



**RICHLAND ONE**  
SOUTH CAROLINA'S CAPITAL SCHOOLS

WE ARE RICHLAND ONE, A LEADER IN  
TRANSFORMING LIVES THROUGH EDUCATION,  
EMPOWERING ALL STUDENTS TO ACHIEVE  
THEIR POTENTIAL AND DREAMS.

## **ANNOUNCEMENT: Student Registration is now online**

For the 2017-2018 school year, Richland School District One will be using an online system called InfoSnap for student registration.

### **New Student Registration**

New Student Registration for the 2017-2018 school year will begin on March 1, 2017.

Students who will be new to Richland School District One in 2017-2018 will enroll online through a link on the District's website ([richlandone.org](http://richlandone.org)).

The option to upload copies of required documents (i.e. proof of residency, student's last report card, withdrawal form from the previous school, immunization records, birth certificate) will be available to save time and unnecessary trips to the school.

Additionally, if you are registering multiple students, information in the first form will be pre-loaded into the second registration form when you use the link on the Submission Confirmation page to register another student.

### **Frequently Asked Questions**

#### **1. What information will this system collect?**

- Student Information (Name, DOB, Demographic information, Primary Contact Phone Number and Address)
- Parent/Legal Guardian Information
- Emergency Contact (up to four)
- Health information (Doctor, Insurance, History, Conditions and Medications)
- Transportation (Bus Eligibility and Method of Transportation)
- Parent/Legal Guardian Agreements (Health Information Policy, Medical Information Release, Responsible Use Procedures and Terms and Conditions for Device Usage)
- Electronic Signature acknowledging all information is correct

#### **2. When do I need to register my child?**

Registration for students who will be new to the district for the 2017-2018 school year will begin on March 1, 2017.

#### **3. Where can I find a link to access registration?**

When registration begins, links to the New Student Online Registration Form will be found on the District's website ([richlandone.org](http://richlandone.org)) as well as on Richland One school sites.

#### **4. Will I be able to register multiple students at once?**

Yes. Once you have completed the first form, you will be given the option (on the Confirmation page) to start another registration form. Selected family information will prepopulate the form for your additional children. This means that once you enter your name, address, emergency contacts, etc., for one child, it will link to your next child's form without having to re-enter the data. You will still be required to provide information that is specific for each child.

#### **5. What should I do if I do not have an email address?**

To access the registration form, the parent/guardian must create an account to be associated with the student's form. An email address is recommended as it will ensure that you receive a confirmation

email after the form has been completed. Several online companies allow you to sign up for a free email account. If you would like to set up an email account and need help, every school has a Technology Learning Coach (TLC) who can help you. Alternatively, a cell phone number may be used to create the account.

**6. What should I do if I do not have Internet access?**

If you do not have access to the Internet at home, local library, or other location, your child's school can provide access to a school computer to register online.

**7. What if my child is moving from elementary to middle school or middle school to high school within the district?**

Students who are moving from a Richland One elementary school to a Richland One middle school, or from a Richland One middle school to a Richland One high school, your student is considered a returning student. Returning students will participate in the "Enrollment Verification" process online through the PowerSchool Parent Portal. Please contact your child's school if you do not have access to the PowerSchool Parent Portal.

**8. Can parents pay school fees through the online registration form?**

Fees will not be collected through the online registration form. Fees need to be paid directly to the school.

**9. What happens if I need to stop before I am finished completing the form?**

If you need to stop before you have completed the registration form, click on the "Save and Logout" button at the top right of the screen. Your information will be saved in your account for the next time you return and login.

**10. Who do I call with questions or for assistance?**

On each page of the online registration form, there is a link ("Contact Us") at the bottom which will open the Zendesk Help Center where you can search for information related to your issue or click the "Chat" icon in the bottom right to chat live with a support person if you are having technical difficulties. Alternately, you can contact the InfoSnap Support Line toll free at (866) 752-6850 or send an email to support@InfoSnap.com. For assistance with the forms you are completing, contact your child's school.

**11. I've completed the form, now what?**

Once you have finished entering your information, click Submit. This will send all of the information you've entered to the school. If you cannot click on this button, you will need to make sure that you have answered all REQUIRED questions, which are marked with a red asterisk (\*). If this fails call the InfoSnap Support Line at 1-866-752-6850.

**12. How do I make changes to my student's information after I have completed and submitted the online form?**

Once you have submitted the form, you will no longer be able to edit your student's information. Please contact your child's school for assistance.