

Registration Portal Frequently Asked Questions

- **What information will this system collect?**

Student Information

(Name, DOB, Demographic information, Primary Contact Phone Number and Address, etc.)

Parent/Legal Guardian Information

Emergency Contacts (up to five)

Health provider information (Doctor, Dentist, Medicaid number if applicable)

Transportation (Bus Eligibility and Method of Transportation)

Parent/Legal Guardian Agreements (FERPA, Digital Learning Environment Consent, Richland Library Card Initiative, The COMET Ridership form, Home Language Survey)

Electronic Signature acknowledging all information is correct

- **When do I need to register my child?**

Registration for students who will be new to the district for the 2020-2021 school year will begin on February 10, 2020.

- **Where can I find a link to access registration?**

www.richlandone.org/RegistrationPortal

- **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.

- **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.

- **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.

- **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, 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.

- **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.

- **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.

- **The form says there is no zoned school identified for my address. What do I do?**

Check to make sure that your address is entered completely and accurately. If your address is correct and it still does not find your school zone, please continue completing the form and submit. It is not required to have a zoned

school to submit your form. Once you submit the form, you will receive an email with the school that your address is zoned for.

You can also view school zone information using the [Richland One Zone Locator](#).

- **Who do I call with questions or for assistance?**

On each page of the online registration form, there is a Help button in the top right corner, which will open the PowerSchool Community Product Support page for registration. From here, you can search for information related to your issue or click “Contact Support” at the top of the page and find the link to Contact PowerSchool Enrollment Technical Support. If you scroll to the bottom of this page, you can click the button to “Launch Chat Support” to connect with a Live Assist representative. Alternately, you can call the Support Line toll free at 1-866-752-6850. For assistance with the forms you are completing, contact your child’s school.

- **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.

- **I’ve completed the form, now what?**

Once you have finished entering your child’s 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. Required questions that are missing a response will be marked in red on the Confirm and Submit page. If this fails call the Support Line at 1-866-752-6850.