Online Registration Problem Solving Checklist

Many of the problems parents have with Online Registration can be solved by checking and fixing issues with the household setup in Infinite Campus. These problems include students missing when the parent starts OLR, 'Registration is currently closed' messages, the Begin button missing, and other problems. The following checklist will allow you to correct these issues to allow the parent to complete Online Registration.

☐ Check the Households:

◇ The <u>students</u> must be in a single primary household to be included in OLR. Multiple primary households or being set as secondary in the household will cause problems for OLR.

◇ The <u>parent</u> registering the students must be in a single primary household with the students. Parents in a secondary household cannot register students. Parents with more than one primary household may not see all of their children in OLR. Log a ticket to have duplicate households and people fixed.

> **Checking Households**
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> Search Households (Household dropdown in the Search tab) for a student or parent, choose the Members tab, and confirm that they aren't set as secondary members of the household.

☐ Review Guardian and Portal Rights

◇ The parent registering the student must be a legal guardian of the student and has to have Guardian and Portal checked on the relationship tab for that student.

☐ Check for duplicated parents and students.

◇ Compare the PersonID of the parent set as Guardian and the person with the portal login. Duplicated parents and students will often have relationships set incorrectly or have their Portal login attached to a duplicate person entry that doesn't have guardian rights to the students.

☐ Review Household Addresses

◇ Households should have one current (not end-dated) primary address. More than one primary address will prevent OLR from starting.

> **Reviewing Addresses**
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> Search Households for a student or parent, choose the Address tab, and confirm that there is one primary address.

☐ Does the student already have an application started? Search OLR for the student number, if another parent has already started OLR for the student they won't be included in a new application.

☐ Make sure the student has a line of enrollment for the next school year. OLR will not include students without a line of enrollment for the upcoming school year.

Parents of existing students should complete Online Registration through the parent portal rather than creating a New to District application. Existing family applications are pre-filled with current data and all people in the application are already linked. This saves you and your school's families time.

Reminder: Always Link. Many of these problems are caused by not linking people when processing OLR. <u>Always link parents, students, and other contacts</u> if they already exist in Campus.

These steps resolve the vast majority of the Online Registration problems. Log a Web Help Desk ticket (https://webhelpdesk) or call the IT Service Desk (789-3456) when you find duplicate people entries, duplicate households, or other issues in IC that you can't resolve. We're also happy to assist with foster families and other complex situations that this checklist doesn't address. Our Online Registration and Census classes offer training on these tools and common problems, check MyPGS for dates and times.