PowerSchool Handbook

InfoSnap
New Student
Online Enrollment

Version 2.3
August 2020

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About InfoSnap New Student Enrollment

- Parent/guardians access the New Student Enrollment link from their neighborhood school's website or the district website. Parent/guardians create an account and complete the enrollment information online for their student(s). After the form is submitted the school site will process the submission and contact the family to bring required documents to complete enrollment.

- Parents can upload documents to InfoSnap. These upload categories include: birth certificate, proof of residency, immunizations, and any additional documents such as IEPs, 504, court documents, or other pertinent documents for enrollment.

- This online enrollment is for new to district students, enrolling at their neighborhood school. The neighborhood school must have boundaries. The online enrollment cannot be used by dedicated Magnet schools, Atypical, or Charter schools. Click here to see the list of schools participating in New Student Online Enrollment.

- School sites are required to process all submissions made through the online New Student Enrollment. Families should not be directed to fill out an Enrollment form again. Encourage parents with students new to the district, to use the New Student Online Enrollment.

Enrollment Resources

- Neighborhood Schools and Enrollment Options Department

    o Eugene Bruckner Education Center

    o 4100 Normal Street, Annex 12

    o (619)260-2410

    o Inquiries received by NSEO staff or eoptions@sandi.net will be forwarded to the school enrollment personnel for action

    o NSEO webpage, Related Resources

- Handbooks and Job Aids:

    PowerSchool Enrollment Handbook

    Preventing Duplicate Student IDs

    How to Provide Access to InfoSnap New Student Enrollment

    Schools participating in Online Enrollment

- For PowerSchool assistance, contact the Help Desk: **619-209-HELP (4357)**.

- Parents who need support with InfoSnap New Student Enrollment are directed to contact their neighborhood school. Do not direct them to the Help Desk.

Part 1: Process Online Submissions

Open InfoSnap

Security access must first be assigned for InfoSnap New Student Enrollment within PowerSchool. Check with your school's Power User or site tech to request access. Then follow the steps to process applications submitted through the InfoSnap New Student Enrollment.

1. On the PowerSchool **Start page**, click the **Applications icon**.
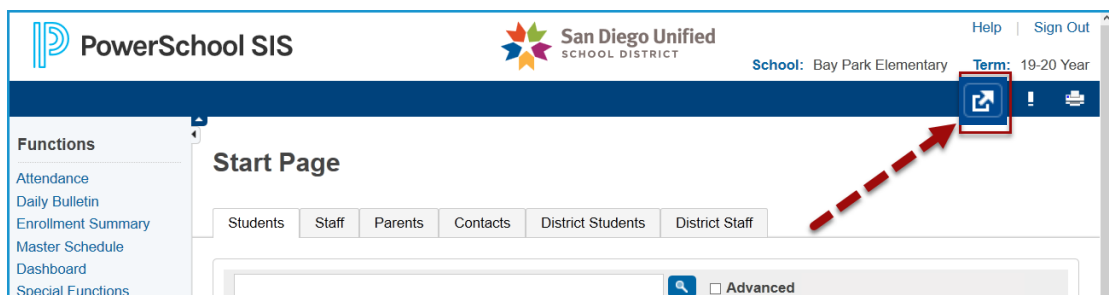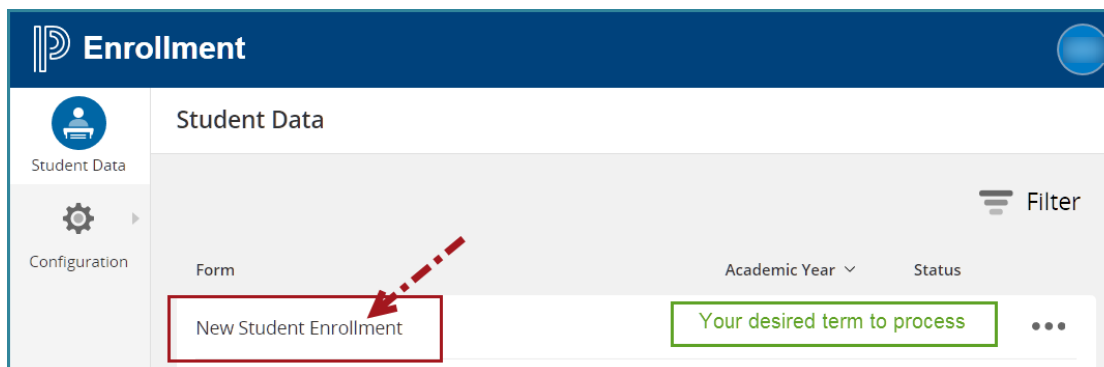

2. Select **InfoSnap Enrollment Portal**.
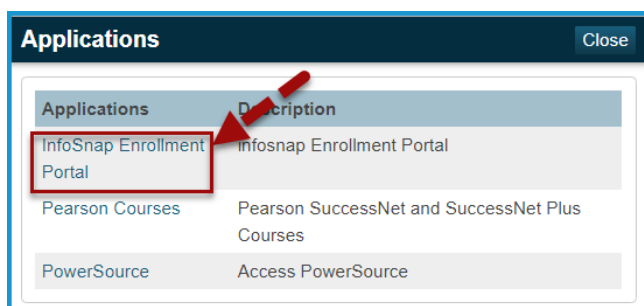
3. If it is your first time logging into the **InfoSnap Enrollment Portal**, you will be asked to enter your email address and password. The initial password will be communicated to you via your sandi.net email. Upon your first sign in you will be prompted to change your password.
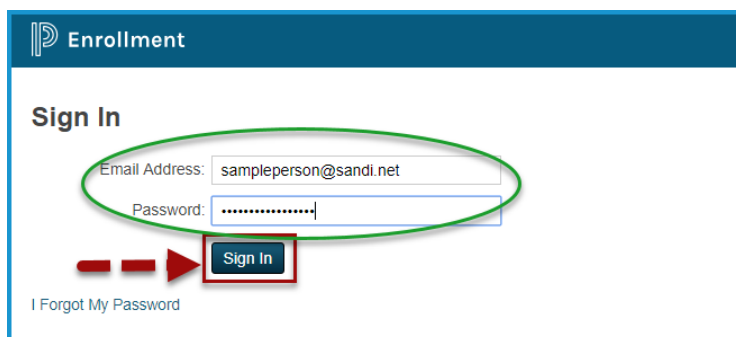
NOTE: Be sure to write down your username and your new password and keep it for later reference. Do not share your user name and password. If you need to reset your password, please click **I Forgot My Password**.
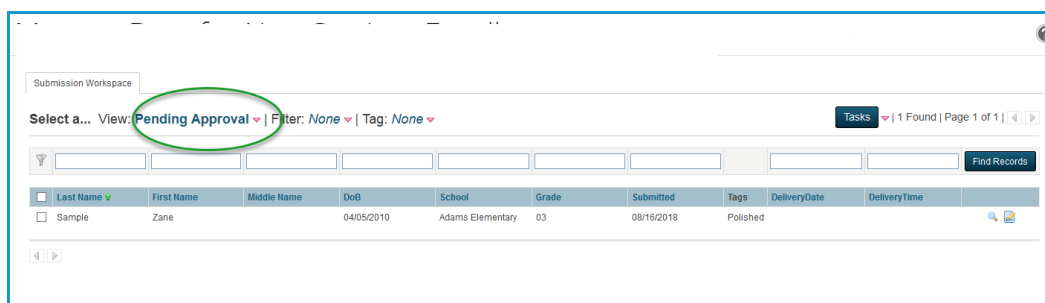
Step 1: Submissions Pending Approval

1. Select **New Student Enrollment** for the **academic year you are processing**. Generally, you will only see one term option, however late in the school year, there will be two term options.
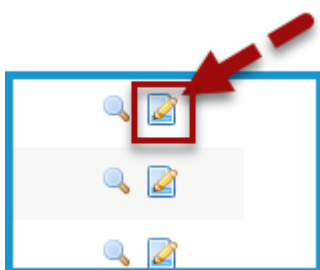

2. The workspace defaults to the **Pending Approval** view. This view lists all records that have not been approved for delivery to PowerSchool. NOTE: Schools will only see students pending for their school.

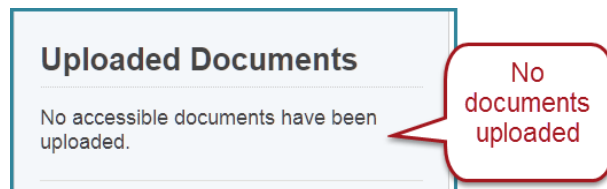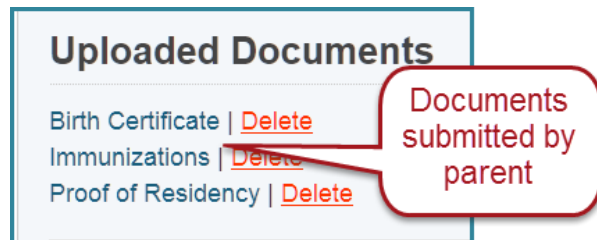3. Locate the student name you want to process and click the **Edit** icon.

    The information entered by the parent will appear. **Review** the information submitted.
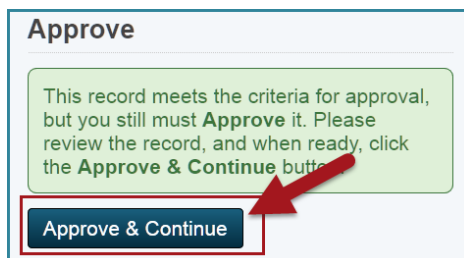
4. Scroll down and locate **Uploaded Documents** from the right side of options.

5. If the parent has uploaded documents, please follow the processing instructions by the Neighborhood School and Enrollment Options department. These records will be used to complete the enrollment process.

For additional information please see the NSEO webpage, Related Resources.

Uploaded Documents

Birth Certificate | Delete
Immunizations | Delete
Proof of Residency | Delete

Documents submitted by parent

Uploaded Documents

No accessible documents have been uploaded.

No documents uploaded

6. To accept the submission, click the **Approve & Continue** button. (This does not yet deliver the information to PowerSchool. Instructions beginning on page 10 will instruct how to deliver to PowerSchool.)
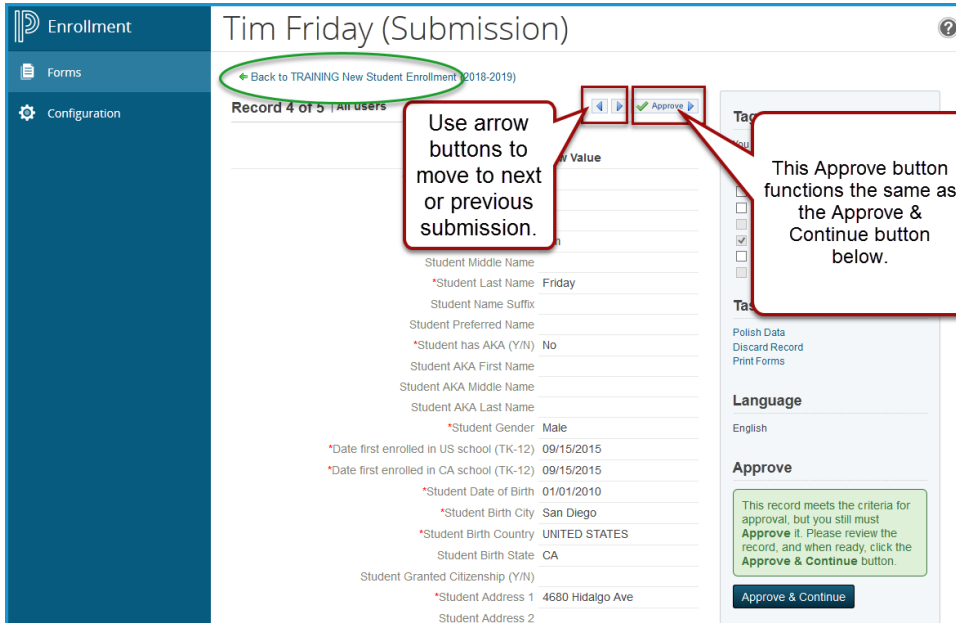
Approve

This record meets the criteria for approval, but you still must **Approve** it. Please review the record, and when ready, click the **Approve & Continue** button.

Approve & Continue
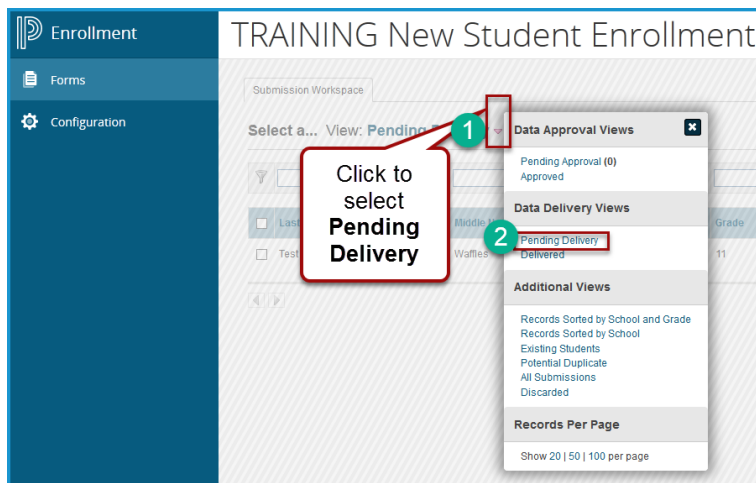
7. Look for the message that the record has been approved. The name will no longer appear in the **Pending Approval** view.

Approve

This record has been **Approved**.
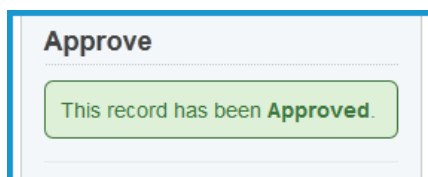
8. Use the arrow buttons to move to next or previous submissions. With each new student name, look to see if there are **Uploaded Documents** first. If there are, open each link and download to a folder with the student name. Organize these folders within a school term folder on your desktop. Then return to the InfoSnap page and click the **Approve & Continue button**.

9. Click the **Approve button** if you want to approve another submission. This **Approve button** works the same as the **Approve & Continue button**, located at the bottom of this screenshot. To return to the Submission Workspace, click Back to New Student Enrollment, located below the student name.

Step 2: Submissions Pending Delivery

1. After **approving** your selected submissions, return to the **Submission Workspace.**

2. Change the **View** to **Pending Delivery**. The **Pending Delivery** view lists all records which you have approved, but have not yet delivered to PowerSchool.

3. Click the **Deliver Now** icon for your selected student. This will send the information to PowerSchool. (Caution! Do not double-click!)

If you want to deliver multiple students at one time, checkmark the students, select **Tasks**, then select **Deliver Now**.
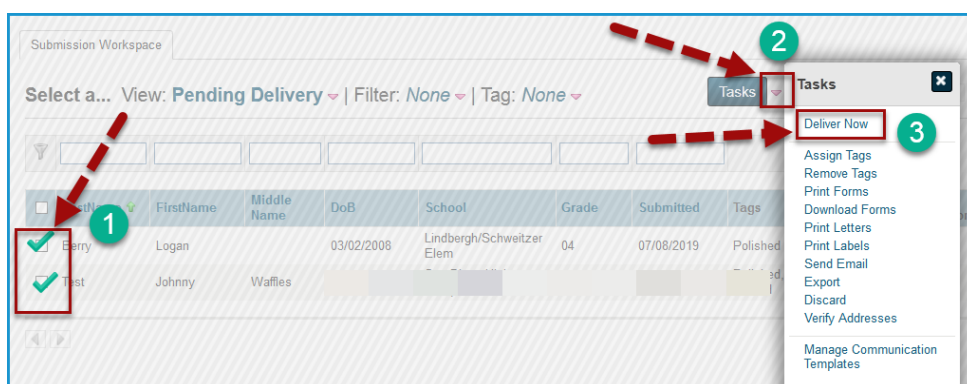
4. After you click the **Deliver Now** icon, you will see the **loading** icon.

This indicates that InfoSnap is communicating with PowerSchool. When the student information is successfully delivered (to PowerSchool), proceed to **Step 3: Submissions Delivered to PowerSchool** on page 13. Do not discard submissions once they have been delivered to PowerSchool.

Blue Exclamation Triangle Icon

If the loading icon is replaced by a blue **exclamation mark icon** , this indicates there was a problem delivering the student information to PowerSchool. Contact the Help Desk at (619) 209-HELP (4357). Do not try to deliver any other records until the problem is resolved.

Orange Circle Icon: Student May Already Exist in PowerSchool

When the loading icon is replaced with an orange circle icon , this indicates the student may already exist in PowerSchool. A potential duplicate occurs when the same last name, first initial and gender are matched.

1. Click the **orange circle** icon.

2. A pop-up window will appear. Carefully review the list of potential matches to determine if the student already exists in PowerSchool. You do not want to create a duplicate student record. Duplicate IDs cause many problems for students. For example, attendance, grade reporting and transcript issues. **BE EXTRA DILIGENT checking for prior enrollments.**

Yes, I see a match!

If one of the students in the list is the *same* as the student you are attempting to deliver, click the **Select** button next to the match. The student information will *__not__* be sent to PowerSchool.

No, I don't see a match.

If the student does not match any of the students listed, click **No Match**. The student information will be sent to PowerSchool. Proceed to Step 3 to complete enrollment in PowerSchool.

Step 3: Submissions Delivered to PowerSchool

Complete the Enrollment Process

After a successful **Deliver Now** process from InfoSnap, the student information is now in PowerSchool and the student can be found at your school with an inactive status. Proceed with the steps below and complete the enrollment process.

1. Go to the **Start page** in PowerSchool **Admin**.

2. Type the student name you sent in the **Deliver Now** process from InfoSnap. The student will be inactive. If you do not have Smart Search turned on, begin your search with a forward-slash (/). If you have Smart Search turned on, the student will be listed in gray, in the search results.
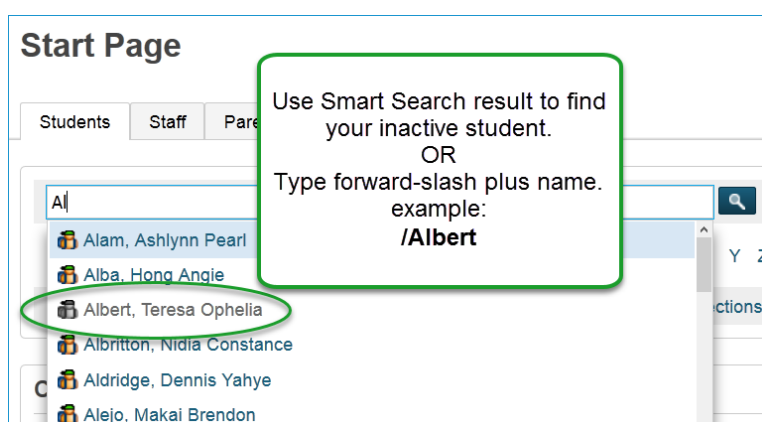
3. Click the **Demographics** page from the student menu. Continue with the district requirements to complete the student enrollment intake.

    Refer to the **PowerSchool Enrollment handbook** for complete instructions on enrollment. There is a useful link on the start page in PowerSchool for SDUSD resources. PowerSchool Handbooks, Job Aids and Videos.

4. YOU MUST CLICK **SUBMIT** at the bottom of the Demographics page in order for the student enrollment to be complete, and the student to be Active at your school.

    IMPORTANT! During the enrollment process, if you leave the Demographics page without clicking the submit button, the student record will exist in PowerSchool but with an Inactive enrollment status (-2). All students with an Inactive (-2) enrollment status must have their enrollment completed before the end of the day. (Run the **Incomplete Enrollment Report** in System Reports to identify students who have incomplete enrollments.)

5. Print the **Enrollment Form** for the parent. Have the parent sign the form verifying that the information is accurate and complete. Retain a signed copy at the school site.

*Do not continue to the next page.

Discard Submissions Tagged as a Potential Duplicate

1. On the Submission Workspace page, change the **View** to **Potential Duplicate**
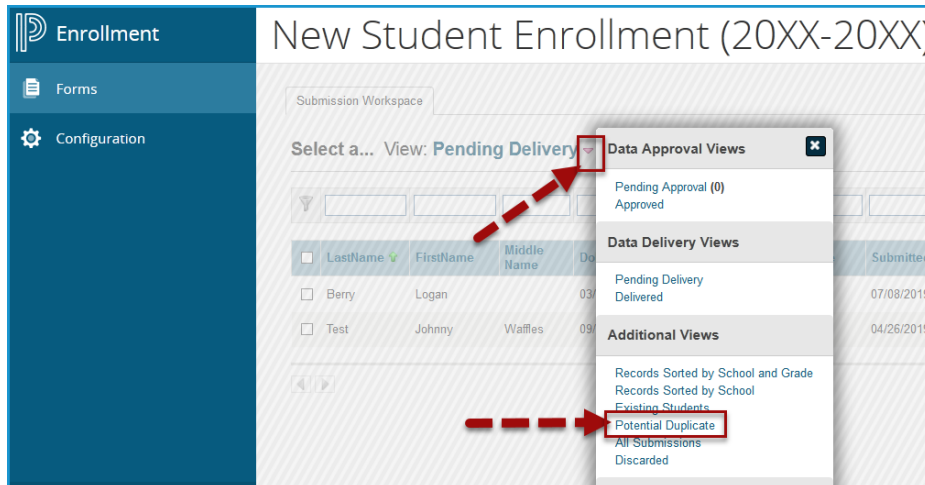
2. Check the box for the student you confirmed already exists in PowerSchool.

3. Click the **Tasks** menu and choose **Discard**.
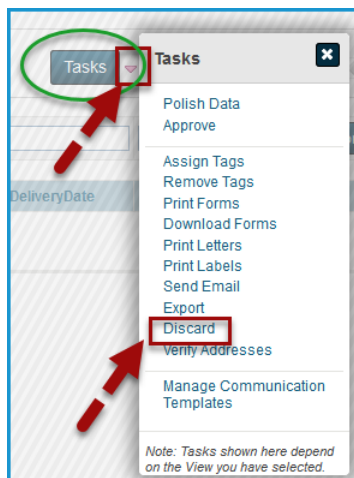
4. Click **Selected Only**.
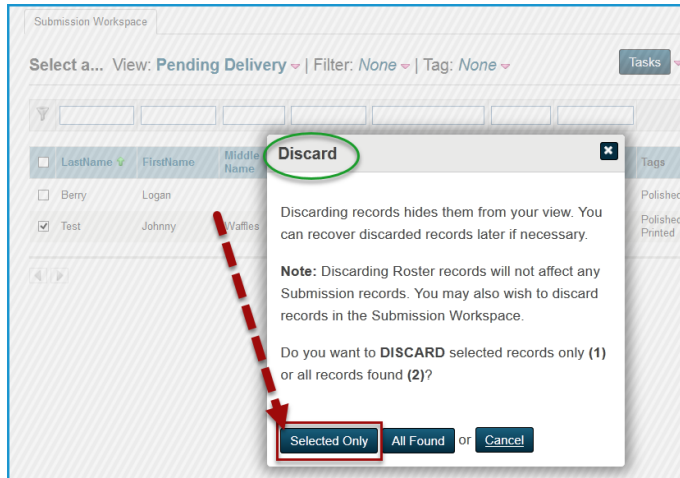
Edit Submission Tag of Potential Duplicate

1. If you need to remove or edit a **Potential Duplicate tag**, click the Edit icon for the submission.

2. Deselect the checkbox for **Potential Duplicate**.
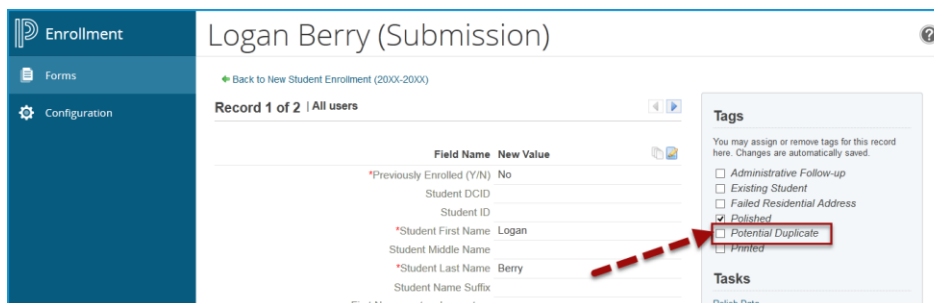
3. Click **Back to New Student Enrollment**, to return to the **Submission Workspace**.

4. Change the **View** to **Pending Approval** and proceed with **Step 2: Submissions Pending Delivery**, beginning on page10.

Part 2: Troubleshooting

You Made a Mistake and the Submission was Not an Existing Student in PowerSchool

If you mistakenly tagged a student as an Existing Student but you've confirmed that the student does not already exist in PowerSchool, you can edit the status.

1. On the Submission Workspace tab, change the **View** to **Existing Students**.
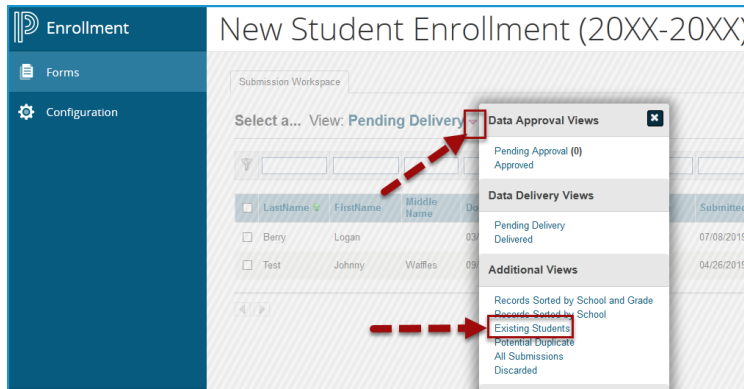
2. Click the **Edit** icon for the student.

3. Deselect the checkbox for **Existing Student**.
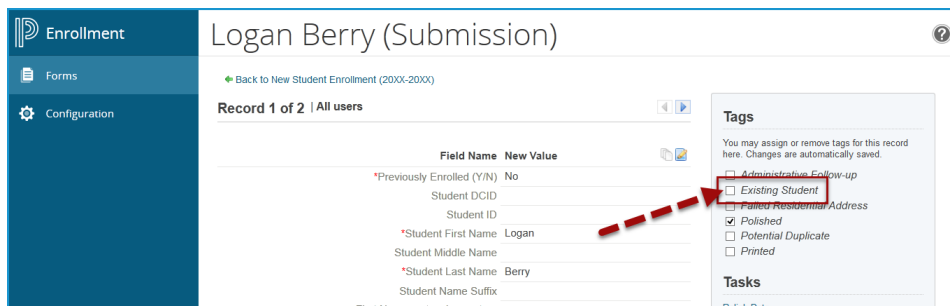
4. Click **Back to New Student Enrollment** to return to the Submission Workspace tab.
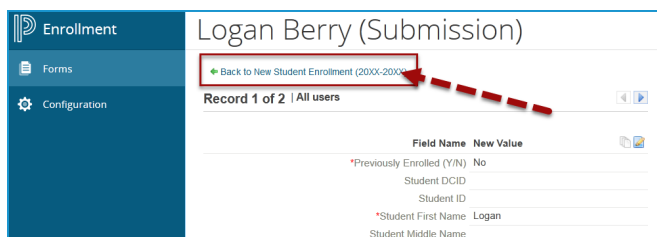
5. Change the **View** to **Pending Approval** and proceed with **Step 2: Submissions Pending Delivery**, beginning on page10.
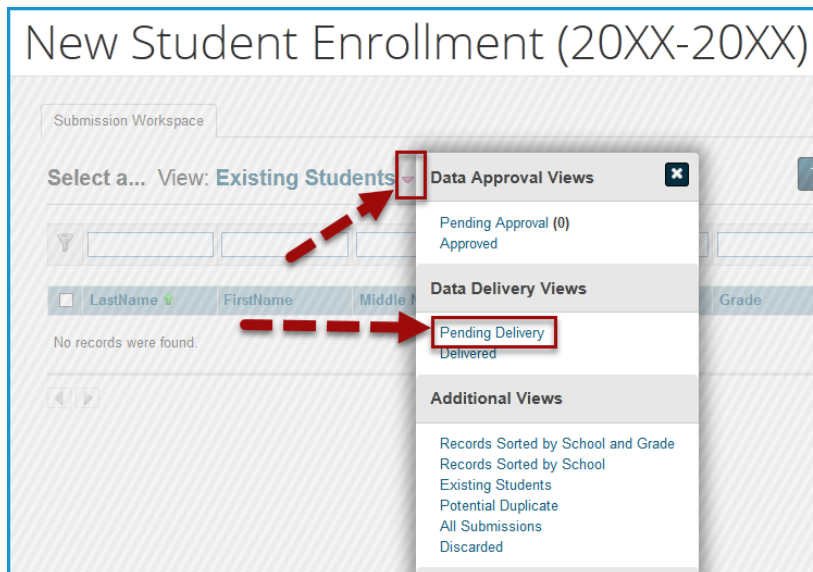
When the Student Already Exists In PowerSchool

How to Locate a Student Who is Inactive at Your School:

1. On the **Start** page, type the student name. If you have Smart Search turned on, the student will be listed in gray font, within the search results. If you do not have Smart Search turned on, begin your search with a forward-slash (/) before the name. *Example: /Melton, Bob*

2. Select **Functions** from the student menu.

3. Double-check that your **Term** is correct, in the upper, right-hand corner of the page. This is the Term in which you want to enroll the student.

4. Select **Re-Enroll in School**

5. Enter the **Date of re-enrollment**

6. Select the appropriate **Entry code**

7. Select a **Grade Level**

8. Click **Submit**

9. A message will be displayed, indicating the student has been re-enrolled.

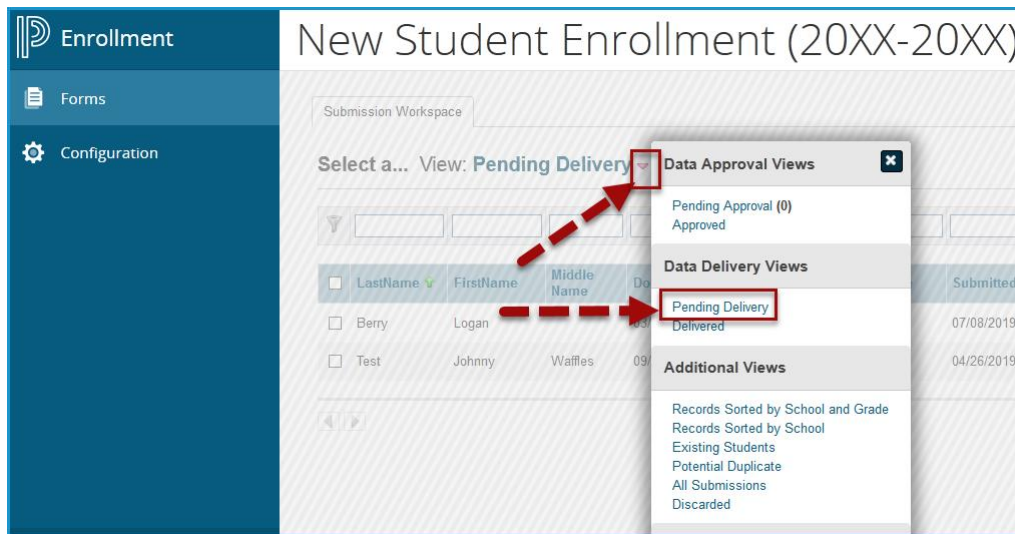10. Click **Demographics** from the student menu and proceed with the enrollment process, collecting verifications and forms required for enrolling a student. See PowerSchool Enrollment handbook for instructions.

11. YOU MUST CLICK **SUBMIT** at the bottom of the Demographics page in order for the student enrollment to be complete, and the student to be Active at your school.

    IMPORTANT! During the enrollment process, if you leave the Demographics page without clicking the submit button, the student record will exist in PowerSchool but with an Inactive enrollment status (-2). All students with an Inactive (-2) enrollment status must have their enrollment completed before the end of the day. (Run the **Incomplete Enrollment Report** in System Reports to identify students who have incomplete enrollments.)

How to Transfer an Inactive Student From Another School

The Student Transfer process for Inactive students is available throughout the year. Since many students leave the district and return years later, Inactive students can be transferred at any grade level.

> **Reminder!** When searching for an Inactive student, their grade level reflects the last grade they were in when they transferred out.

For complete instructions, refer to the PowerSchool Enrollment handbook. Find *Transferring Active or Inactive Students* in the table of contents. The handbooks and job aids link is located on the Start Page in PowerSchool.

How to Transfer an Active Student From Another School

The **Student Transfer** process for **active** students is **only available** between the **End of Year process (typically end of July) and the second Wednesday after school begins**, and **only if attendance has not been taken for the student.**

When attendance has been recorded for a student an Alert will prevent you from transferring the student until after their attendance has been cleared, or the student is properly transferred out.

You will need to contact the other school and ask them to transfer the student to your school.

For complete instructions, refer to the **PowerSchool Enrollment handbook**. Find Transferring Active or Inactive Students in the table of contents. The handbooks and job aids link is located on the Start Page in PowerSchool.

FAQs

1. **Which Internet browser should I use for InfoSnap?**

   The following browsers are supported: Internet Explorer version 9 or above, Mozilla Firefox version 26 or above, Chrome version 25 or above, and Safari version 7 or above.

2. **Can the online New Student Enrollment be used if the student is changing schools within San Diego Unified?**

   No, the online enrollment process is **only** for students that are new to the district. It is not for returning students. It is for students who have never enrolled in our district.

3. **Will all schools in the district use InfoSnap New Student Enrollment?**

   No, the new student online enrollment can only be used for schools with boundaries. It cannot be used for charter schools, atypical schools, non-public schools, magnet schools with no boundaries, or special education sites. See **list** of eligible schools.

4. **Why does San Diego High School and Kearney High School look different in InfoSnap New Student Enrollment?**

   Students processed from InfoSnap New Student Enrollment will initially appear in PowerSchool at Kearny High Complex or San Diego High Complex. You will need to transfer the student to the appropriate school they will be attending. Find the student using the **District Search** tab and then select **Student Transfer** to transfer the student from the complex to the appropriate school. For detailed instructions on transferring a student, please refer to the **Enrollment Handbook**.

5. **Are parents required to use the online process if their child is new to the district?**

   The InfoSnap process is intended to streamline the enrollment process for both parents and site staff. Please encourage new families to use the online New Student Enrollment application. The district website has a convenient link and Neighborhood Schools and Enrollment Options

department directs new families to apply online. School sites are required to monitor and process the online enrollments in InfoSnap.

6. **Do parents have to print the InfoSnap enrollment form online and bring it to the school?**

Parents are not required to print the form and bring it in, although it is suggested when they complete the online application. Schools will need to print the Enrollment Form in PowerSchool, have the parent sign it, and keep it on file. Please do not have parents fill out a new enrollment form. Use the online submission for efficiency.

7. **What if the parent does not enter a Race in InfoSnap?**

If the parent does not complete the Race field, you will need to ask them for the information so you can enter it on the Demographics page. This field must be completed before you can save your changes in PowerSchool.