

# Demographic Update FAQ

**If you have an account from a prior year, you do not have to create a new account.**

**Please use your prior account. If you are unable to remember the username or password, please contact the school or stop into the office for assistance.**

- Q.** How will I know if the updates submitted successfully?
- A.** The Demographic Update link will no longer appear on the left side of the screen.
- Q.** When I log into the Parent Portal, I'm getting a message telling me that my student's portal was unavailable.
- A.** The portal for students at other buildings (Elementary) may not be available. Select your student(s) and you should be able to update their information and electronically sign the necessary forms. Watch for separate communication from the other buildings.
- Q.** I am unable to submit my child's information.
- A.** Please be sure to click on each step and click on and review all policies before pressing the submit button. For the forms such as the AUA and Chromebook Agreement, you will be required to open the forms for review prior to being able to agree to them.
- Q.** Do I need to **print the forms** and send them to school with my child at registration?
- A.** Selecting one of the options on the screen and submitting them will be your electronic signature for agreement to the policies and your choices.
- Q.** I don't see the demographic update option to update my information.
- A.** A parent or guardian must login to the parent portal. Students do not have the option to complete the updates and submit the necessary forms, although they should review the policies with their parent or guardian. Most likely another parent/guardian completed the updates already.