

Helping with Returning Student Registration

It takes a TEAM to provide great customer service!



Thank you for your willingness to help support the Returning Student Registration Process in your Front Office! The Returning Student Registration (RSR) Process happens each spring and allows families to update their information for the following school year. By understanding the registration process, you can help families when they have questions.

The Returning Student Registration Process

- 1) Families will receive a system email on May 1, 2019 notifying them that it is time to update their Returning Student Registration for the 2019 - 2020 school year. They will be sent a separate email for each child.
- 2) The email will contain a Snapcode Link (and the Snapcode) that will allow families to access their child's Returning Student Registration Form. Families will click this link.
- 3) Families who have NOT used PowerSchool Registration/InfoSnap in the past will need to create a new account before starting the RSR Form by clicking "Create Account." Families who HAVE used PS Registration/Infosnap in the past, even in another district, will use their same login to access the SUSD RSR Form. They should see "Returning Student Registration 2019 - 2020" at the top of the page, as well as the SUSD Logo in the top left corner of the page.
- 4) They will be directed to the RSR Form. They need to review and answer all questions that are marked as "Required."
- 5) After completing all of the RSR Form pages, they will review their submission, then submit the document. This is where families often run into challenges - - they may have missed a required field earlier in the form.
- 6) After reviewing, families click "submit."
- 7) At that point, they can either click the email link for their next child or copy/paste the next child's Snapcode into the RSR Form.



POWERSCHOOL RETURNING STUDENT REGISTRATION HELPFUL HINTS

- Offer to let families use a Chromebook in the Office to complete the RSR Form.
- The RSR Form can also be completed on a laptop, desktop, tablet, or cellphone.
- Let families know that they can change the language from English to Spanish by clicking the globe icon at the top right of the screen.
- **All** students need to complete the Returning Student Registration Form, even if they will be leaving the District. The form has a question about whether or not the child will return to the District. If families select no, then the system will reduce their form accordingly.
- Offer to assist families who are struggling. You can sit with them to complete the form, interpret questions, or assist with computer skills.
- Help find the errors on the confirmation page so that they can quickly fix them and avoid frustration.

If you have questions or need help with assisting a family, please reach out to Jamie Nelson (x1055 or jnelson@sahuarita.net).

Thank you for all that you do!