

Technical Issue**Solution**

The guardian in Family 2 is not able to view the re-enrollment form.

Skyward is aware and will not change this feature as they do not want multiple re-enrollment forms submitted for a student. Please inform families that the guardian in Family 1 will have to fill out and submit the form.

Guardians with multiple students may not be able to view the re-enrollment form for all of their students

This issue is due to one of three reasons.

1. The guardian does not have family access to all students in their profile. In the family tab, go to the "Family Access" checkbox. This will allow for the guardian to have family access.

*If they already have access:

- a. Un-check the box
- b. Save
- c. Recheck
- d. Save

2. The guardian does not have the "Family Access" permission. See issue 1 for guidance.

3. Multiple Accounts: In the Student profile within the family tab, click "Resend Family Access" tab. An automated email will be sent to the parent from donotreply@harmonytx.org. The email will contain the username and a link to reset the password. Please advise the parent to verify the correct username is being used. This will send an email to the correct account. This is **not** the same process as "Forgot Password".

All students who were students last year are automatically marked as "Re-enroll"

All student re-enrollment data from 2018-2019 was removed. Re-enrollment forms submitted online were resubmitted and have been marked correctly. If a **paper form** was submitted to you and you already submitted the form online, you **must** resubmit the form. All forms, both online and paper (once submitted), will show on the report.

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| <p>The report to track re-enrollment does not show the re-enrollment that has been manually submitted</p> | <p>All forms, both online and paper (once submitted), will show on the report. The report name is " Re-Enrollment Report (Entity) (V2019). To access the report: 1.Student 2. Reports-"Re-enrollment Report (Entity)(V2019) 3. Run Report Legend: 1=Yes, 0=No</p> |
| <p>Printing option in the student profile does not print correctly</p> | <p>Print using the Utility "Mass Print Online Form" which can be utilized for one student or all of your forms.</p> <ol style="list-style-type: none"> 1. Click the utility "Mass Print Online Form" 2. Select the Re-enrollment form for 2019-2020 3. Select the steps to include (your choice if you would like the office only step or not) 4. Select "Filter On" that you would like to print by 5. Add "Start" and "End" date 6. Click "Next" |
| <p>Guardian cannot use app to complete re-enrollment form</p> | <p>The guardian may use browser on the mobile device to access and login to Skyward.</p> |