School Support for Parents

1. To start the enrollment process, the HH1 Parent/Guardian is required to create a PowerSchool Family Account for their student(s). Click here.
This is what the parent will see.

2. Parent/Guardian will receive an email confirmation of the New Account Creation.

3. Parent/Guardian will complete and submit the Student Enrollment for their student(s). After clicking Submit, they will receive a Submission Confirmation email to the email they used to create their account.

4. Admissions will begin their process of verifying information and documentation provided by the parent/guardian. Once everything has been verified and no other information is needed, the student record will be delivered into PowerSchool.

5. The Parent/Guardian will then receive an email containing a unique **snapcode** along with the next steps directing them to complete Parent Forms. Please note that one **snapcode** per email, per student, will be sent if there are multiple students within the household. This email will be sent to the address they provided **_within_** the Student Enrollment form, and NOT the email that they used to create the PowerSchool Family Account with. If the parent used different email accounts, this will be a bit confusing as you assist the parent.

6. Once the parent/guardian completes and submits their online Parent Forms, they will receive a Submission Confirmation email. This will be sent to the email they provided **_within_** the Student Enrollment form.

> -----Original Message-----
> From: noreply=cherrycreekschools.org@regmail.powerschool.com
> <noreply=cherrycreekschools.org@regmail.powerschool.com> On Behalf Of Cherry Creek School District
> Sent: Tuesday, January 11, 2022 12:19 PM
> To: ▓▓▓▓▓ ▓▓▓▓▓▓▓▓▓▓ >
> Subject: Cherry Creek School District -- Parent Forms Submission Confirmation
>
>
> Submission Confirmation
>
> Dear Parent or Guardian,
>
> The Parent Forms for Nathan has been submitted to the Cherry Creek School District.
> Should you have any further questions, please contact your student's school.
>
> Should you wish to view or print a copy of the submitted information, click here
> <https://registration.powerschool.com/family/gosnap.aspx?host=CherryCreekSD5> and sign in using
> your email address and password.

The parent/guardian will not be able to make any changes to the information they provided on their Parent Forms once they submit. If a phone number or email needs to be updated, the parent/guardian will need to contact their student's school for assistance. Currently only Office Managers, Registrars and Tech Support, will have the ability to assist parents in making changes such as phone numbers and email addresses. If there is an address change, parents will need to go to the Admissions section on the district website to access the Change of Address form.
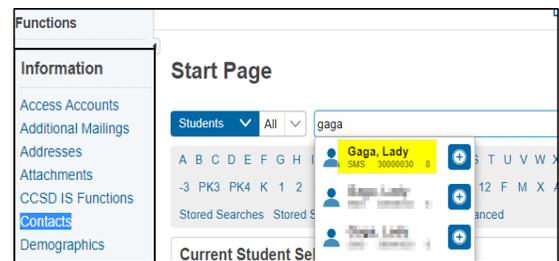
Changing an Email -

IMPORTANT Please communicate to the parent/guardian that once you update their email, this will update their my.cherrycreekschools.org parent account and communication emails as well. If they currently are using one email to log into their account and a different email to receive communications, the new email you are entering will now become the same email for both. This will ensure that only 1 email will be used to log into their parent account and receive communications, preventing any future confusion. The new email cannot be a CCSD email, nor can it be an email that is already in use within the system i.e., sharing an email with a spouse.
The new email will update overnight.

There are a few different ways to look up email information for a parent.
Option A:
1. Look up the student.
2. Click on Contacts the left menu to see screen.
3. Click on the contact name corresponding with the email.
4. Scroll to Email Addresses and expand if needed.
5. Click on the pencil icon across from "Current" email.
(You may see an Access account along with a Current account. **Remove the Access account** *by clicking the minus icon next to the pencil and only update the Current account.)*
6. Edit the email.
7. Click Submit.

Step 3

This should be the parent/guardian 1 in HH1.

Look at these indicators to see what each contact has been set up as.

Steps 4, 5

Steps 6,7
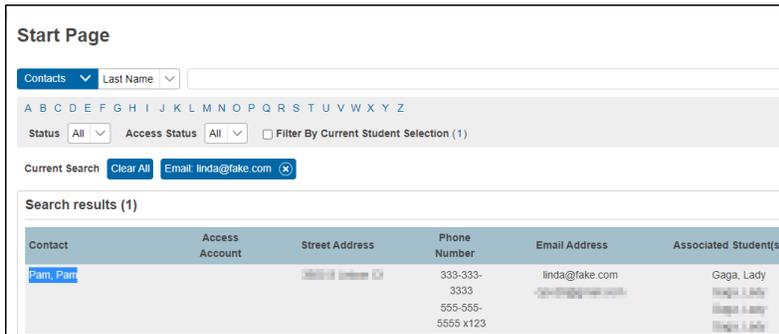
Option B:
1. On the Start Page, click the dropdowns to see other options. In this case, choose Contacts and Emails.
2. Type the existing email into the search bar that the parent is wanting updated.
3. Hit Enter.
4. Click on the contact's name and follow steps 4-6 from the previous page.
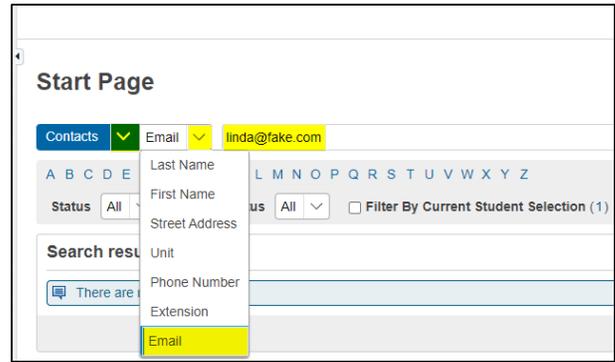
Step 4

Changing a Phone Number -
Again, once parents/guardians submit their Parent Forms they will not be able to change a phone number. You will need to manually update the new phone number wherever the previous number was as well.
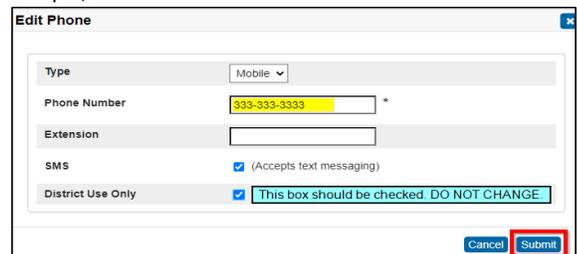
1. Choose Contacts and Phone Numbers from the dropdowns.
2. Enter the number into the search bar.
3. Hit Enter.
4. Click on the Contact's name.
5. Expand Phone Numbers.
6. Click on pencil icon.
7. Edit the phone number.
8. Click Submit

Step 5,6

Step 7,8

Parent states they did not receive a snapcode:
- ➢ *Are they the parent/guardian associated with the account of their household?*
- ➢ *Confirm with the parent that they are checking the email that the parent provided __within__ the Enrollment Form.*
- ➢ *Have the parent/guardian check their SPAM or Junk folder.*

Parent started the Parent Forms process, but has not completed it:
- ➢ *A parent will receive an email daily which will include the snapcode until they complete their Parent Forms.*

I keep receiving calls from the district, but I don't have a student there:
- ➢ *Search the contact number.*
- ➢ *Click on the Contact that it is associated with.*
- ➢ *Click on the pencil icon next to the incorrect number.*
- ➢ *Insert 999-999-9999 in places of the phone number that is incorrect.*
- ➢ *Click Submit*.

How can I see what phone number a parent/guardian has designated to receive Blackboard Connect Automated Messages?
- ➢ *From the main PS page, click on System Reports.*
- ➢ *Click Enterprise Reporting tab.*
- ➢ *Scroll to the very bottom to Lists.*
- ➢ *Click on Automated Messages Preferences.*
- ➢ *Enter the student number or name.*
- ➢ *Click Submit.*

There are three categories of messages: Outreach, Attendance, and Additional.

- **Outreach** messages are for upcoming events, meetings, overdrawn lunch balances, and important news.
- **Attendance** messages are for alerting parents/guardians to student absences.
- **Additional** will receive both the Outreach and the Attendance messages.