

## FREQUENTLY ASKED QUESTIONS

**What if I am a new student?** This information does not relate to new students. Registration for new students will be released at a later date.

**Why is registration taking place earlier than normal?** Since EISD is now a 1:1 district meaning that each student has a device assigned to him/her and since EISD provides internet connectivity to students that have the need, now is the most opportune time to allow all parents the same opportunity to complete registration from home. In addition, the earlier projected numbers are calculated, the more accurate planning can be for the next school year.

**Can registration be completed from a phone or tablet?** No. Please either use a desktop or laptop computer or the chromebook that your student will be bringing home to complete the process.

**My Parent Portal was working last year and now it is not?** The Parent Portal will allow you to reset your password. If you cannot login, you need to reset your password. Edgewood ISD does not have the capabilities to reset parent passwords. If you cannot get your password to reset, you have the ability to create a new account. If this does not work, please email [registration@edgewood-isd.net](mailto:registration@edgewood-isd.net).

**I do not have the same email address that I had last year?** You may use the registration letter you receive in the mail and create a new Parent Portal with your active email address. You will need the Portal ID numbers from the letter brought home with your student to set up a new Parent Portal with your active email address. If this does not work, please email [registration@edgewood-isd.net](mailto:registration@edgewood-isd.net). Please remember that letters containing Portal IDs will be coming home with students on the following dates:

***Elementary & Intermediate: May 4th    Middle School: May 3rd    High School: May 7th    \*\*Please note, If you have students on multiple campuses, each letter will contain ALL student portal IDs for the family.***

**I can get into my Parent Portal, but Registration does not show up?** Registration will not be live until Monday, May 3rd at 1:00 PM. If it is past this date and time, then you may need to verify your email address. Please

go into the Account portion of Parent Portal and click to verify your email. You will then need to login to your email account and follow the directions in the verification email. If this does not work, please email [registration@edgewood-isd.net](mailto:registration@edgewood-isd.net).

**I'm trying to setup my Parent Portal and it is telling me that my email address is already in use?** This happens when you have used that email before to setup a Parent Portal. If you cannot remember your password, then you need to click the option to reset the password. If you need a completely new account and want to use that email address you will need to email [registration@edgewood-isd.net](mailto:registration@edgewood-isd.net) so that the account associated with that email can be deleted which will allow you to create a new one.

**How important is the contact information?** Correct contact information is crucial. EISD MUST have at least two and would prefer three contacts that may pick up your child in case of an illness or school closure.

**What happens if I do not have the information completed by the deadline?** EISD staff will begin calling students that have not completed their registration after the assigned deadline. Students will not be allowed to attend classes until the registration process is complete.

**My questions aren't listed in this FAQ, can you help me?** For all other questions, please email [registration@edgewood-isd.net](mailto:registration@edgewood-isd.net) and we will assist you as quickly as possible.