

Family Portal

The Family Portal is the site where parents/guardians register a new student. This section discusses how parents create an account, access, and add a new student.

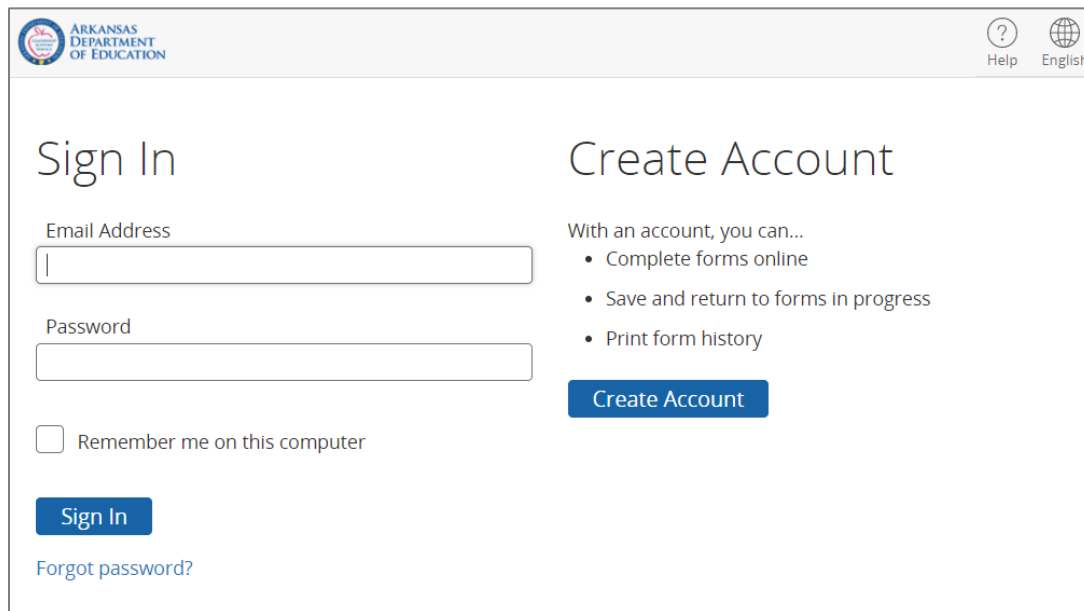
The PowerSchool family support phone number is (866) 434-6276. Families can also follow the below link to utilize support chat. This is likely the fastest route to resolution.

Chat support: <https://help.powerschool.com/t5/Support-Case-Chat/ct-p/SupportCaseChat>

Step 1 – Login

Existing Account

If the family already has an existing account, enter the Email Address (Login) and Password.



The screenshot shows the PowerSchool Family Portal interface. At the top left is the Arkansas Department of Education logo. At the top right are 'Help' and 'English' links. The main content area is split into two columns. The left column is titled 'Sign In' and contains an 'Email Address' input field, a 'Password' input field, a 'Remember me on this computer' checkbox, a 'Sign In' button, and a 'Forgot password?' link. The right column is titled 'Create Account' and contains the text 'With an account, you can...' followed by a bulleted list: 'Complete forms online', 'Save and return to forms in progress', and 'Print form history'. Below the list is a blue 'Create Account' button.

Note: On an existing account, if the user does not know their password, *Forgot Password?* link can be selected. This will redirect the user to a Forgot Password page for resetting either by sending an email containing a temporary password or by answering security questions. Either method will require setting a new password.

Create Account

If the parent does not have an existing account, they must select to Create Account. After selecting Create Account, complete the fields under the Profile and Security areas as shown in the following example screen.

Access the Family Portal URL.

Note: Production URL's are unique by district and by school year, if using *Copy Live Link*.

First time access, select **Create Account**. (Established account holders, would simply enter Login data and select **Sign In**.)

Note: On an existing account, if the user does not know their password, *Forgot Password?* link can be selected. This will redirect the user to a Forgot Password page for resetting either by sending an email containing a temporary password or by answering security questions. Either method will require setting a new password.

After selecting Create Account, the parent/guardian must complete the fields under the Profile and Security areas as shown in the following example screen.

Important Note:

Read carefully the paragraph at the top of the Create an Account page as illustrated below.

Create an Account

Enter the following required information to continue. This account is meant to be created by an adult family member. It is important to create only one account per household so that the system will be able to save and access your information correctly.

Don't Have an Email Address? We suggest that you obtain a free email account online through Google or Yahoo.

Profile

First Name

Last Name

Daytime Phone
Used to provide support, if requested. Enter entire number, including area code.

Email Address
Used for sign in and important communication.

Security

Password ?

Re-Type Password

Security Question 1 ?

Security Answer 1

Security Question 2

Security Answer 2

To comply with COPPA, I affirm that I am 13 years or older.

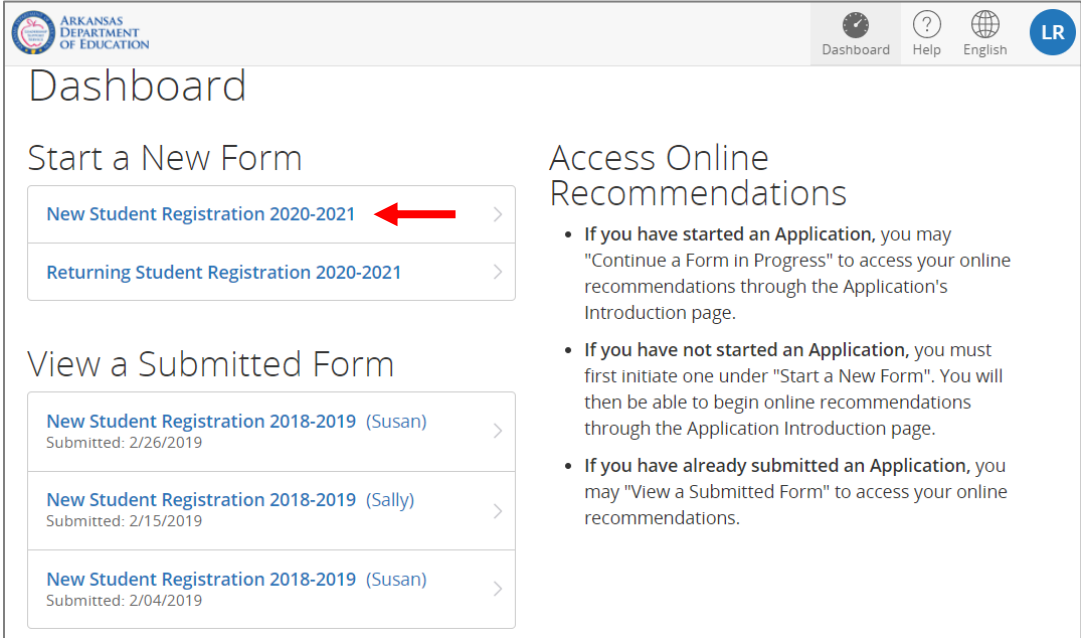
Note: Passwords must contain a minimum of six characters and at least two of: Upper Case, Lower Case, Numbers, or Special Characters and cannot contain spaces or more than three consecutive characters.

When all is completed, select **Create Account**.
The Family Account user is then sent a confirmation email.

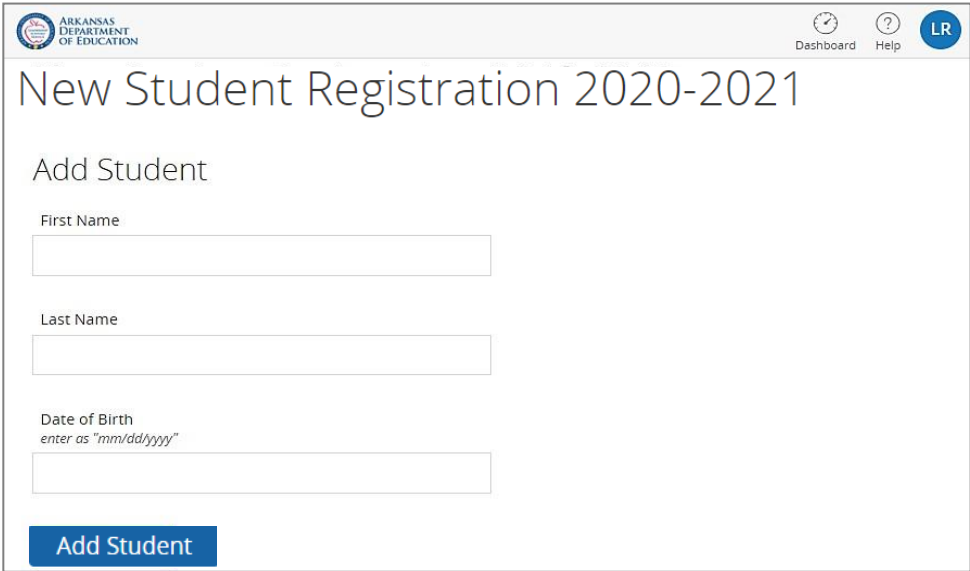
Step 2 – Accessing the New Student Form

Select to Start a New Form by clicking **New Student Registration**.

Note: The screen that displays next will depend on 1) If this is a new user; 2) What URL is used to access the Family Portal.



Start the form by entering the First/Last Names and DOB. **Pay attention to the required formatting.**
Click **Add Student**.



Step 3 – Adding Student Data

All areas must be completed. Be sure to scroll to the bottom of each page to complete all required fields. On the bottom of each page select Next to move to the next page. Each of the Form pages is listed in the left menu where they may be clicked to access that page.

Arkansas State Department of Education
New Student Registration 2018-2019 (Susan)

Introduction

Online New Student Registration

Welcome to Arkansas State Department of Education's New Student Registration. Please follow the steps below to continue.

1. Click "Next" on this page, and enter the information requested by the online forms.
Note: Required fields are marked as "Required", and Arkansas State Department of Education will receive the data exactly as it is entered. Please be careful of spelling, capitalization, and punctuation.
2. On the "Review & Submit" page, check your data before proceeding to Submit.
3. Click "Submit!"
On the submission confirmation page you will have the opportunity to print out a copy of your New Student Registration to keep for your records. Note: Once the form is electronically submitted, you will receive an e-mail confirmation.

New Student Registration for Additional New Students

A New Student Registration form must be submitted for each new student in your family. Once you have successfully submitted one New Student Registration, you will have the opportunity to begin another from the "Submission Confirmation" page.

Previous Next

Page Information:

- Student, New Student, Family, Emergency and Health pages are student and contact related fields. Below are discussion items for the training environment. While both options exist and must be completed in the training accounts, only ONE of each option will be available in production sites as selected by the district:
 - Simple vs. Complex Addresses – During initial setup each district chose Simple or Complex dependent on their current eSchool settings. In training, both are accessible.
 - Single vs Doubled Up (Combined) Contacts - Each district chose one setting. In training, both are accessible.
- Agreements for Student Handbook, Technology use, and FERPA.
- Document Upload of digital or scanned files. Can upload up to five files per upload item except for SSN.
 - Birth Certificate
 - Proof of Residency
 - Court Order
 - Parent Pickup Form
 - Student's Shot Record
 - Medical Documents
 - Parent's Photo ID
 - Home Language Survey
 - Student SSN Card
 - Meal Status
 - Kindergarten Physical
 - 504 Plan
 - Agricultural (Migrant) Survey
 - McKinney Vento (Homeless)
- Signature

On the Signature page select NEXT which moves to the **Summary** page.

Step 4 – Summary/Submit

One of the following will occur:

- If information needs correcting, a **RED STATUS** icon regarding missing/invalid information will display on the page row as shown below.

Summary

We found some missing or incorrect information on the following pages.

PAGE	STATUS
Student	
New Student	
Family	
Emergency	

[Find Invalid Fields](#)

[Previous](#) [Submit](#)

Click on a **RED STATUS** icon or *Find Invalid Fields* which will move to the page for correction. Fields will have a red icon as the example of missing Gender shows.

Gender required [Edit](#)

Update all invalid or missing data. After edits, in the left menu areas, click on **Summary** again from the left menu. Continue this process until there are no errors. See next step.

OR

- If there were no errors, the **Submit** option will be available. See next step.

When all information is correct, all STATUS checks will be green and the following screen will display. Select **Submit**. At that time, the owner of the Family Account is sent a confirmation email.

Summary

No issues found. You may now submit the form.

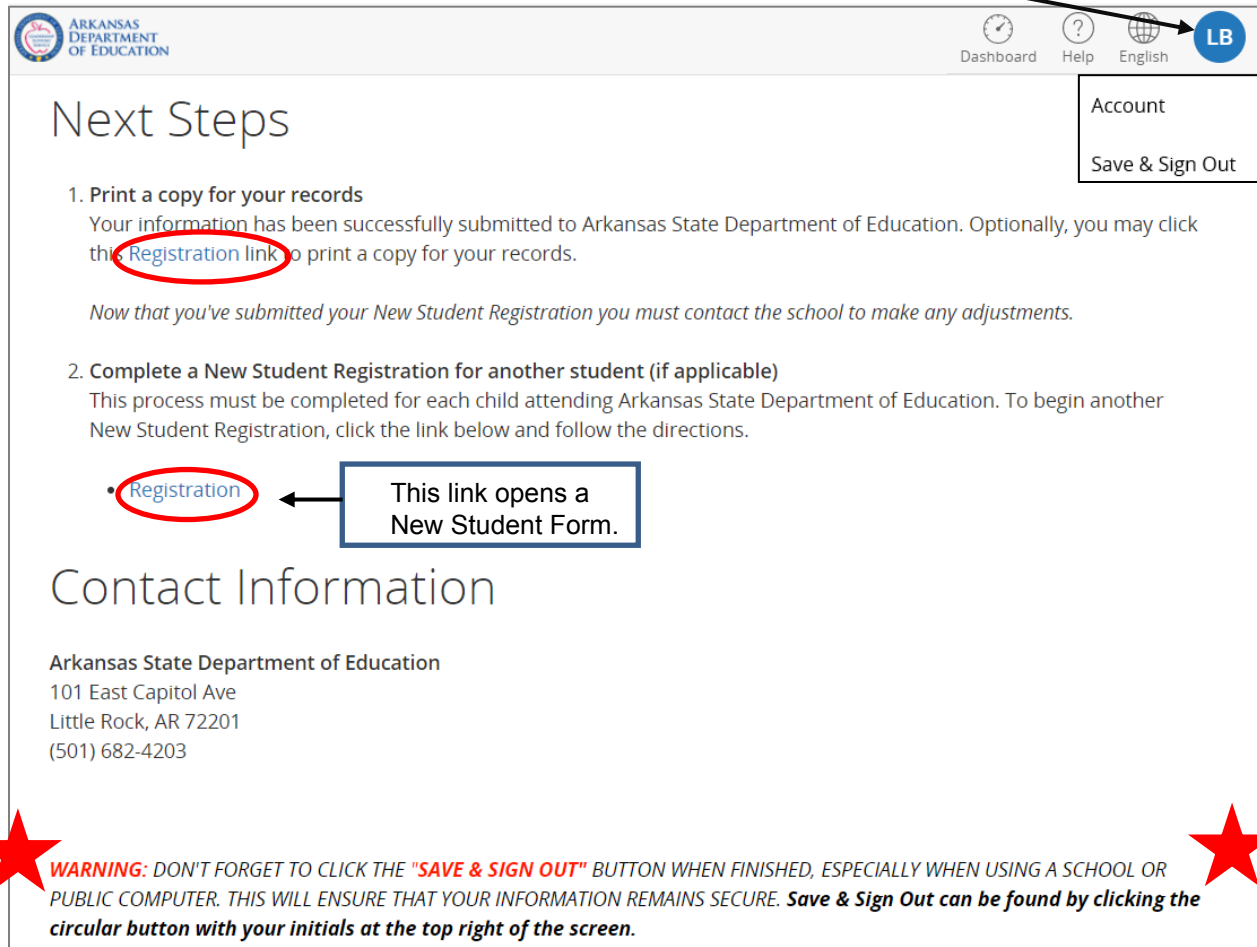
PAGE	STATUS
Student	
New Student	
Family	

[Previous](#) [Submit](#)

After submission the following page will display where the parent has the option to:

1. Print a copy of the student registration just completed by clicking the Registration link within item 1.
2. Add an additional new student. See next topic for adding an additional new student at this time.

If finished at this time, select to **Save & Sign Out** located under the circular icon containing initials.



ARKANSAS DEPARTMENT OF EDUCATION

Dashboard Help English **LB**

Next Steps

Account
Save & Sign Out

1. **Print a copy for your records**
Your information has been successfully submitted to Arkansas State Department of Education. Optionally, you may click this Registration link to print a copy for your records.
Now that you've submitted your New Student Registration you must contact the school to make any adjustments.
2. **Complete a New Student Registration for another student (if applicable)**
This process must be completed for each child attending Arkansas State Department of Education. To begin another New Student Registration, click the link below and follow the directions.
Registration ← This link opens a New Student Form.

Contact Information

Arkansas State Department of Education
101 East Capitol Ave
Little Rock, AR 72201
(501) 682-4203

WARNING: DON'T FORGET TO CLICK THE "SAVE & SIGN OUT" BUTTON WHEN FINISHED, ESPECIALLY WHEN USING A SCHOOL OR PUBLIC COMPUTER. THIS WILL ENSURE THAT YOUR INFORMATION REMAINS SECURE. Save & Sign Out can be found by clicking the circular button with your initials at the top right of the screen.

IMPORTANT: In addition to signing out, if on a public computer, delete any uploaded files and/or documents.

Notes:

If *Save & Sign Out* is selected *prior* to the student's submission, the student is left *In Progress* and can be accessed and completed at a later time.

The Account option under initial icon allows access to the user's Profile, Security, and Family Members.

Step 5 – (Optional) Adding an Additional Student of the Same Family

After submitting a student, the parent can immediately add another New Student Registration by clicking the Registration link under item 2 as shown above. The following page displays.

ARKANSAS DEPARTMENT OF EDUCATION

Dashboard Help English CH

New Student Registration 2020-2021

Choose Student

- Lisa Banks >
- Maria Banks >
- Nichole Haddox
Submitted On: 12/30/2019 >

Any student previously submitted by the parent will be listed in the *Choose Student* area. This is even between districts in-state or out-of-state.

The bottom of the page contains the *Add (New) Student* area.

Add Student

First Name

Last Name

Date of Birth
enter as "mm/dd/yyyy"

Add Student

After completing the First Name, Last Name, and DOB fields, select **Add Student**. An option is then given to *Import* data from the last student entered or *Start from Scratch*.

Note: While this is a helpful option, be aware this pulls data from the previous submitted Form and NOT from any updated data within eSchoolPLUS.

New Student Registration

You've already submitted this form for Emily. Would you like to import the relevant information to save time?

Import

Start from Scratch

Continue

If you are not Lynda (lynda.burt@arkansas.gov), [sign out](#).