

Count Me In Online Registration 2017-18

PARENT Q & A

1. **QUESTION:** I cannot login? I forgot or I do not know my login/password?

ANSWER:

- ROISD Webpage – www.redoakisd.org and click on the **Parent** link:



- Click to open **Skyward Family & Student Access** -



- Select "Forgot your Login/Password"



- Enter your home email address. The system will send an email containing your login along with directions on how to reset your password:



2. **QUESTION:** How do I find out which elementary school my child will be attending next year?

ANSWER: The boundary map can be found at www.redoakisd.org/rezoning. On the site there is a new SCHOOL ZONE LOCATOR tool that allows you to enter your address and

access an interactive school zone map to learn about what school your elementary children are zoned to attend.

3. **QUESTION:** How do I access Count Me In Student Registration on my Family Access Page?

ANSWER: Click on the Count Me In 2016-2017 link when available. Online registration begins June 25, 2017.

4. **QUESTION:** Why are some of the fields grayed out and won't let me change data such as my name and birthdate?

ANSWER: The district requires documentation before certain demographics can be changed such as a Birth Certificate, Social Security Card, etc... If changes are needed, please take a copy of the documentation to the campus where your child attends so the office can assist.

5. **QUESTION:** I cannot make changes to my child's Emergency Contacts. Why?

ANSWER: If a Guardian or Emergency Contact was a current or past employee of the district, they have to call ROISD Human Resources department at 972-617-4640 to request changes.

If an Emergency Contact is a guardian of another student in the district, their information has to be changed by the Emergency Contact person through their Family Access at the campus where that student attends. Example: Aunt is emergency contact but has a child attending another campus.

6. **QUESTION:** How do I go to Step 2? There is no submit button and/or the Complete button is grayed out?

ANSWER: Click on the button that reads – "Complete Step 1d and move to Step 2" if the button is active. If the button is grayed out, scroll to the bottom of the right side of the page and click the NEXT button.

7. **QUESTION:** Can I access online registration through the Skyward App?

ANSWER: Not at this time.

8. **QUESTION:** Why is the Final Step not active and/or grayed out?

ANSWER: All steps have to have a check mark in the box beside the step or each level before the Final Button is active. If you return to a step to check information, you have to re-select the box after verifying information.

9. **QUESTION:** My husband and I are divorced and I cannot change his cell phone number?

ANSWER: Guardians in the non-primary families will have read only access. They can request changes to their own Family's information and add Emergency contacts but cannot make changes to the primary family information unless they are listed as the First Family.

10. **QUESTION:** If my address has changed from last year, can I update my information through the online registration process?

ANSWER: Yes, however, you must provide proof of residency documentation to the campus before and/or during Meet the Teacher night or Schedule Pickup day before your registration can be approved. New teachers and schedules will not be issued until registration is complete. **** High School accepts scanned copies of proof of residency****

11. QUESTION: If I do not have access to a computer to complete the online registration process, can I complete a paper process?

ANSWER: No. All returning students must register for current year using the Skyward online registration process. Please visit the following website - www.redoakisd.org/enroll - for more information on when and where computer labs will be available during and after work hours. ****If families need to be combined, call PEIMS Coordinator at 972-617-4167.**

12. QUESTION: If I do not need to complete the Free/Reduced Lunch Online Application, can I skip this step and my registration be marked as completed?

ANSWER: Yes. Any step that is marked as optional may be skipped by clicking on the NEXT button in the bottom right hand corner of the web page.