



PowerUPs

Enrollment: Parent Experience & Troubleshooting

Kayla Wilkinson

Education Impact Consultant

Jeda Swaine

Technical Account Manager

Patrick Woodford

Education Impact Consultant



Agenda

1	Pre-Submission Communication
2	How a Parent Accesses Forms
3	Filling out a Form
4	Post Submission Communication
5	Troubleshooting from the Admin Side
6	Resources
7	Q&A
8	Upcoming Events & Webinars



Pre-Submission Communication

What are the ways you can communicate?



NOTIFICATION EMAIL/LETTER



INTRODUCTION PAGE

Items to include in the communication



Dates



Documents they
may need



Help
Instructions



Resources



Other Important
information



How Parents can Access the forms

Different ways parents can access forms

General Link
(No Login)

General Link
(Login)

Snapcodes

Parent
Portal/HAC



Filling out the Form (Parent Perspective)

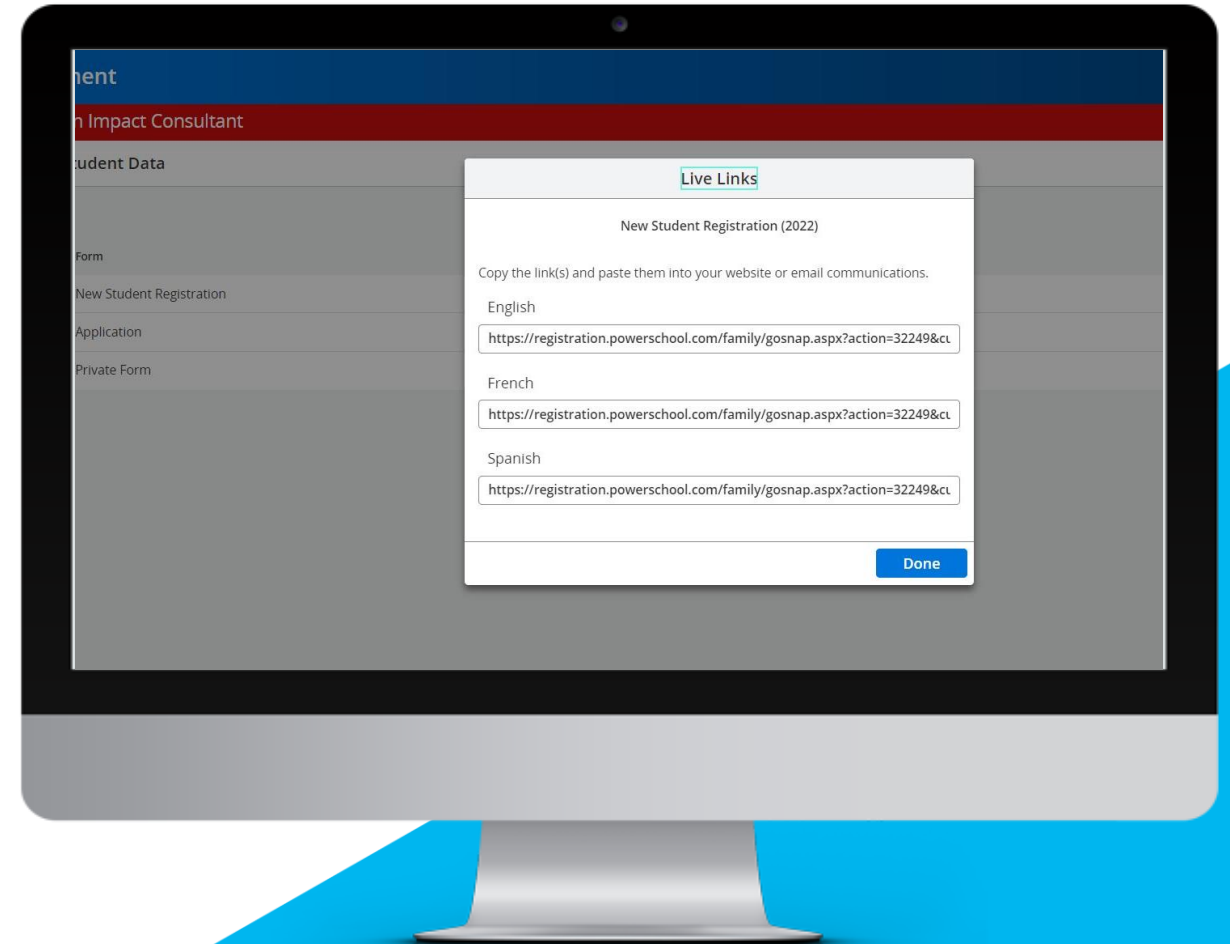
Testing Phase

Testing your form before you go live is the most important part of the project

Test multiple scenarios

Ensure you test any new sections or major changes

Goal is to try to break the form





Post Submission Communication

Post Submission Communication



Submission
Confirmation Page



Submission
Confirmation Email



Troubleshooting from the Admin Side

Common Family Questions

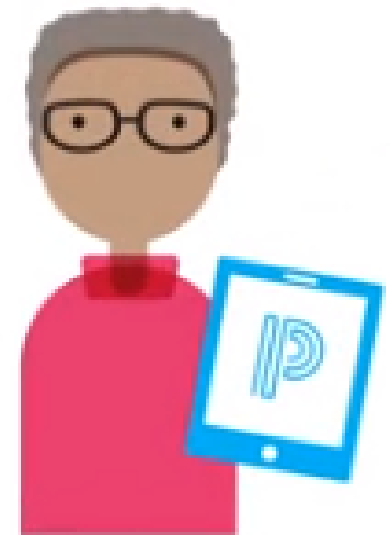
I can't access the form

I can't submit the form

I submitted, but I can't get back in to upload a doc

I can't find the missing fields

I submitted the form for sibling A, but it says I submitted sibling B



Family Account Management

Look up Family Accounts

Reset Passwords

Help Families Submit

See Submitted forms

The screenshot shows the 'Enrollment' section of the Family Account Manager. The main heading is 'Family Accounts'. Below this, there is a search instruction: 'Enter your search criteria and then click the Find Accounts button.' The search form includes two input fields: 'First Name' with the value 'kayla' and 'Last Name'. Below the search fields are two buttons: 'Find Accounts' and 'Clear Search'. To the right of the search area is an 'Options' box containing a link for 'Password Change Log'. A sidebar on the left contains navigation links for 'Student Data', 'Appointments' (with a '28' notification), 'Users' (highlighted in yellow), and 'Configuration'. Below the search area, the 'Accounts Found' section lists 'Kayla Wilkinson' with a long list of associated email addresses and dates.

Missing Record, What to do next?

Family Account

Check the family account to make sure the record for that student was submitted and submitted for the correct year.

Workspaces (Roster/Submission)

Check both roster and submission workspace. Also check the discarded view. If you are unable to check the family account, also check previous years if you still have those open

Search Other Possible Names

Sometimes browser auto fill name fields and parents do not catch this, so try searching for a parent's name or sibling name in the workspaces.

Verification Page

What is it? It's the first page on the form that asks 1-2 questions which determines if they are in the right form. This page when set-up will not allow families to continue filling out the incorrect form

How does it help? It stops families from filling out the form for the wrong academic year or stops families from filling out the New Student Form when they should be filling out the Returning

Verification ⓘ

What academic year are you registering for? required

2021-2022 

Have you attended this district before? required

- Select - 



Resources

Help Guide & Community

Resources

Help Guide	Community
Manage Communication Templates	Self-Service Capability Matrix
Additional Content	Notifying Records & Sending Communications
Manage Forms	Kickoff Call Packet and Preparation Questionnaire
Family Accounts	Form Builder – Additional Content
	Form Types
	Accessing Your Form: Date of Birth Doesn't Match
	Family Account Management
	Add Ons – Family Account Management
	How do I test my form?
	Form Builder – Form Preview
	Back to School Checklist

Questions



Upcoming Events & Webinars

Upcoming Events

Enrollment Admin Office Hours

Wednesdays @ 11am ET / 8am PT

<https://help.powerschool.com/t5/PowerSchool-Enrollment/Join-us-for-Enrollment-Office-Hours/ta-p/132352> *Recordings found here

Enrollment Basics Webinar Series

2nd and 3rd Monday of the Month @ 11am ET / 8am PT

<https://help.powerschool.com/t5/Enrollment-Administrator-Forum/Register-Now-for-Enrollment-Signature-Basics-Webinar-Series/m-p/304392#M766>

Upcoming Webinars

<https://help.powerschool.com/t5/Enrollment-Admin-Forum/Enrollment-Webinar-Series-2022/m-p/268719#M694>

Views – We will walk through how you can utilize different views as well as how you can create your own views using self-service

June 9

Tags – This session we will walk through how you can create your own tags as well as utilize them in your day to day

July 7

Filters – During this session we will talk about how to utilize filters during your day to day as well as how you can manage and create your own using the self-service tool

July 14

We Want to Hear Your Feedback!



Our EIC Team will be sending surveys via email in **June**.

We **value your feedback** as we continue expanding our PowerSchool PowerUp initiative!

