

## **Online Registration Frequently Asked Questions**

- Who can complete Online Registration for a Student?
  - Primary guardian listed with the school
- Can I reset my own Skyward Family Access login?
  - Yes. Click Forgot Login/Password on the login screen.
- What day is the first day of school?
  - August 23, 2017 (Kindergarteners start August 28, 2017)
- Why am I receiving a message stating that my student has Outstanding Fees or is Out of Compliance on Vaccinations?
  - Your student has outstanding fees either at their current or previous school. Your student is out of compliance on vaccination/s. Please speak to your student's current or previous school.
- How can I contact REVTRAK?
  - Call 1-888-848-2194
- Why can I not see my student's schedule?
  - Online Registration hasn't been completed for the student
  - Your student has outstanding fee at his/her current or previous school
  - Your student has a vaccination/s that is out of compliance
  - Your student's school hasn't released schedules
- Need help registering for Canyons Virtual High School
  - Please call CVHS at 801-826-5220