

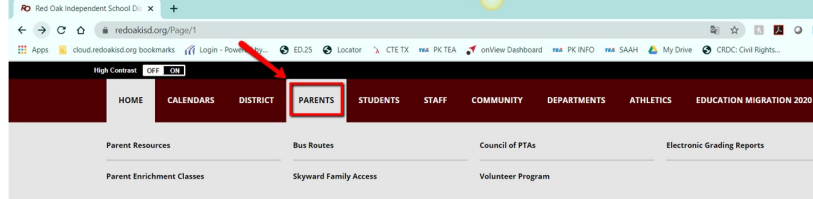
2023-24 Online Registration

PARENT Q & A

1. **QUESTION:** I cannot login? I forgot or I do not know my login/password?

ANSWER:

- ROISD Webpage – www.redoakisd.org and click on the **PARENTS** tab:



- Click to open **Skyward Family Access- Parent Quick Links**

Parents are valued partners in the educational development of the children of the Red Oak Independent School District. We believe that successful learning is achieved through strong connections with parents and all sectors of our community.

Below you will find a number of helpful links and resources found on the district site.

[Accountability](#)

[Head Lice Information](#)

[Skyward Family Access](#)

- Select “Forgot your Login/Password”



- Enter your home email address. The system will send an email containing your login along with directions on how to reset your password:



2. **QUESTION:** How do I find out which elementary school my child will be attending next year?

ANSWER: The boundary map can be found here: [Boundary Maps](#) On the site, there is a SCHOOL ZONE LOCATOR tool that allows you to enter your address and access an interactive school zone map to learn about what school your elementary children are zoned to attend.

3. **QUESTION:** How do I access Online Registration on my Family Access Page?

ANSWER: Click on the 2024-2025 Online Registration link when available. Online registration begins April 2, 2024.

4. **QUESTION:** Why are some of the fields grayed out and won't let me change data such as my name and birthdate?

ANSWER: The district requires documentation before certain demographics can be changed such as a Birth Certificate, Social Security Card, etc... If changes are needed, please take the original documentation to the campus where your child attends so the office can assist.

5. **QUESTION:** I cannot make changes to my child's Emergency Contacts. Why?

ANSWER: If a Guardian or Emergency Contact was a current or past employee of the district, they have to call ROISD Human Resources department at 972-617-2941 to request changes.

6. **QUESTION:** How do I go to Step 2? There is no submit button and/or the Complete button is grayed out?

ANSWER: Click on the button that reads – “Complete Step 1d and move to Step 2” if the button is active.

7. **QUESTION:** Can I access online registration through the Skyward App?

ANSWER: No Online Registration has to be completed through the website.

8. **QUESTION:** Why is the Final Step not active and/or grayed out?

ANSWER: All steps must have a check mark in the box beside the step or each level before the Final Button is active. If you return to a step to check information, you have to re-select the box after verifying information.

9. **QUESTION:** My husband and I are divorced and I cannot change his cell phone number?

ANSWER: Guardians in the non-primary families will have read only access. They can request changes to their own family's information and add emergency contacts but cannot make changes to the primary family information unless they are listed as the First Family.

10. **QUESTION:** If my address has changed from last year, can I update my information through the online registration process?

ANSWER: Yes, however, you must provide proof of residency documentation to Red Oak ISD before your registration can be approved. New teachers and schedules will not be issued until registration is complete. Scanned copies of proof of residency will be accepted.

11. **QUESTION:** If I do not have access to a computer to complete the online registration process, can I complete a paper process?

ANSWER: No. All returning students must register for the new school year using the Skyward online registration process. Please contact your student's campus to schedule an appointment to use a district device. *If families need to be combined or separated, contact the campus PEIMS Clerk.*

12. QUESTION: If I do not need to complete the Free/Reduced Lunch Online Application, can I skip this step and my registration be marked as completed?

ANSWER: Yes. Any step that is marked as optional may be skipped by clicking on the NEXT button in the bottom right-hand corner of the web page.