

## Online Registration Frequently Asked Questions

- What type of device should I use to complete Online Registration?
  - Desktop/Laptop Computer (Mac or PC)
- 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 22, 2018 (Kindergarteners start August 27, 2018)
- 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. You can pay current fees online or speak with the school with the outstanding fees. Your student is out of compliance on vaccination/s. *You'll need to speak to your student's school.*
- How can I reset my password for REVTRAK?
  - Click "forgot password" on the RETRAK login screen.
- Why can't I see fees on the REVTRAK page
  - Your student's school still needs to add them. *You'll need to speak to your student's 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/submitted 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
- What do I do if I have forgotten my PayPams login information
  - Click the Sign In button on the PayPams site then Forgot Password or contact PayPams
- How can I get help with Online Registration
  - Your student's school is a good resource. Each school will also have a Walk-In Registration day to assist guardians in person with completing online registration. There is also a call center available from Aug. 2<sup>th</sup> until Aug. 17<sup>th</sup> to help with logins and issues with the registrations pages 801-826-5525.