



# Online Registration Instructions

\*\* Please read instructions carefully before you begin registration \*\*



- ❖ Use a laptop or desktop computer to complete the process. Mobile devices are not always compatible with online registration.
- ❖ Be sure to turn off your pop-up blocker. Pop-up screens are used throughout the online process.
- ❖ Only households listed as primary households can complete the online registration process. Secondary household parents/guardians can log into their Family Access account to make changes to their own information.
- ❖ Online Registration should be completed using a PARENT portal account, not a STUDENT portal account.
- ❖ If help or computer access is needed, please visit one of the district buildings during the dates of online registration.

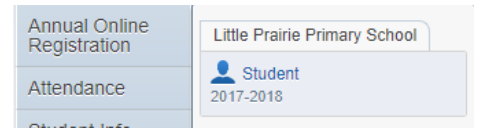
## Logging onto Family Access:

1. Go to [www.eastroy.k12.wi.us](http://www.eastroy.k12.wi.us).
2. Click on the **Skyward** icon near the top of the page or go to Students & Families | Parent Portals | Skyward Family Access.
3. Enter your login & password and click **Sign In**. Follow the instructions on the Skyward login page or in the FAQ's on page 2 to access your new or forgotten username and password.



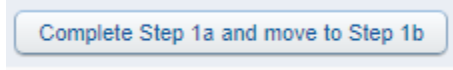
## To Begin Online Registration:

Click **Go to Annual Online Registration for ...** on the main page or click on **Annual Online Registration** on the left and select your child's name (*the registration process must be completed for each child.*).



- Update Student Information
  - a. Student Information
  - b. Family Address
  - c. Family Information
  - d. Emergency Information
  - e. Emergency Contacts

Proceed through each of the steps listed on the right side of your screen. Read through each message displayed above each step, if applicable, for additional information. Click **Complete Step # and move to Step #** when finished.



Some forms are easier to complete by clicking on **View Full Screen**. Once these forms are completed, you can click on **Complete Step....** near the top of the screen or click **Exit Full Screen**.



If a link appears within a required step (Fees, etc.), it must be opened to acknowledge the step. You will not be able to complete the step without opening these links.

## To Pay Online:

Online fee payment is preferred but not required. All convenience fees have been waived during online registration. If paying by cash/check, open the fee link within the fee step to acknowledge the mandatory fees, then click the x in the upper right-hand corner to close the screen to return and complete the online registration process. Optional fees do not save during the online process if paying by cash/check. These can be added on the Fee Management tab.

1. Click on the student's name under **Student Fees**.
2. Click the amount of each charge to add it to the payment amount.
3. Once all fees are added to the payment amount box, click **Add Selected to Cart**. Repeat for each student. *Note: Some activity/sports fees may not be available under Optional. If this is the case, contact the administrative assistant at your child's school to have specific activity/sports fee(s) added to his/her account.*
4. To add fees to the family Food Service account, click on **Food Accounts** and enter the amount of payment, then click **Add Selected to Cart**. Food service accounts are family accounts. Only one payment is needed.
5. Once all items are added to the cart, click **Checkout**.

FOOD SERVICE

F FOOD ACCO 4 TS

STUDENT FEES

1 STUDENT TES 1

Student Test

ADD SELECTED TO CART 3

### REQUIRED

1x ELEMENTARY REGISTRATION K-5  
ELEMENTARY REGISTRATION K-5  
Due 9/5/2017 In 36 days  
Elementary Registration K-5

PAY \$95.00 2

### OPTIONAL

1x ELEMENTARY YEARBOOK ELEMENTARY  
YEARBOOK  
Elementary Yearbook

PAY \$12.00 2

TOTAL \$132.47 5

CONTINUE SHOPPING CHECKOUT

## Paying with RevTrak:

- Create a RevTrak account or enter your password and sign in.
  - To retrieve your login information, click on RevTrak under Parent Portal then click on **Forgot Password** on the login screen and enter your email in the space provided. You will receive your password within a few minutes. If you don't receive it:
    - Check your spam folder – the email may have been blocked, or
    - You do not have a password associated with this email - checkout as a new customer.
- Enter required payment information.
  - Payment will be processed; credit card statements will show payment made to the school district and receipt can be viewed and printed.
- Click on **Logout** of RevTrak. Click the **X** in corner to return to Family Access to Submit Online Registration.

## To Complete Online Registration

After completing the final step, review all steps to ensure that you have correctly completed each. If changes are needed, click on the desired step on the right, click on the **Edit Step #** button and make the necessary changes. When you have finished making the necessary changes, click **Complete Step #** again. When you have verified that all required steps are complete and accurate, click **Submit Annual Online Registration**. This button will not be available until you have completed all required steps.

*If you have more than one child in the district, return to the main Family Access page, and select the next child from the Online Registration tab on the left. Follow these steps for all of the children in your household.*

## Contact Information

Family Access/Online Registration	Lisa Dragotta	262-642-6710 x1250	dralis@easttroy.k12.wi.us
Food Service	Ruth Bentley	262-642-6760 x5302	benrut@easttroy.k12.wi.us
Athletics	HS-Mary Harding	262-642-6760 x5221	harmar@easttroy.k12.wi.us
	MS-Colleen Noethen	262-642-6740 x4221	noecol@easttroy.k12.wi.us
Transportation	Diane Baumgartner	262-642-6760 x5901	baudia@easttroy.k12.wi.us
Scheduling, Class Placement & Fees	HS-Brenda Rosin	262-642-6760 x5224	rosbre@easttroy.k12.wi.us
	MS-Colleen Noethen	262-642-6740 x4221	noecol@easttroy.k12.wi.us
	PV-Sue Balcerowski	262-642-6720 x3221	balsuz@easttroy.k12.wi.us
	LP-Monica Henthorn	262-642-6730 x2221	henmon@easttroy.k12.wi.us

## Frequently Asked Questions

**I am new to the District and/or I forgot my username and/or password for Family Access. How do I get my login information?**

All parents of active students have a Family Access account. If you forgot your login or password or are new to the district, click on **Forgot your login or password?** on the logon screen. Click on **Submit**. If your email address matches what the district has on file, you will be sent an email containing your login and a link that can be used to reset your account. Be sure that your spam/junk filter is set to allow e-mails from [do.not.reply@easttroy.k12.wi.us](mailto:do.not.reply@easttroy.k12.wi.us). The school district must have a matching email address on file for you to receive this log on information. To add your email address to the school's database, send it to [dralis@easttroy.k12.wi.us](mailto:dralis@easttroy.k12.wi.us) along with your child's name and your name. If you do not have a valid email address, contact Lisa Dragotta at 262.642.6710 x1250 to obtain your username and password.

**I am unable to complete registration in one sitting. What can I do?**

Click on **Close and Finish Later** under the right menu. When you log back in, click on the step where you left off.

**I have finished registration but the submit button is greyed out?**

In order to submit registration, all required steps must be marked as completed. Complete all steps and finish registration.

**How do I correct something after I already submitted?**

Click the **Online Registration** tab. Click **Mark Annual Online Registration as not completed and make changes**. Select the step, on the right, that you need to make changes to and click **Edit Step**. Once you have made your changes, mark that step as completed, click **Complete Online Registration** and then **Submit Online Registration** again.

**Why am I getting security prompts when I open some of the registration steps?**

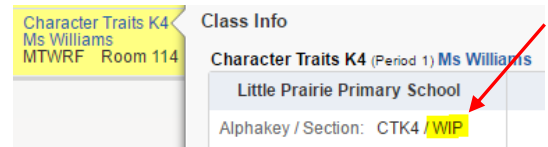
Switch to Internet Explorer or Firefox to complete registration. This happens if you are using Google Chrome.

### Where can I find my child's classroom teacher/schedule?

Once online registration has been completed, schedules/teachers can be found and printed by clicking the **Schedule** tab. Elementary teachers will be listed under the Character Traits course. Please contact the appropriate school office if you have any scheduling questions.

### How do I know if my child is in the AM or PM 4K session?

Once online registration has been completed, go to the **Schedule** tab and then click the Character Traits course. If the teacher code ends in an 'A', your child will be in the morning session. If the teacher code ends in a 'P', your child will be in the afternoon session. For example, WIA is Williams AM, WIP is Williams PM.



### How do I make changes to my child's medical alert information?

All health information, not currently shown on the Health Info tab, should be documented on the Health Update form within the online registration steps. Contact health services directly at 262.642.6760 x5200 to discuss any concerns you may have. Send all updated vaccination information to [hattri@easttroy.k12.wi.us](mailto:hattri@easttroy.k12.wi.us).

### How can I adjust my School Directory preferences?

Your display options will be the same as 2022-23. The online School Directory is available to all families via Family Access.

Sometimes, as a parent/guardian, you need to look up another family's address, phone number, or email for a student at your child's school. Perhaps you are sending out birthday invitations, setting up a playdate, or dropping your child off to work on a school project.

To be included, you may want to adjust what information is visible when others search for you or your child in the online directory. You can do this by clicking on **My Account** at the top of the screen, then scrolling to the section labeled School Directory. From here you can choose what information you want to appear in the school directory. You can also opt out of being included in the directory by unchecking the box in front of "Add Family with...". Click **Save** when you are finished adjusting your options.

### I have joint custody of my child(ren). Why can I not make changes to their demographic information?

Only members listed as 'Family 1' will be able to make changes to your child's demographic info and make payments via Family Access. Other joint custody parents may view the info and contact their child's school to make additions/corrections to a child's contact info and/or may send a check or money order to their child's school office to make a payment. 'Family 2' members can only make changes to their own information via Family Access.

### Submit your payment by cash or check:

Make check payable to East Troy Community Schools and mail it to or drop it off at any school office.

### Where can I find my child's busing information?

Bus information will be available via the Stopfinder app starting August 24. The Stopfinder app provides secure, quick access to your child's routing information, which can include the bus stop, route, and bus number. More information can be found on our transportation webpage - <https://www.easttroy.k12.wi.us/district/transportation.cfm/>

Please call the transportation department at 262-642-6710 x5901 with questions or concerns or to report any changes after online registration.

### Where can I find locker information?

Lockers and combinations can be found on the **Student Info** tab.

### The Skylert notification step gives me an error: Skylert retrieving information from School Messenger failed (04). What should I do?

This happens when your child is newly enrolled and/or is only attending part-time (homeschool, parochial, etc). Please email Lisa Dragotta at [dralis@easttroy.k12.wi.us](mailto:dralis@easttroy.k12.wi.us) to complete Step #2 via email. You may continue on to the other steps and your registration will be completed by office personnel.

### I have paid for a HS sport, does my child need a sports pass too?

A paid high school sport includes a sports pass. Be sure that the sport has been paid prior to your child getting his/her picture taken so that the Trojan sport pass icon can be printed on the ID.