# INSTRUCTIONS FOR RETURNING STUDENT REGISTRATION IN SKYWARD

STEP 1: Log in to your Skyward account. [Forgot Password? Find the steps to recover the password at the end of this document]
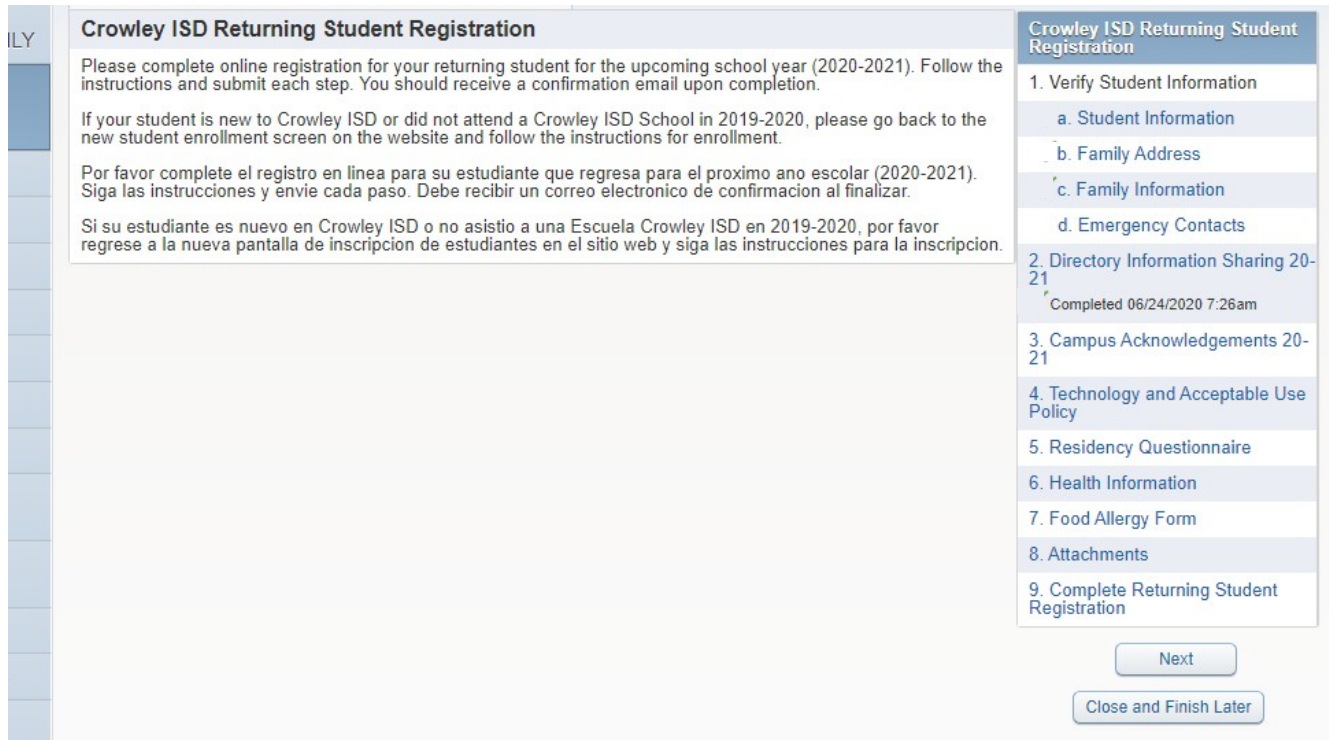
After logging in to Skyward, you should see a screen similar to this:

STEP 2: On the left-hand side, click "Returning Student Registration" and choose the student you would like to register.
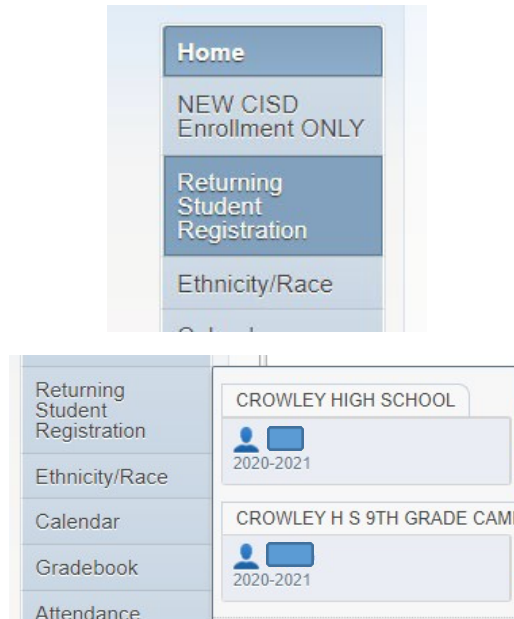
It will take you to a screen that looks like this, where you will click the "next" button to proceed with the registration:

STEP 3: Go through the screens and update information as needed. If there are fields that are "read only" but need to be updated, contact the registrar at the campus to make corrections to that information.

TO MOVE TO THE NEXT STEP: At the bottom of each screen there is a button that says "Complete step # and move to step #". Click on that step and it will move you forward.

EXAMPLE:

FAQs:

- What if I have received confirmation of a transfer but it still shows me going to the old school?
  - It may not have been coded on our side. It is ok to go ahead and complete returning student registration – the forms and documents will carry over to your new campus. If it is nearing the beginning of the school year and you do not see the change, you can contact the campus registrar for information about the transition.
- What if I **didn't** apply for a transfer but it shows me going to a campus that I did not expect?
  - First, check the district school locator to verify the campus you are assigned to according to your address. School Locator
  - If the school in Skyward does not match what the locator says and you did not apply for a transfer, there are a few possible explanations:
    - Your student is a part of a program only offered at a specific campus. This is common with Special Education students, Bilingual Education students, and PK students participating in Head Start
    - Your student had a transfer in place from a previous year that has carried over.
    - You may have been overflowed last year. Students who are overflowed return to their home campus the following year.
    - There is an error on the Skyward end of things.
  - Please check with the campus to see if the campus assignment is a result of these things. If they are unable to provide the information, they can reach out to those who can help resolve the issue.

- Should I go ahead and register if it isn't showing the right school or the school I expect?
  - Yes, the forms and documents will carry over.
- What if I need to make a change to a "read only" field?
  - You can contact the campus registrars to make those changes.
- What if I get a red message that says "All fields with **bold text** and **borders** are currently waiting for approval by the district"? *All fields with **bold text** and **borders** are currently waiting for approval by the district.*
  - You can still save that step and move on. It just means that the district will be looking at that data prior to accepting the registration. This is mainly done to ensure data is accurate and/or that we have documentation on file to go with the change.
- What if I need to change something in a step I already completed?
  - If you do want to make edits to a certain step, select that step on the right and click the button at the bottom that says "Edit Step #"
- How do I know I have completed a step?
  - You will see a green check next to the step on the right side of the screen. This indicates that you have completed that step and do not need to revisit it.
- Why do I have to fill out the same forms every year?
  - Crowley ISD wants to stay updated on the most current information to better serve our students and families. It is also important to have the most up to date information when we report statistics and data to the state.
- What if I don't know my password to get into skyward?
  - See example below:

- To recover your password, you will go to family access and click on the blue forgot my password link. It will ask for a username or email address. This will send an account reset link to the email that we have in Skyward for you. (this is an automated email it could take up to 10 minutes to come to your email, it may be sent to your junk or spam folder so be sure to check those also)

- **What if I never get the email to reset my password?**
  - That means that the email address we have for you in the system may not be accurate. Please contact the campus to update your email address.
- **What if my question is not answered by this document?**
  - Contact the campuses for further assistance with registration.