

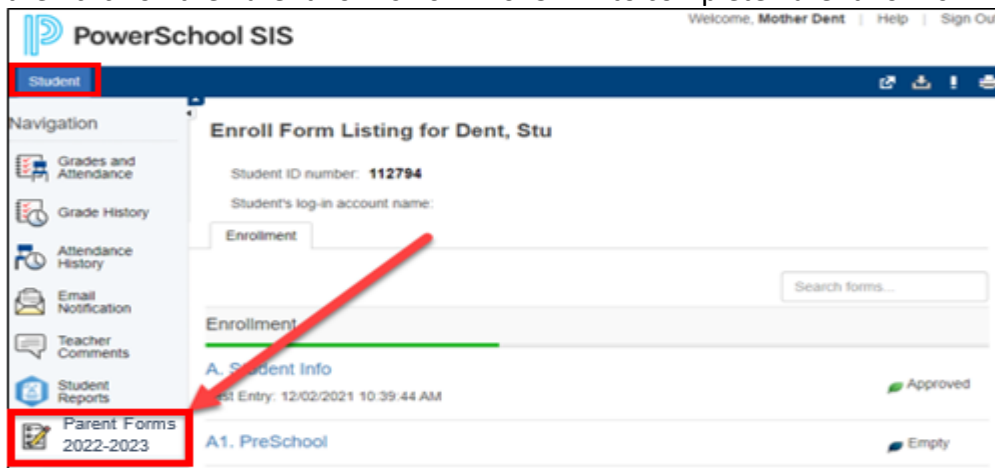
## Parent Forms Frequently Asked Questions (FAQ)

**Q.** Will the District be sending information about Parent Forms to parents?

**A.** Yes, Reminder emails will go out every Monday, Wednesday and Friday until Friday, September 2<sup>nd</sup>. After that it will be the responsibility of each school to follow up with Parents/Guardians who have not completed Online Parent Forms.

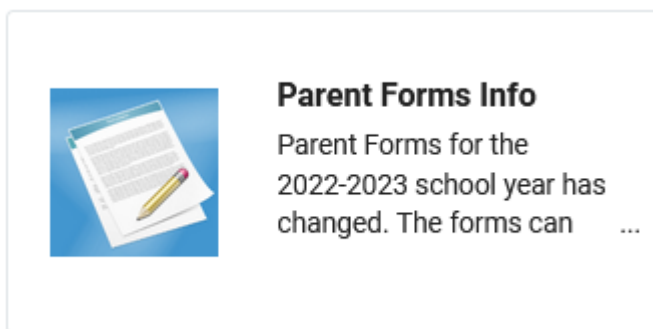
**Q.** Will Parents/Guardians access via the Parent Forms tile in the Parent Portal as they did last year?

**A.** No, Parents/Guardians will now click on the PowerSchool SIS: Parents tile in the Parent Portal then click on the Parent Forms 2022-2023 link to complete Parent Forms.



**Q.** Does the original Parent Forms tile still exist?

**A.** Yes but it is now titled Parent Forms Info.



**Q.** What happens when a Parent/Guardian clicks on it?

**A.** The Parent/Guardian will be directed to the Parent Forms Support Documentation that is located in the Information Systems and Technology section on the District Website. Instructions as well as a video can be found in this location.

## Additional Parent Documents and Useful Links

### Parent Forms - Support Documentation

**Access to Parent Forms has moved. The forms will now be completed from within PowerSchool.**

- [Parent Forms Directions-English](#) ↓A
- [Parent Forms Directions-Arabic](#) ↓A
- [Parent Forms Directions-Chinese](#) ↓A
- [Parent Forms Directions-Korean](#) ↓A
- [Parent Forms Directions-Spanish](#) ↓A
- [Parent Forms Directions-Russian](#) ↓A
  
- [Parent Forms Video Directions-English](#) - 3 min 46 sec

**Q.** Does the Parent/Guardian need to fill out parent forms for each of their students?

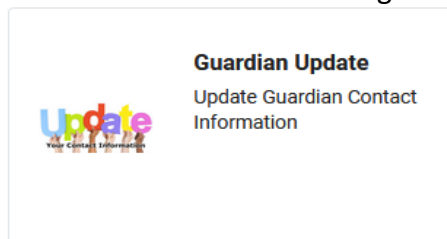
**A.** Yes. The names of all students associated to the family will display in the blue ribbon located at the top of the screen in PowerSchool. Once the forms for the first student have been completed, the Parent/Guardian will click on the name of the next student and repeat the process.

**Q.** Can either Household One or Household Two complete Online Parent Forms?

**A.** No. Only Household One has access within PowerSchool to complete Online Parent Forms.

**Q.** How does Household Two enter their information?

**A.** At this time, Household Two can enter Parent/Guardian phone numbers using the Guardian Update tile in the Parent Portal. Eventually, they will be able to add/modify an email address and add Additional Contacts using this tile.



**Q.** Will schools have access to the form to help the Parent/Guardian?

**A.** No. Schools will not be able to access the form.

**Q.** The previous version of Parent Forms had tools that the schools could use. Are these tools still available?

**A.** No. As the process has changed, the tools are no longer needed.

**Q.** Will the Additional Contacts the parents entered when filling out the 21-22 form still be in the 22-23 version of Parent Forms?

**A.** No. Parents/Guardians will need to be re-enter them. This will help to keep all contact information accurate in PowerSchool.

**Q.** Will the Medical Information the parents entered when filling out the 21-22 form still be in the 22-23 version of Parent Forms?

**A.** No, Parents/Guardians are always required to enter medical information each year.

**Q.** If a Parent/Guardian has forgotten their password, can they reset it themselves?

**A.** Yes, on the login screen on the Parent Portal, they will click the Need Account Assistance link, then click Password reset (Staff or Guardians).

**Q.** Once Online Parent Forms has been submitted, can it be opened again by the Parent/Guardian to make Modifications?

**A.** No. Once submitted the form cannot be accessed again. Below is what the Parent/Guardian will see if they click on the Parent Forms 22-23 link in PowerSchool:

Parent Forms 2022-2023

Thank you for your submission!

Your information has been successfully submitted to the Cherry Creek School District. Optionally, you may click this [Registration](#) link to print a copy for your records.

*Now that you've submitted your Parent Forms, if your contact information, emergency contact information, or your student's health needs change during the school year, please contact your student's school to make any changes.*

**Q.** How can a Parent/Guardian change their email address after Submitting their Parent Forms?

**A.** Parents/Guardians will need to contact their school to change their email address. Office Managers, Registrars, and building techs all have access to enter the new address. Click [here](#) for instructions.

**Q.** Once an email address is changed in PowerSchool, will the Parent/Guardian immediately be able to access Parent Forms in PowerSchool?

**A.** No. The Parent/Guardian will be able to access Parent Forms the next day.

**Q.** Does changing the email address in PowerSchool change the username (email address) the Parent/Guardian will use to log into MyCherryCreek Portal?

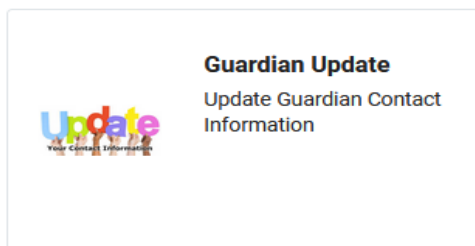
**A.** Yes. The day after the change is made in PowerSchool, the User Name will now be the new email address.

**Q.** If the parent/Guardian changes their email address, does their password remain the same?

**A.** Yes. Changing the email address does not impact the password.

**Q.** How does a Parent/Guardian change their phone number after submitting their Parent Forms?

**A.** Parents will change their phone number using a new tile in the Parent Portal titled Guardian Update.



**Q.** How does a Parent/Guardian add/modify an Additional Contact after submitting their Parent Forms?

**A.** The parent will communicate this information to the school and the school will submit an IIQ ticket with the information. Click [here](#) for instructions.

**Q.** How does a Parent/Guardian update Medical Information after submitting their Parent Forms?

**A.** Parents will need to contact the school nurse directly to update medical information.

**Q.** Is Parent Forms going to be available in different Languages?

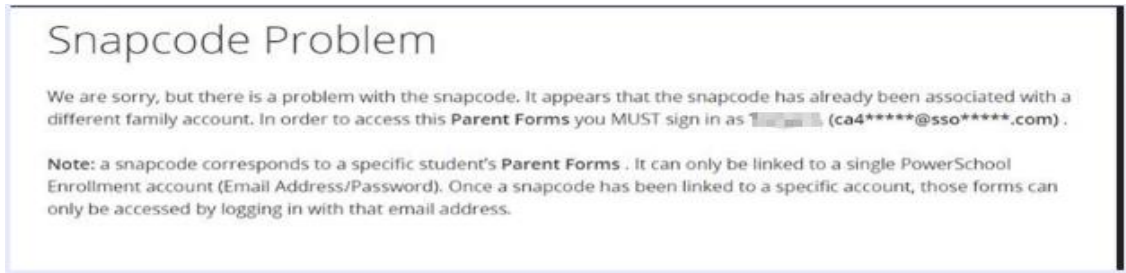
**A.** Yes. Initially the forms will be available in English and Spanish. Chinese, Russian, and Korean and Arabic will be available soon.

**Q.** If one Parent/Guardian in the household starts Parent Forms but does not complete them, will another Parent/Guardian in the household be able to access and work on the form?

**A.** No, the Parent/Guardian who starts the form must complete the form.

**Q.** What will the parent see if they try to access Online Parent Forms and another parent in the household has already started the form?

**A.** It's a canned message from PowerSchool Enrollment that refers to a Snapcode Problem.



**Q.** Will the green check mark still display in PowerSchool indicating that Parent Forms has been completed?

**A.** Yes.

**Q.** Will the Red Searches to locate students who have/have not completed Parent Forms still work?

**A.** Yes.

**Q.** What does a parent need to do if they need to change Household Information (change HH1 Parents/Guardians to HH2, Change HH2 Parents/Guardians to HH1, Remove a Household)?

**A.** Have the parent contact the Admissions Office.

**Q.** How do families change their address?

**A.** Direct the parents to the District website and have them click on the Admissions link. On the left menu, a link exists to change an Address.

### District Admissions

- > Welcome to District Admissions
- + Student Enrollment
- + School Choice Transfers
- > **Change Your Address here**
- > Student Records and Education Verifications
- > Homeless Family Services (McKinney-Vento)
- > Home School Information
- > Foreign Exchange

**Q.** What does it mean if a parent gets the below message when validating their student's birthdate at the start of Parent Forms?

### Record On Hold

This student's record is currently on **HOLD** because you have entered a birthdate that does not match the birthdate on record within PowerSchool. Please contact your student's school for further assistance.

**A.** Occasionally a birthdate is entered incorrectly when the student is first enrolled in the District. This is the date that is reflected on the Demographics screen in PowerSchool. If you are contacted by a parent who is receiving this message, check the birthdate in PowerSchool. If it is not the correct date, please submit a ticket to have the date corrected. Once corrected the student record will no longer be on hold and the parent will be able to complete Online Parent Forms.

**NOTE:** Record on Hold is not the same as the Hold Status in PowerSchool. The Hold status will inactive a student and Record on Hold will not.