

# Clinton Schools Registration FAQ

**FIRST DAY OF SCHOOL: AUGUST 23, 2017**

## REGISTRATION:

- **EXISTING FAMILIES:** I don't have a Parent Portal Account. How do I get one? Email [ccsdportal@clintonia.org](mailto:ccsdportal@clintonia.org) and request an account.
- **NEW FAMILIES:** You do not need a Parent Portal account to register your new students. You will receive that information in a follow up email after you complete the registration application.
- **What if I can't proceed past the first screen when registering on line?** Be sure to allow pop ups from our site. Recommended browsers for optimum results are Mozilla Firefox or Internet Explorer-version 10 or 11. **DO NOT USE CHROME!**
- **How do I register my child if I don't have access to a computer or have an email address?** Computer kiosks are available at any of our buildings for your use from July 14 – August 8, 2016. Business hours will vary at each building.
- **Do I have to use a computer to register or can I use my phone or tablet?** You may use a tablet, however, phones are not compatible with our on-line registration process
- **I have children already enrolled in Clinton schools, can I register them on line all at once?** Yes

- **I have to enroll my existing student plus I have a new student to register as well. Can I register them both at the same time?** *Yes, once you have registered your existing student, you will see a prompt that invites you to add a new student.*
  
- **What paperwork should I have ready before registering my child on line?** *You should have names/phone numbers for household members and emergency contacts. **NEW STUDENTS**: You should have the name and phone number of your child's previous school attended, if applicable. You will be able to upload birth certificate, immunization records, proof of residence, transcripts/report cards during the online registration process. If you do not upload this information, you may be required to present it to your child's school or to the District Administration.*
  
- **NEW STUDENTS: How will I find out which school my student will be assigned to?** *You will receive an email with this information after you have submitted the on-line registration application for your child.*
  
- **I am not the legal guardian of a student that is living with me. Can I register that student?** *Yes, but you may be required to provide more information.*
  
- **Do I have to attend District Walk In Registration?** *The only reason to attend is if you have not registered your student on line by August 8<sup>th</sup>.*

## SCHOOL FEES/LUNCH MONEY

- **How do I pay fees/add lunch money on line? (Once you have a Parent Portal Account)**
  - Log in to your Parent Portal on the District Website ([www.clinton.k12.ia.us](http://www.clinton.k12.ia.us))

- Select a student from the dropdown box (if you have multiple students)
- Click on **Payments** tab – this is **NEW** this year. Parents have the ability to set up recurring lunch payments or make lunch deposits and pay fees all in ONE transaction!
- **Recurring Payments** - click on “Add” in that section if you want to set up an automatic recurring payment into your student’s food service account.
- **Food Service Account** – The current balance in your student’s account shows under “Balance”. To add money to their account, enter an amount in the “Payment” box.
- **Student Fee** – Required fees, as well as, any past due fees are listed. To pay the fees, enter the amount you are paying in the “Payment” box. To include “Optional Items”, click the drop down list and select whatever optional fees you would also like to purchase. Once the optional fee appears, enter that amount in the “Payment” box. If you added an optional fee by mistake, you may click on the “X” and it will be deleted.
- Check the “Total” box to confirm your payments.
- Click “CONTINUE”.
- Since this is the first time to use this payment system, parents will have to add their payment method. Parents have the option of paying by e-check (money pulled from checking or savings account) or setting up a credit/debit card payment.
- Select the payment method and click “SAVE”. You will be required to click “SAVE” again to confirm the payment method.
- You may add another payment method or click “Back to Payments”.
- Select the payment method and click “CONTINUE”.
- Verify your payment screen. You will have the option to enter an email address to receive an email receipt OR you can select “Print” to print a receipt.
- Click “Make Payment”.
- **Food Service tab** – this is **NEW** this year. Parents can now view their student’s lunch account balance! There is also a Transaction Detail section available so parents can see exactly what your student’s lunch money is being spent on each day as well as reflect lunch deposits made. Click “Go” to see the details or you can select “Print” to print a copy.

- **What if I don't want to pay my fees on line?** *You may pay in person at any school building or the District Business Office at the Administration Center.*
- **Who do I contact if I have questions about school fees or adding money to school lunch account?** *You may send an email to: [onlinepayments@clintonia.org](mailto:onlinepayments@clintonia.org)*

## PRESCHOOL

- **How would I determine if I qualify for Preschool transportation?** *Please click on the link to view the preschool map – <http://www.clinton.k12.ia.us/assets/Pre%20School%20Program%20011-2012/PRE-K%20Street%20Map%20Page%204.pdf>*
- **If I qualify for transportation, how do I find out what bus my child will ride?** *The Transportation Department will notify you by phone with the bus number, approximate pick up and drop off times.*
- **How do I know which Preschool location/session my child will attend?** *You will receive a letter from the Preschool.*
- **Besides the Preschool application, is there any other paperwork that I need to fill out?** *Yes, all Preschool sites, EXCEPT BLUFF, require specific site forms and an up to date physical and immunization records.*

## ELEMENTARY

- **When will I find out who my student's elementary teacher will be?** *Each elementary building will post class lists on August 18<sup>th</sup>.*
- **When is Back to School Night/Meet the Teacher for elementary students?** *August 22<sup>nd</sup> – 4:00-5:30 pm at each elementary building.*

- **I attended Kindergarten Roundup. Do I still have to register my kindergarten student on line?** *Yes – as a NEW student.*

## MIDDLE SCHOOL

- **EXISTING STUDENTS: How do I get my student's schedule?** *Schedules will be made available on Parent Portal close to the start date of school.*
- **NEW STUDENTS: How do I get my student's schedule?** *You will receive an email from the District Administration Building with the details after you submit the on line registration application. If you do not have an email address, you will receive a phone call.*
- **When is Back to School Night for middle school students?** *August 22<sup>nd</sup> - 5:00-6:30 pm – students will receive schedules, locker information, and be able to put school supplies away.*

## HIGH SCHOOL

- **EXISTING STUDENTS: How do I get my student's schedule?** *Schedules will be made available on Parent Portal close to the start date of school.*
- **NEW STUDENTS: How do I get my student's schedule?** *You will receive an email from the District Administration Building with the details after you submit the on line registration application. If you do not have an email address, you will receive a phone call.*
- **Can I purchase a parking tag on line along with my other school fees?** *No, CHS parking tags cannot be purchased on line. Parking tags will be available for purchase beginning August 14<sup>th</sup> at the CHS main office. Cost is \$30. You must have your vehicle information*

*(make, model, and license plate number) for purchases. Parking tags will be sold on a first come-first served basis.*

- **Can my incoming 9<sup>th</sup> grader/NEW STUDENT have a tour of the building during the summer?** *YES! CHS will have an Unpack Your Backpack night on August 21 from 3:00- 4:00 pm. Students will receive their schedule, locker information, and be allowed to walk the hallways and meet their teachers during this time. Meet the River Kings and Queens from 5:30-8:00PM*
- **Can I get a list of school athletic events?** *Yes, go to the following website for all your athletic needs: [www.clintonactivities.org](http://www.clintonactivities.org)*
- **Does my student need a physical to play sports?** *Yes, all sports physicals must be up to date before beginning any athletic event.*

## OTHER

- **When will I know or how will I find out about my child's school bus number and pick up times?** *Postcards for all qualifying bus students will be mailed on August 15<sup>th</sup>. If you do not receive a postcard and think you qualify for transportation, and for all other Transportation questions, please contact the Transportation Office – 563-243-4441.*
- **Who should I call if I need more information regarding school lunches or Free/Reduced Meals Application?** *Food Service – 563-243-7780.*
- **Who should I call if I have more questions about on line registration?** *Student Services – 563-243-9600, ext. 49.*