

Answer: Question has to complete by and

Here are some answers to commonly asked questions.

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| 1 | What if I didn't receive an active code? | Email vhs-records@jcsd.ms. Codes are emailed out often. If you have still not received one, there may be an error on your account preventing you from receiving the code. In this event, please stop by the school by June 4. |
| 2 | My registration was denied. Now what? | When your registration is denied, there will be a note on the denial email. Many times, registration is denied due to incorrect/ outdated proofs or not uploading a Residency Verification Form. All 3 (2 proofs and 1 Verification Form) must be uploaded on page 2 of the registration process. |
| 3 | What is a Residency Verification Form and where do I find it? | This form (pictured in top right corner) can be found on page 2 of the registration process. Closer to the top of the page on page 2, next to "1. Required-" you will need to " Click Here ," complete the form, save the changes, and upload it at the bottom of the page in "Import Documents" where you will also import your 2 residency proofs. |
| 4 | What if I want to register in person? | While there will be a day dedicated to in person registration (July 15), your process will not change. You will still complete the online portion, plus uploading two proofs and the residency verification form through Active Parent. The in person day is available to everyone but particularly those needing online assistance or access to a chromebook/ internet. |
| 5 | Who do I contact if I am stuck? | You may call the school at (228)283-3720 and press 2. You may also email vhs-records@jcsd.ms. Counselors and registrar will be available through early June. |
| 6 | What happens if I don't register my student? | Your student will not be able to start school. Registration will be closed mid-July and reopen after the school year begins. |
| 7 | Why do I have to do this if I've completed it for the past 10 years? | The state of Mississippi and the JCSD require annual updating to student information and verification of residency. |