



Frequently Asked Questions – Online Registration

1. What do I need to complete, and where can I complete the online registration process?

- You will need any one of the following: desktop computer, laptop computer, tablet, or smartphone with Internet capabilities.
- You need a reliable Internet connection.
- If you have a scanner or a scanner app on your tablet or smartphone, you can scan and upload your documents.
- IF you do not have access to a device with Internet capabilities, you can go to the assigned schools, any of the locations listed in #8 of this document or to one of our community partner sites (see link in #8) to use a device and an Internet connection. If you cannot scan your documents on your own, you will need to bring them to the school you are registering for.
- IF you have a wifi-capable device, but do not have a reliable Internet connection at home, you can go anywhere that has a reliable Internet connection (local restaurants, coffee shops, etc.) to complete the process.

2. What information should I have on hand to complete online registration?

Parents should have all the following information at hand before beginning to fill out the information to avoid having to go to the school if a mistake is made.

- Residency documents;
- Student-specific information you may need to enter, such as unique medical information;
- Any required registration documents that need to be scanned/uploaded/verified at the school (immunization record, birth certificate, etc.); and

- Any additional documents that may need to be submitted, such as transcripts, report cards, summer school records, transfer verification, shared residency information, etc.

3. What is a Snapcode?

The Snapcode is a key code specific to an individual child that allows a parent to register for the upcoming school year. Each code is unique for each child. Only returning students will receive a Snapcode.

4. Should I create an account?

If you have never completed online registration through Infosnap, you will have to create an InfoSnap account using an email address. The account will allow you to securely save your information and come back later if necessary.

5. Do I need more than one InfoSnap account if I have more than one child?

No. If you are registering more than one child, you can utilize the same account and simply enter each child's Snapcode. If the additional child is new to the District, he/she WILL NOT have a Snapcode and should be registered as a new student.

6. How do I know if I am enrolling a new or returning student?

If your child ended the 2015-16 school year at a Shelby County School grade K-11 and received a Snapcode, he/she is considered a returning student.

7. If I am a non-English language speaker and need assistance filling out the form, will there be someone to assist me?

You may contact or visit our ESL (English as a Second Language) office, 920 North Highland Street or (901) 416-1750, or call Student Services, (901) 416-6007.

8. Where can I go to register if I do not have access to a computer, a scanner or Internet at home?

During the designated online registration window, parents can visit the following District offices during regular business hours, 8 a.m. - 4:30 p.m., for registration assistance:

- Parent Welcome Center | 2687 Avery
- Northeast Office (ESL Support) | 920 N. Highland
- Grays Creek Office | 2800 Grays Creek | Arlington, TN
- District-wide Early Registration Night for new students entering Kindergarten and returning students entering grades 1-12 will be May 19 from 4:30 to 7:30 p.m.
- Schools will also post available dates and times when parents can attend for registration assistance.
- Early online registration will close May 26.
- NEW STUDENTS can register from July 25 to August 5.

9. Do I have to answer all questions in the online registration application?

Questions marked with a red asterisk (*) require a response, and the process is not complete until those questions are answered.

10. What if I make a mistake?

If you would like to make a change during the **online registration application** process, click on the underlined field or click "< Prev" to return to a previous page. If you need to make changes after you submit the application, you will have to visit your child's school to do so.

11. I have completed the online registration application process. Now what is next?

Once all information has been entered for the student with an electronic signature, click "Submit." A preview page will appear to review information entered for each page letting the parent know if required fields are missing. If you are a returning student and address information has not changed from the previous year, the process is complete. If you are a returning student and address information has changed, the parent **MUST** visit the school to present new residency documents. All students new to the district **MUST** visit the school to present **ALL** residency and registration documents for verification.

12. What if I have more than one child in the District?

Each child will have to register through the online process. A parent can complete the process for a second child in one sitting without traveling throughout the District. After registering one child, a parent will be asked if he/she would like to register another child. The parent can then click "Register" for a second child and enter the email address and Snapcode for that child to complete the process. Information will "snap over" to prevent the parent from entering the same information a second time unless the additional child is NEW to the District. If the child is new to the District, you will have to register the child through the "new student" portal.

13. How will I know which school my child is assigned to if they are entering Kindergarten or are new to the District or new to a school?

Check the school zone locator beginning April 18 at:

<http://www.scsk12.org/uf/webadmin/foundation/registration/index>

14. How do I register a Kindergarten student?

ALL Kindergarten students will register as new students unless they have been retained. Parents must still visit the school of their Kindergarten child to present all required documents for new students. View required documents at scsk12.org/registration.

15. What documents do you accept for registration verification?

- All students must have residency documents uploaded to their application for it to be considered complete. Returning students with no address changes can do so without visiting the school. Those with changes MUST provide two (2) acceptable proofs to the school prior to being approved for registration. New students, including ALL KINDERGARTENERS, must bring residency documents to the school along with all other required documentation.
- Parents can upload documents directly to their online application using a scanner or scanning app from a smartphone or tablet. If you are not able to

do so, scanners will be available at all schools and designated District offices. If schools choose not to scan documents, staff can verify proofs of residence and document they have been verified to approve the record in INFOSNAP.

- All residency documents will be verified by school staff. If there are questions about any document, the Principal reserves the right to require additional documents as needed.
- Shared Residency documents MUST be submitted and verified at the school.
- All parents will be able to scan/upload up to 3 additional relevant documents for review.

16. Are there any other forms I have to fill out at the school? What About Homeroom Assignments? Schedules?

There are NO additional paper-based forms needed to complete the registration process; however, there may be additional school specific information such as homeroom assignments, schedules, PTA membership, before/after care sign-up, transportation information, and information about sports teams, clubs, etc., you may want to inquire about at the school site. You should NOT be asked to fill out any additional registration paperwork/packets beyond the online application. If you are asked to do so, please notify Student Services by calling 416-6007.

17. I'm having trouble using the online registration system. Who should I contact for help?

It depends on what sorts of issues you are having:

- If your child is a returning student and you did not receive a Snapcode, you may contact your child's assigned school, or you may contact Student Services at (901) 416-6007 or studentservices@scsk12.org.
- If you are having difficulty with Internet access, website access, understanding the application, answering questions, computer access or you do not understand how to use the registration portal, you may contact your

child's school for assistance or you may contact Student Services by calling (901) 416-6007 or you may email us at studentservices@scsk12.org.

- If you are having issues with the infosnap program, such as you have forgotten the unique infosnap username and password you created for online registration or the username and/or password is not working, you must contact infosnap if you have questions or need assistance. Contact infosnap support staff at (866) 752-6850 (8 a.m. – 5 p.m.), or email at support@infosnap.com.

18. What if some of the pre-populated information was wrong when I logged in to online registration?

IF the information pre-populated in the online application is incorrect, it may have been human error during data entry that caused the error, or the original information submitted upon your child's original enrollment could have been incorrect. To make corrections, please submit legal documentation to the child's assigned school for verification and correction. Misspelled names, incorrect birthdays, wrong social security numbers, incorrect addresses, misspelled parent names, custody alerts, legal name changes and other information can be corrected in our student information system but we must have legal documentation from the parent/legal guardian before we can make changes to the child's official school record.

19. What If my child is on a long-term suspension/expulsion? How should I proceed?

As long as your child completed the 2015-16 school year with Shelby County Schools, and received a snapcode, you will still be able to complete online registration. If your child is expelled but is new to Shelby County Schools, please call Student Services for registration assistance at (901) 416-6007 or for school assignment, call Alternative Schools at (901) 416-2200.

20. If none of my child's information changed, do I still need to do the online registration process?

Yes. Yearly online registration is required for all students.

21. What if my child was retained and did not attend summer school? May I still register my child for the grade he/she should have been promoted to?

No. Schools will verify grade levels/credits and will not approve the registration. The District will also disseminate a Retention list and Summer School Promotion list. If your child is registered for the incorrect school/grade level, the Schools will correct the error and place your child appropriately.

22. What do I do if I forget the email address I used for registration last year?

Parents can create a new account using any active email address.

23. What do I do if I have not received the status of my transfer application prior to registration?

Parents should register at their child's current school in May. Then, if the transfer is approved, they can easily update their registration by bringing their transfer approval letter to the new school.

24. What if I apply for a student transfer after registering in May?

Once a transfer is approved, parents can easily update their registration by bringing their transfer approval letter to the new school.

25. What if my child's transfer is not reflected in Infosnap?

Parents can bring their transfer approval to the new school to have their registration updated.

26. If my child is an exit grade student, should we visit his/her current school on May 17 for registration or the new school?

Exit grade students can register online, and their new school will be reflected in infosnap. If parents of an exit grade student want to visit the school on May 17 for registration assistance, they should visit the new school.

27. What if I do not complete registration for my returning student in May?

Parents who do not complete online registration for their returning student during the early period will have to wait until the online registration portal reopens for new students in late July.