Family Portal Returning Student

The Family Portal is the site where parents/guardians will review, update, and submit returning student information.

The PowerSchool family support phone number is (866) 434-6276. Families can also use the following link to utilize support chat: https://help.powerschool.com/t5/Support-Case-Chat/ct-p/SupportCaseChat

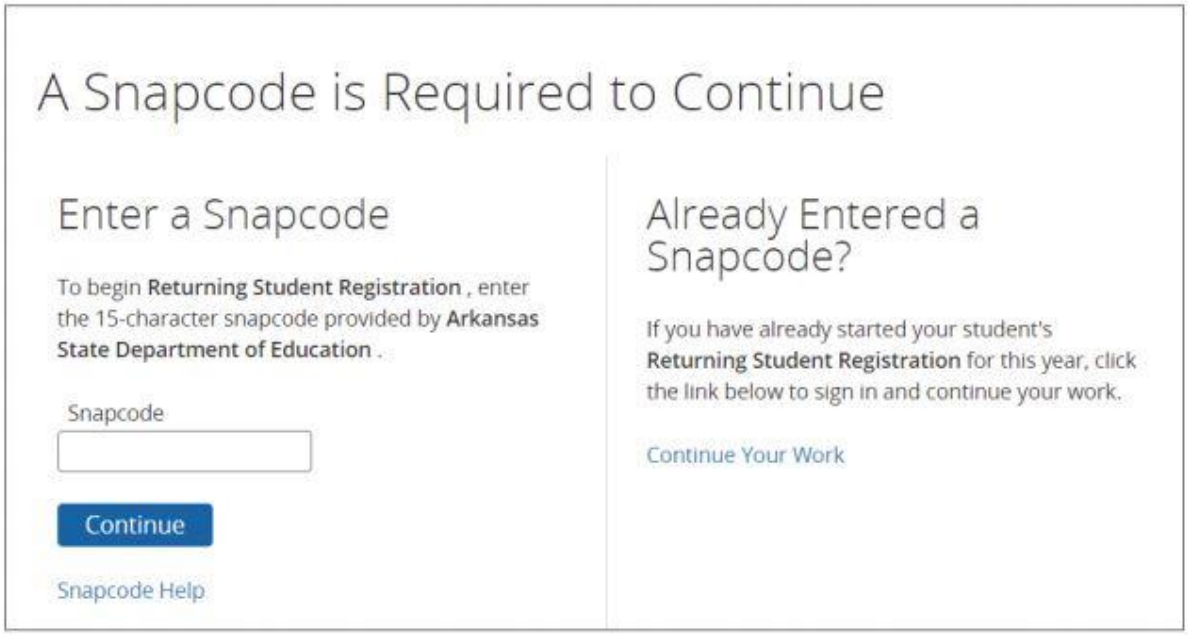
Step 1 – Snapcode Entry

Parent will receive an email or letter with the URL and snapcode. The URL is unique for each district. One of the below occurs:

- If an email notification was sent to the parent, the email will contain a URL link. The Snapcode is embedded in this link and will skip the Snapcode window shown below. Go to **Step 2** for parent login.

OR

- If the family received a notification letter, they will access the URL listed to 'Enter a Snapcode'. **Suggestion:** In the letter direct parents to the district/school web site with instructions to click on a 'Returning Student' link.

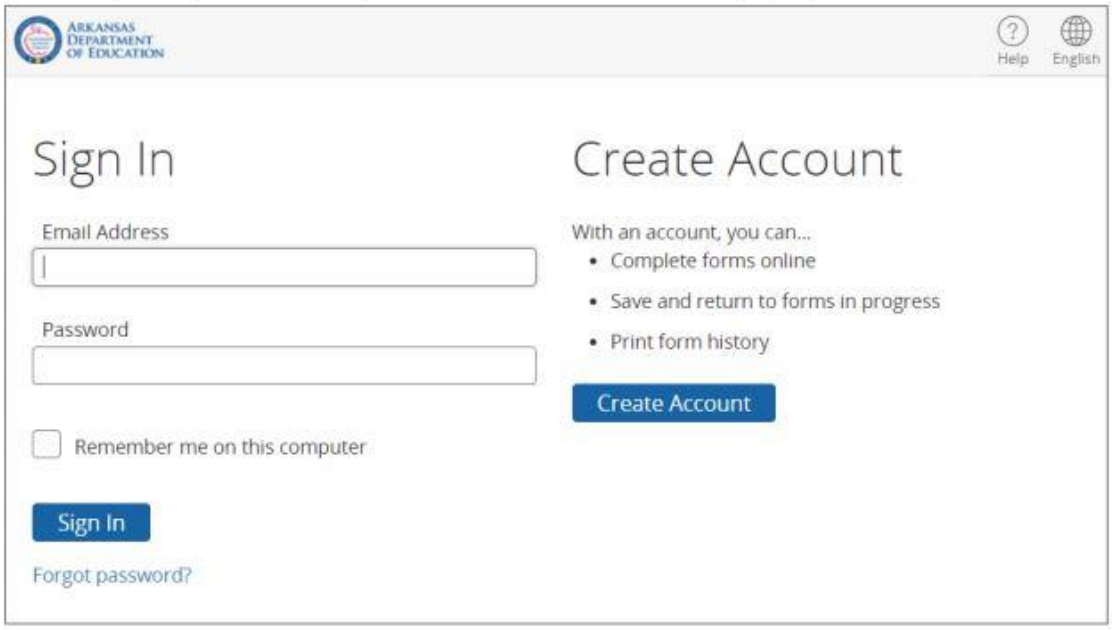


After entering the Snapcode, the family will login or create an account as shown in Step 2.

Step 2 - Login

Existing Account

If the family already has an existing account, enter the Email Address (Login) and Password.

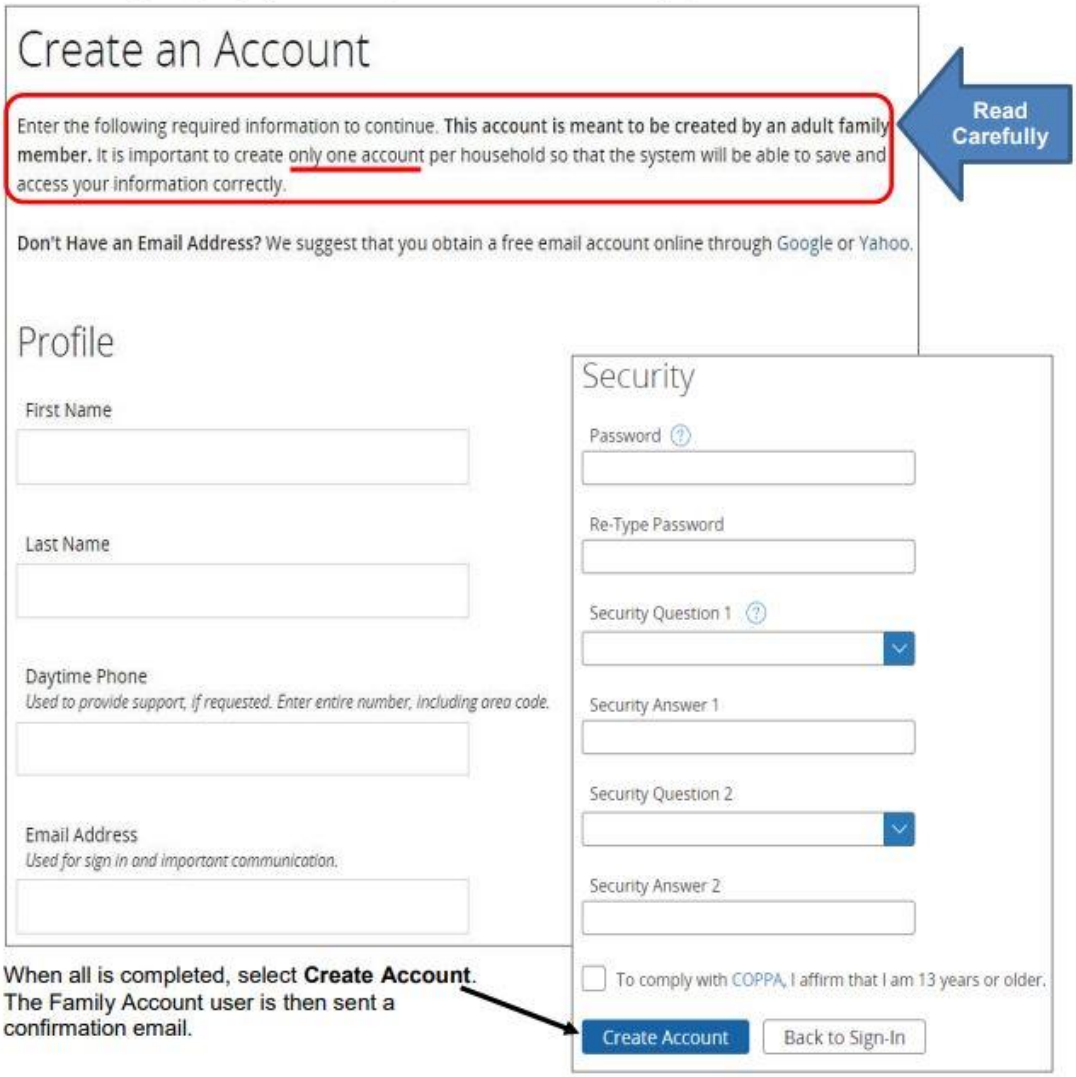


Note: On an existing account, if the user does not know their password, *Forgot Password?* link can be selected. This will redirect the user to a Forgot Password page for resetting either by sending an email containing a temporary password or by answering security questions. Either method will require setting a new password.

Create Account

If the parent does not have an existing account, they must select to Create Account. After selecting Create Account, complete the fields under the Profile and Security areas as shown in the following example screen.

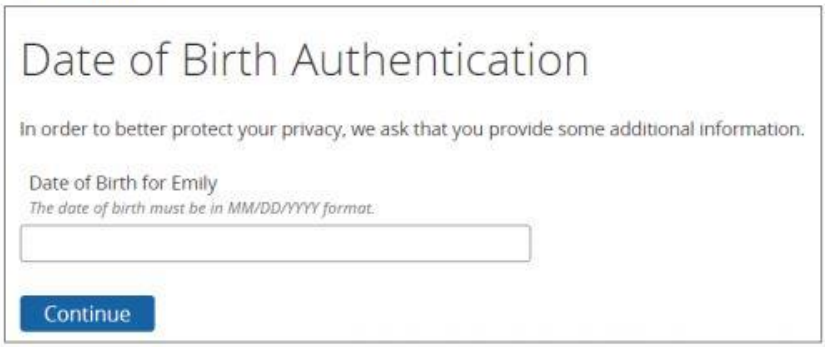
Important Note:
Read carefully the paragraph at the top of the Create an Account page as illustrated below.



When all is completed, select **Create Account**. The Family Account user is then sent a confirmation email.

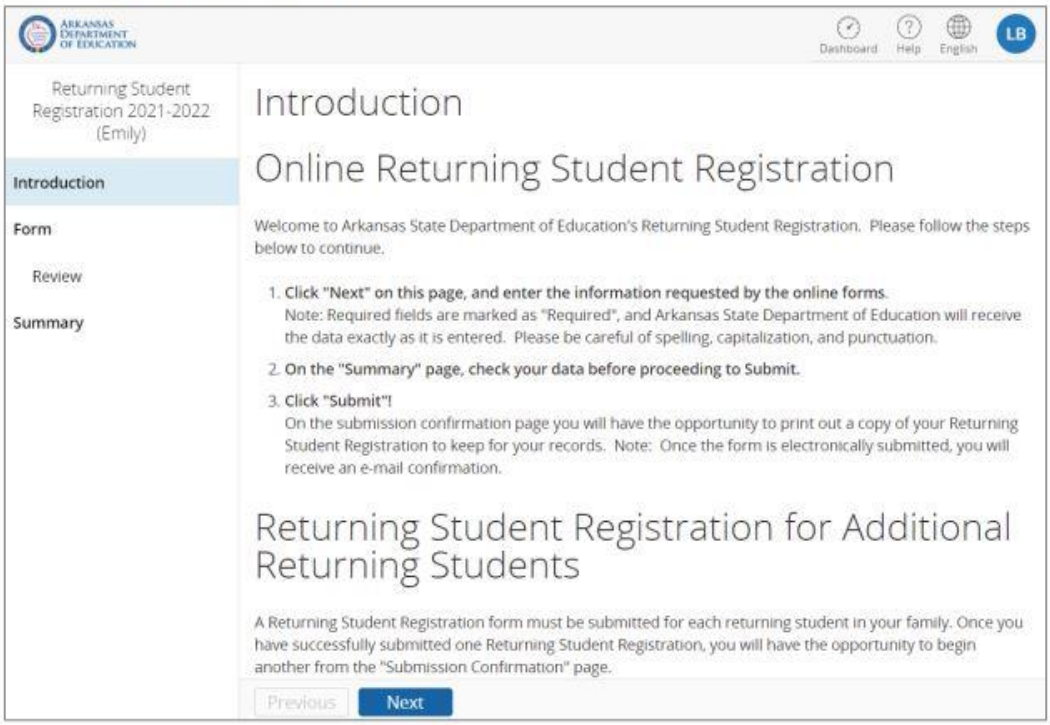
Step 3 – Entering DOB

Once successfully logged in, enter the student date of birth in the correct format of MM/DD/YYYY and click **Continue**.



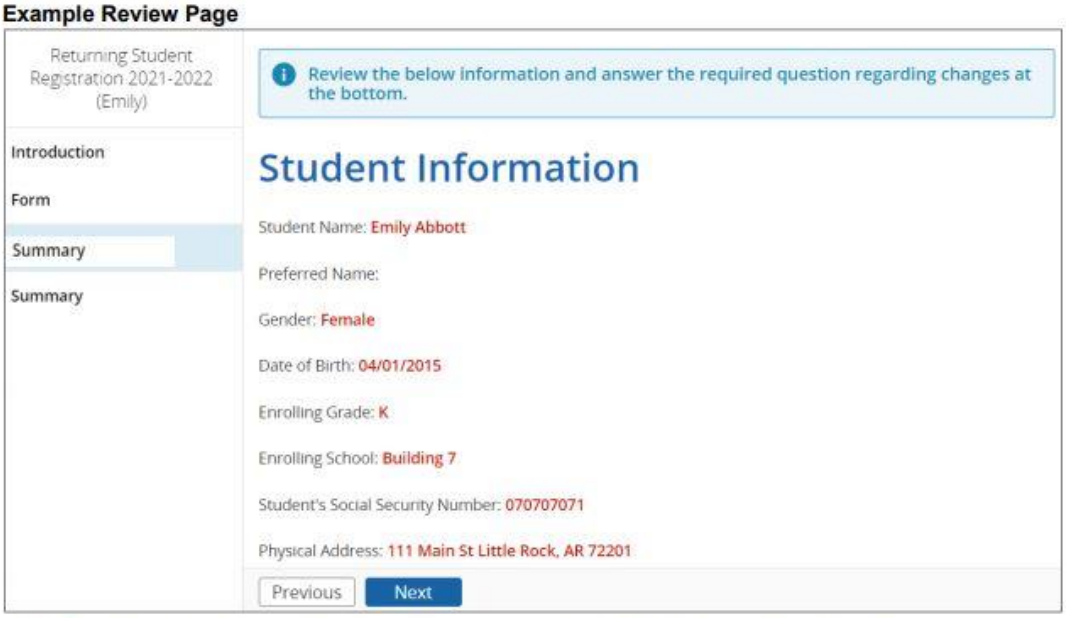
Step 4 – Verify/Update Data

The first page of entry appears as below.



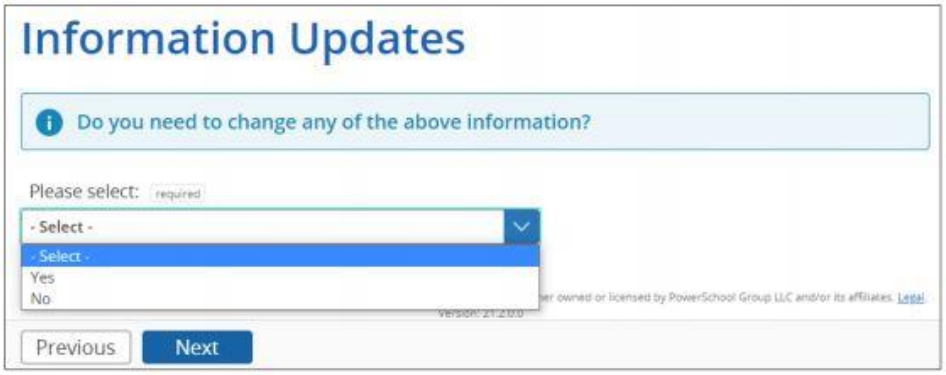
Select **Next** and the focus moves to the Review page.

Example Review Page



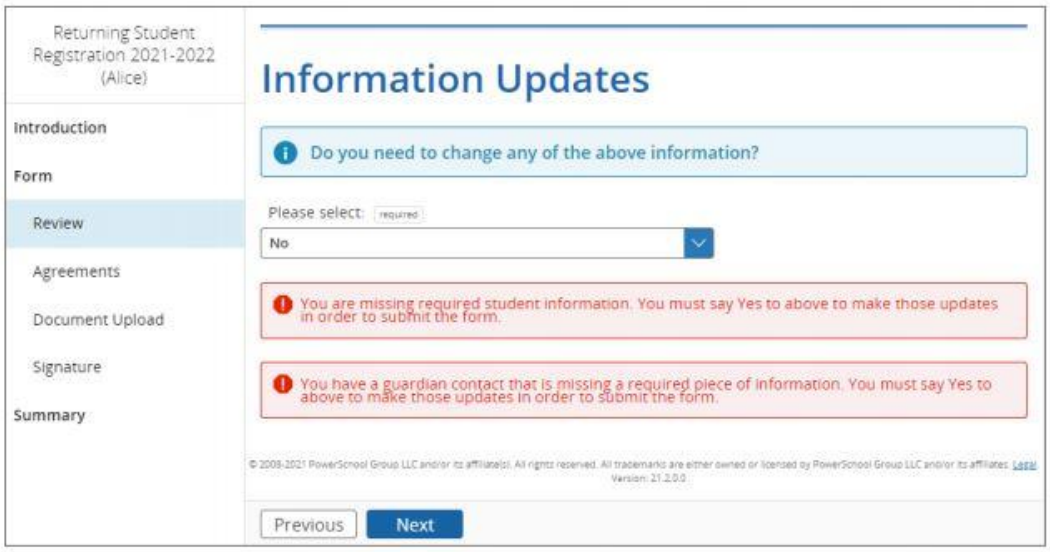
Scroll through each section of the Review Information. This includes the Student, Parent/Legal Guardians, Emergency Contacts, and Medical sections.

At the bottom of the Review page the question is asked… ***Do you need to change any of the above information?***



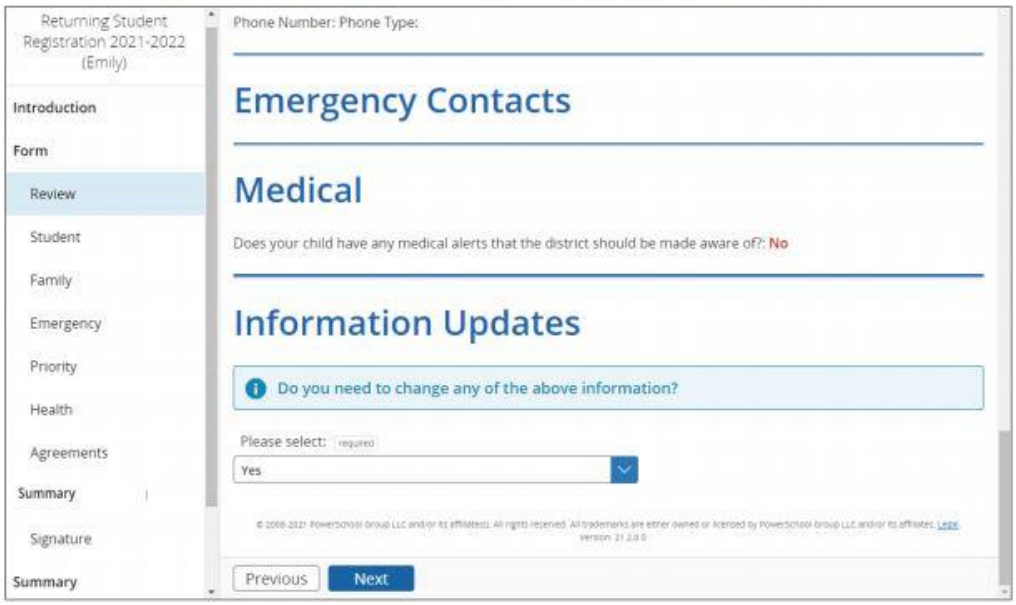
- Response of '*No*' skips the process of student screens and allows the parent to 'Next' through the Agreement, Document Upload, and Signature pages.

  Note: If there are required fields that have not been satisfied there will be red messages pertaining to the missing required data and the parent **MUST** select '*Yes*'. The messages will identify what area is missing information as shown in the following example.



✱ Response of '*Yes*' expands to display the Forms pages allowing the parent to 'Next' through the progression of each student page.

Note the Forms pages are listed in the left column as shown in the below example.



Complete the form by updating fields on each page. **Be sure to scroll to the bottom of each page** to complete all **required** fields.

At the bottom of each page select **Next** to move to the next page. Each of the Form pages is listed in the left menu where they may be clicked to access that page.

Family Portal Page Information Summary:

- Pay attention to the required formatting.
- Some fields are grayed out and view only.
- Some fields when answered with a specific response cause 'hidden' fields to display for entry. For instance, if the below question regarding address is answered as 'No', additional fields will then display for entering a correct address.

- Student, Family, Emergency, Priority, and Health pages are student and contact related fields. Below are emphasized discussion items:
  - Simple vs. Complex Addresses – During initial setup each district chose Simple or Complex dependent on their current eSchool settings.
  - Parent/Guardians can signify that the Mailing Address is different than the Physical Address.
  - Contact(s) may be removed and/or additional contacts added.
  - Single vs Doubled Up (Combined) Contacts - Each district chose one setting.
  - Multiple Emergency Contact entry is available.
  - Emergency Contact Priority page requires priority order be entered on contacts.
- The Agreements page requires responses regarding the Student Handbook, Technology use, and FERPA.
- Document Upload of digital or scanned files allows to upload up to five files per upload item.

  Document Uploads available in Returning Student

  - Proof of Residency
  - Court Order (custody or otherwise)
  - Parent Pickup Form
  - Student's Shot Record
  - Medical Documents
  - Home Language Survey
  - Meal Status
  - Kindergarten Physical
  - 504 Plan
  - Agricultural (Migrant) Survey
  - McKinney Vento (Homeless)

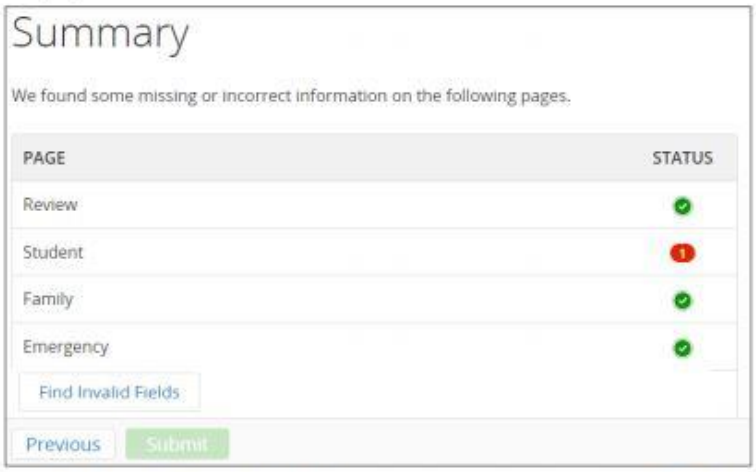
- Signature page certifies entry accuracy, electronic signature, and date.

On the Signature page select **NEXT** which moves to the **Summary** page.

Step 5 – Summary/Submit

One of the following will occur:

- If information needs correcting, a **RED** status icon regarding missing/invalid information will display as shown below.



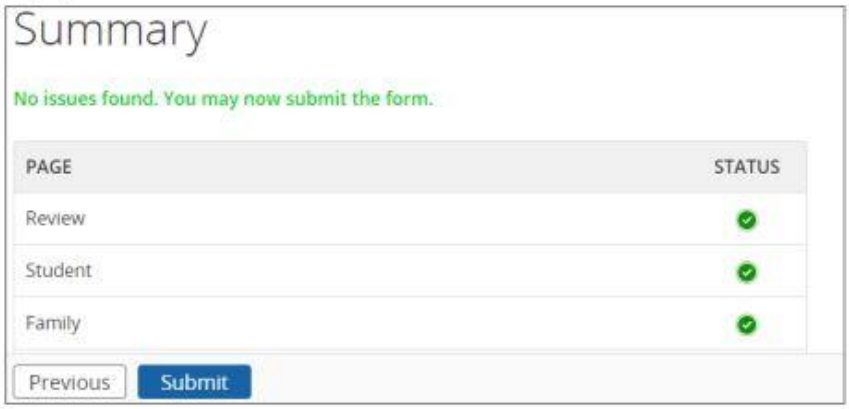
Click on the Status icon and the focus will move to the page and field with missing or incorrect information. Example of required field not answered is below:

Update any invalid or missing data in the left menu areas, click on **Summary** again from the left menu. Continue this process until there are no errors.

OR

- If there were no errors, the **Submit** option will be available.

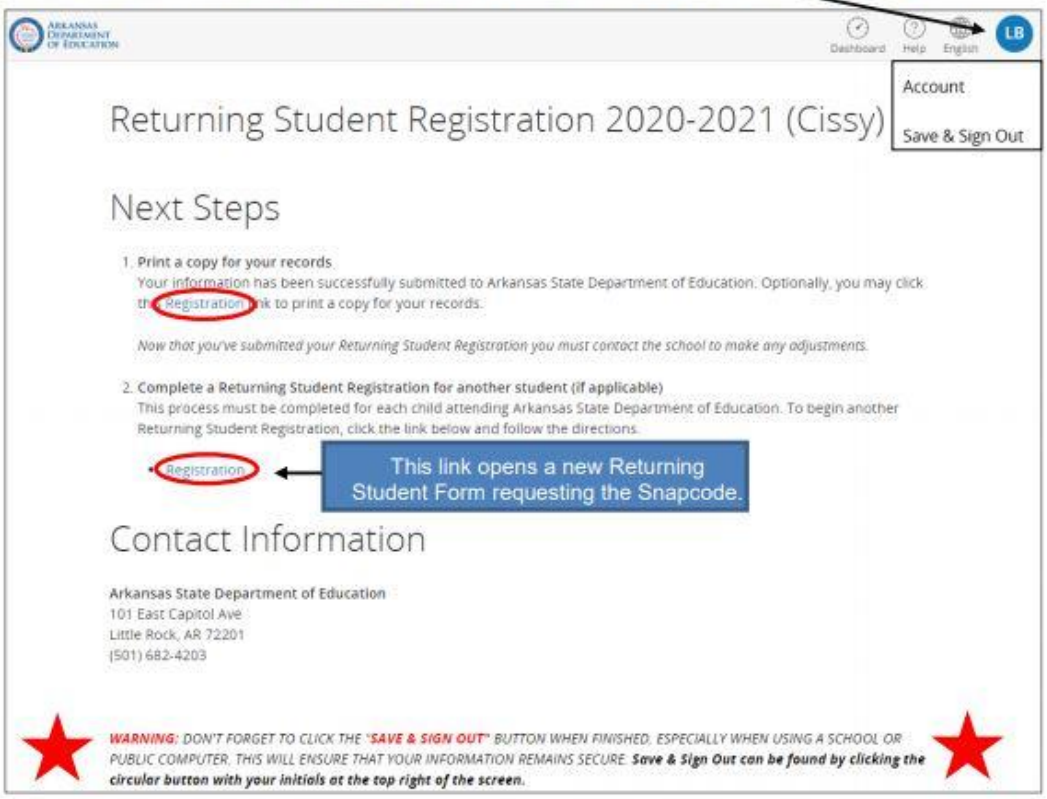
When all information is correct, all STATUS icons will be green checks and the following screen will display. Select **Submit**. At that time, a confirmation email sends to the owner of the Family Account.



After submission the following page will display where the parent has the option to:

1. Print a copy of the student registration just completed by clicking the *Registration* link within item 1.
2. Review an additional returning student. See next topic for reviewing an additional new student at this time.

If finished at this time, select to **Save and Sign Out** located under the circular icon containing initials.



CAUTION: In addition to signing out, if on a public computer, delete any uploaded files and/or documents.

Notes: If *Save & Sign Out* is selected *prior* to the student's submission, the student is left *In Progress* and can be accessed and completed at a later time.

The Account option under initial icon allows access to the user's Profile, Security, and Family Members.

Updating an additional Returning Student of the Same Family

After submitting a student, the parent can immediately access another Returning Student Registration by clicking the *Registration* link as shown above and follow the steps as previously listed.