



RICHARDSON INDEPENDENT SCHOOL DISTRICT

Where all students learn, grow, and succeed

Online Enrollment Frequently Asked Questions

Online Enrollment for the 2017-2018 Academic School Year opens February 27, 2017 and closes May 19, 2017. A Focus Parent portal account is required to enroll a student online.

What if changes are needed to the online enrollment application after it has been submitted?

Once you hit the 'Submit and Finish Application' button, you won't be able to make any changes to the application. If changes are needed to the enrollment application after it has been submitted, you must contact the campus.

When I submit an online enrollment application for a student, 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 you if more information is needed.

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 by doing online enrollment. 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 2017-18 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 notice will appear. Also, if an email address of the contact was provided for the 2016-2017 student enrollment record profile, a confirmation email will be sent to that email address. Keep in mind, that it can be a different email address from the one used to create the Focus parent portal account. To verify the email address that was provided for the 2016-2017 student enrollment record profile, please contact the student's school.

Can I access the online enrollment application through a student account?

No, the online enrollment application can only be accessed through a Focus parent account.

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

No, you cannot do an online enrollment application for an incoming Kindergarten student. Enrollment for an incoming Kindergarten student must be completed by a parent or guardian in person at the school.

Can I do online enrollment if my student is new to Richardson ISD?

No, you cannot do an online enrollment application. Contact your attendance area school for more information. Please go to this link to find your attendance area school <http://schoolfinder.risd.org/search.cfm>

What if I don't want to do an online enrollment application?

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

What if I miss the deadline for online enrollment?

All students enrolling after May 19, 2017, must do Paper Enrollment. No exceptions.

I am not able to add my student to my Focus parent portal account when I enter the last 4 digits of my student's social security, what can I do?

If you cannot add the student to your Focus parent portal account, you must contact the school to verify if your information matches the information in the system. Only the school can provide you this information.

Contact online enrollment technical support for assistance with online enrollment.**For example:**

- I need assistance enrolling my student online
- I have a question about the online enrollment application
- I need to report an issue about the online enrollment application
- Any other question related to online enrollment

Online Enrollment Technical Support Email: EnrollSupport@g.risd.org

Online Enrollment Technical Support Phone: 469-593-0718

Contact Focus Parent Portal Technical Support for assistance with Parent accounts.**For example:**

- I don't see my student under my Focus parent portal account after I successfully added my student to my account
- I need assistance creating a Focus account
- I need assistance logging into Focus
- I don't remember my password for my Focus account
- Any other question related to your Focus parent portal account

Focus Parent Portal Technical Support email: FocusParent@g.risd.org

Focus Parent Portal Technical Support phone: 469-593-0811