



RICHARDSON INDEPENDENT SCHOOL DISTRICT

Where all students connect, learn, grow, and succeed

Online enrollment for the 2018-2019 Academic School Year will be done through RISD's new online enrollment system, PowerSchool (previously known as InfoSnap), a secure online enrollment system for returning students. Online Registration window opens February 26th and closes May 18th.

Parents will receive an email and a letter during the week of February 19, containing detailed instructions with a link and a "snapcode". Snapcodes are unique and are assigned individually to each student; therefore, separate emails and letters will be sent to parents with multiple students in the district. If you do not receive an email, please check your spam/junk mail or contact your school.

Online Enrollment Frequently Asked Questions – For Parents

Do I need to have or create a Focus Parent Account in order to register my child online?

*A Focus Parent Accounts is **not** required to enroll online.*

What time does the online application open and close?

Online enrollment opens at 8:00 am on February 26 and closes at 11:59 pm on May 18.

How do I get started?

Once you receive the email notification with the snapcode, click the Registration link (snapcode link), you will then be able to create an account with PowerSchool (if you don't already have one).

*If you receive a letter via mail or in the weekly folder of the student, visit the **Website link** and **click the Registration link**, then enter your student's snapcode. Enter the snapcode exactly as it appears in the letter, with no spaces or punctuations.*

What is a snapcode?

The snapcode is like a key to your child's data for the upcoming school year. You should receive a unique snapcode for each child.

Can I use the same snapcode to enroll all of my children?

No, the snapcode is linked to each student. You should receive a unique snapcode for each child.

What if I have more than one student in the district?

Each child will have a unique snapcode. It is recommended that you complete and submit one form and then start another.

Can I use the same snapcode every year?

*No, each year a **new** snapcode is generated.*

Who is going to receive the notification email?

*The notification email will be sent to the **primary** contact of the student. If the primary contact doesn't have an email address on file with the school, please contact the school to provide an email address.*

I didn't receive a snapcode, what can I do?

Snapcodes will be sent out the week of February 19 through email and a letter will be sent home with instructions. Please contact your school for further information.

What if I never received a notification email?

The email may have not reach you due to:

- a) An incorrect email address, please contact your child's school to verify the email address that the school has on file.*
- b) A firewall or spam filter if the email address on file is correct. Please check your "Spam" folder in your email. If you still cannot find it, please go to the school to pick up the snapcode.*
- c) An email address has not been provided to the school.*

Can I use my mobile device to enroll my child online?

Yes, PowerSchool online application is designed to be adaptive to work with a wide range of mobile devices.

Who do I need to contact if I have technical difficulties?

Please contact PowerSchool/InfoSnap for technical support.

Live support is available Monday – Friday from 7:00 am – 7:00 pm Central Time.

PowerSchool support team: 866-752-6850

Parents can also visit the PowerSchool help articles: <https://help.powerschool.com/> go to "Product Support" and click on "Registration"

For general questions about online enrollment send an email to Enrollsupport@g.risd.org or call 469-593-0718 (Questions will be answered M-F during business hours).

I have a problem and I am not sure who do I need to contact?

Please contact the PowerSchool support team *if you are having difficulties accessing a form, are unable to log into your account, have forgotten your password and cannot retrieve it, are having technical issues with a form, or if a form is linked to the wrong user.*

Please contact your child's school *if you are unsure how to answer a particular question and need clarification, need to change submitted information, never received or have lost the snapcode, the form is 'on hold', or encounter incorrect information within the 'read only' fields.*

Why do I need to create a PowerSchool account?

By creating an account, you will be able to save your progress and return to complete the form at a later time if necessary. You can also complete forms for multiple children in the same account and access the confirmation page of a submitted form.

Why do I need an email address to create an account with PowerSchool?

PowerSchool uses the email address as the medium of communication between PowerSchool and the family. Notifications about new account creation and submission confirmation emails are sent to the families via email.

I forgot my password, what can I do?

You can retrieve the password online by selecting the "Forgot password" link on the account sign in screen or by contacting the PowerSchool team.

What if I make a mistake or need to make changes to the online application?

If you have not submitted the form, you can still make changes to the application. You can navigate back to the page using the 'Previous' and 'Next' buttons. If you are on the "Review & Submit" page, you can click on 'Edit' next to the field name. If you have already submitted the form, you will need to contact your student's school.

Once an online enrollment application for a student is submitted, is it considered finalized?

No. All applications and other documents, such as proof of residency, will be reviewed by the campus before any application is considered finalized. The school will contact the parent if more information is needed.

Am I required to provide a proof of residency during the online enrollment process?

*Parents are required to provide proper proof of residency either by uploading the document during the online enrollment process or by taking it to the school. If the proper proof of residency is **not** received by the school, the application is **not complete**.*

Acceptable proof of residency: water, electric, or gas bill for homeowners or apartment lease with the parent's name and expiration date.

The system is not allowing me to submit my child's form, do I have to answer all the questions?

Questions marked as "Required" need to be answered in order to be able to submit the application.

My student is NOT returning to Richardson ISD, Do I still enroll him?

Please contact your school for further information.

My student will be transferred to another school in Richardson ISD, can I complete an online enrollment for my child?

Yes, you still can enroll your child online. After submitting the application, please contact your school for further information.

What if I am zoned for one school, but I want to transfer my student to another school within the District. Can I transfer my student by completing an online enrollment application?

You will NOT be able to transfer a student to another school within the district during the online enrollment process. Doing an online enrollment application, will enroll the student at the school where the student is currently enrolled. To transfer a student you need to apply for a transfer. Please contact the student's homeschool for more information.

If I move to another residence within RISD during the summer and my student is going to attend a different RISD school for the 2018-19 school year, can I change the school for my student during the online enrollment process?

No, you will NOT be able to change the school for your student during the online enrollment process. Doing online enrollment will enroll the student in the school where the student is currently enrolled. Please contact the student's current school for more information.

How can I know if I successfully submitted my student's online enrollment application?

Once an online enrollment application has been submitted a confirmation email will be sent to you. You will also be able to print a copy of the submitted form for your records once the application is submitted or access the confirmation page of a submitted form through your PowerSchool account.

Can I do an online enrollment application for an incoming Kindergarten student?

No, Enrollment for an incoming Kindergarten student must be completed by a parent or guardian at the school.

Can I do online enrollment if my student is New to RISD?

No, please contact your attendance area school for more information.

Go to this link to find your attendance area school <http://schoolfinder.risd.org/search.cfm>

What if I don't want to enroll my child online?

Paper Enrollment Forms are still an option. Please contact your child's school in order to obtain an enrollment packet.

What if I miss the deadline for online enrollment?

All students enrolling after May 18 must complete paper enrollment forms.