact information that you would like to update in your records.

12. Can I get a paper directory? THE INFORMATION IS AVAILABLE ONLINE ONLY. PRINTED DIRECTORIES ARE NO LONGER AVAILABLE

13. Is AtoZ free or do I have to pay the NTPA dues? ALL NEW TRIER PARENTS ARE MEMBERS OF THE NTPA. YOU CAN PAY YOUR DUES ONLINE AT <https://newtrier.revtrak.net/>

14. Can I access the info in the old AtoZ app now or do I have to upgrade first to the new app? YOU MUST UPGRADE TO THE NEW APP TO OBTAIN THE INFORMATION. SEE 'HOW TO SET UP MY ATOZCONNECT APP' ABOVE

15. Can I OPT out of the AtoZ Online Directory? ONLY SELECT YES IF YOU **DO NOT WANT** YOUR ENTIRE HOUSEHOLD SHOWN IN THE DIRECTORY. CLICK ON YOUR ACCOUNT THEN UNDER HOUSEHOLD CLICK EDIT AND SCROLL DOWN TO 'OPT OUT' AND SELECT YES.