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: 2018-19 Enrollment Verification begins May 1, 2018

"Returning Student Enrollment Verification" is an annual process for parents/guardians to provide the school with updated contact information as well as the ability to complete annual forms required for the student. This process is done online through the PowerSchool Parent Portal.

Returning Student Enrollment Verification

The 2018-19 Returning Student Enrollment Verification form will be available to parents/guardians on May 1, 2018 in the PowerSchool Parent Portal.

Parents/guardians of currently enrolled students who are planning to return to the district for the 2018-19 school year will complete an enrollment verification form online through the link in the PowerSchool Parent Portal. PowerSchool Parent Portal is a school-to-home communication system for attendance, grades and now registration. If you have never used the Parent Portal or have forgotten your username or password, please contact your student's school.

A link to the Parent Portal can be found on the District's website: click on "Resource Center" in the banner at the top of the page and click on "Parent Resources." Scroll down and click the "PowerSchool Parent Portal" link. You may also use the direct web address: https://powerschool.richlandone.org/public/.

Once you have logged into the PowerSchool Parent Portal, you can access enrollment verification in two ways:
1. **Under Applications:** Click on the "Applications" arrow. From the menu, click on "Returning Student Enrollment form" to open the form.
2. **Under Navigation:** Click on "Returning Student Enrollment form" under "Navigation."
Please note that the link will not appear until enrollment verification opens on May 1st.

When logging in for the first time, families will need to agree to InfoSnap terms and conditions before they can begin the form. InfoSnap is the company that manages the online form.

Some information will be pre-loaded for returning students. Please be sure to review the information to verify accuracy, update as necessary and fill in any missing information.

Frequently Asked Questions

1. **What information will be collected in the form?**
   - Student information
   - Parent/Legal Guardian information
   - Emergency Contacts
   - Early Childhood Questionnaire (*4K & K students only*)
   - School Bus Transportation Application
   - Parent/Legal Guardian Agreements (Family Educational Rights and Privacy Act, Digital Learning Environment Parent Consent & Mandatory Protection Plan Agreement, and other relevant documents)
   - Electronic Signature

2. **When do I need to complete enrollment verification for my child?**
   Enrollment verification for students who will be returning to a district school (including students who are moving up to middle or high school) will begin on May 1, 2018. Forms need to be complete and submitted online before the start of the 2018-19 school year.

3. **How can I access the enrollment verification form?**
   The Returning Student Enrollment Verification form can be accessed online through the PowerSchool Parent Portal (*see instructions on the first page*).

4. **What if I lost or forgot my login information for the PowerSchool Parent Portal?**
   PowerSchool Parent Portal account information is maintained by the school. Please contact your student's *current* (2017-18) school for your login information.

5. **What should I do if I do not have an email address?**
   In order to receive accurate communication and information, we advise you to open an email account. Several online companies allow you to sign up for a free email account. If you need help creating an account, every school has a Technology Learning Coach (TLC) who can help you.

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 for you to complete the form 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, are still considered <u>returning</u> students and will need to complete the Enrollment Verification form.

8. **What if we will be moving over the summer?**
   If you will be moving, but staying within the district: go ahead and verify your student's enrollment with your current information. After the move has taken place and you have the necessary documents to establish residence, contact the school that your student was assigned to when you completed the registration. That school will be able to update your information and reassign the school if you moved to a zone that matches a different Richland One school.

   If you will be moving out of the district: You do not need to participate in Enrollment Verification.

9. **What if I have a child who is currently not attending a Richland One school?**
   If your child did not attend any Richland One school during the 2017-18 school year, the student will need to complete the *New Student Registration* form. Visit the [District's website](#) and look for the Online School Registration link to access the form.

10. **Can parents pay school fees through the online form?**
    No. Fees need to be paid directly to the student's school.

11. **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 <u>or</u> send an email to support@InfoSnap.com. For assistance with the forms you are completing, contact your child's school.

12. **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.

13. **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 provide your updated information directly to your child's school.