

# PowerSchool Handbook

## InfoSnap New Student Online Enrollment

Version 2.3  
August 2020



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# About InfoSnap New Student Enrollment

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 Enrollment

## New Student Enrollment

- Parent/guardians access the New Student Enrollment link from their neighborhood school's website or the district website. Parent/guardians create an account and complete the enrollment information online for their student(s). After the form is submitted the school site will process the submission and contact the family to bring required documents to complete enrollment.
- Parents can upload documents to InfoSnap. These upload categories include: birth certificate, proof of residency, immunizations, and any additional documents such as IEPs, 504, court documents, or other pertinent documents for enrollment.
- This online enrollment is for new to district students, enrolling at their neighborhood school. The neighborhood school must have boundaries. The online enrollment cannot be used by dedicated Magnet schools, Atypical, or Charter schools. Click [here](#) to see the list of schools participating in New Student Online Enrollment.
- School sites are required to process all submissions made through the online New Student Enrollment. Families should not be directed to fill out an Enrollment form again. Encourage parents with students new to the district, to use the New Student Online Enrollment.

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## Enrollment Resources

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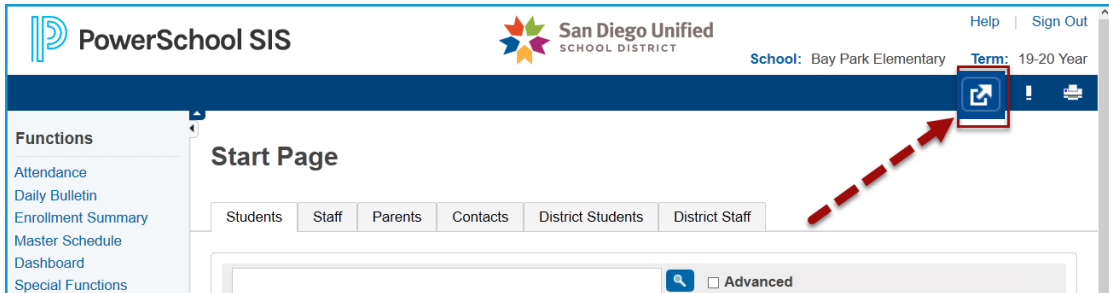
- Neighborhood Schools and Enrollment Options Department
  - Eugene Bruckner Education Center
  - 4100 Normal Street, Annex 12
  - (619)260-2410
  - Inquiries received by NSEO staff or [eoptions@sandi.net](mailto:eoptions@sandi.net) will be forwarded to the school enrollment personnel for action
  - [NSEO webpage, Related Resources](#)
- Site enrollment staff with questions may email:
  - Middle and high schools: Yvonne Torres, TOC Systems Analyst, at [ytorres@sandi.net](mailto:ytorres@sandi.net)
  - Elementary schools: Alma Diaz, Administrative Aide, at [adiaz1@sandi.net](mailto:adiaz1@sandi.net)
  
- Handbooks and Job Aids:
  - [PowerSchool Enrollment Handbook](#)
  - [Preventing Duplicate Student IDs](#)
  - [How to Provide Access to InfoSnap New Student Enrollment](#)
  - [Schools participating in Online Enrollment](#)
  
- For PowerSchool assistance, contact the Help Desk: **619-209-HELP (4357)**.
  
- Parents who need support with InfoSnap New Student Enrollment are directed to contact their neighborhood school. Do not direct them to the Help Desk.

# Part 1: Process Online Submissions

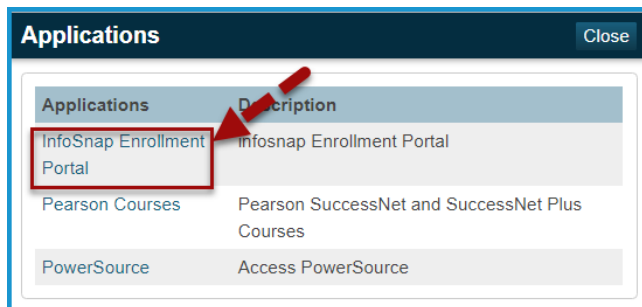
# Open InfoSnap

Security access must first be assigned for InfoSnap New Student Enrollment within PowerSchool. Check with your school's Power User or site tech to request access. Then follow the steps to process applications submitted through the InfoSnap New Student Enrollment.

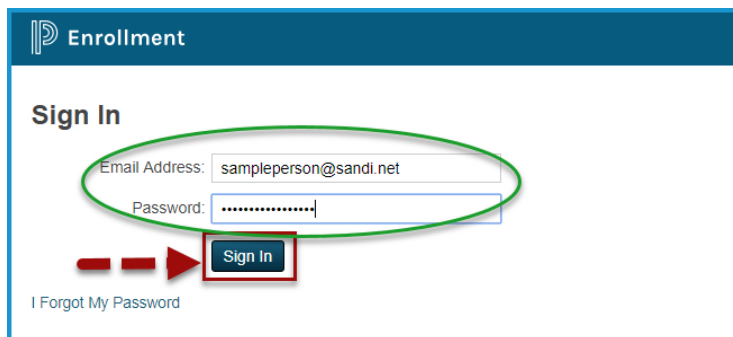
1. On the PowerSchool **Start page**, click the **Applications icon**.



2. Select **InfoSnap Enrollment Portal**.



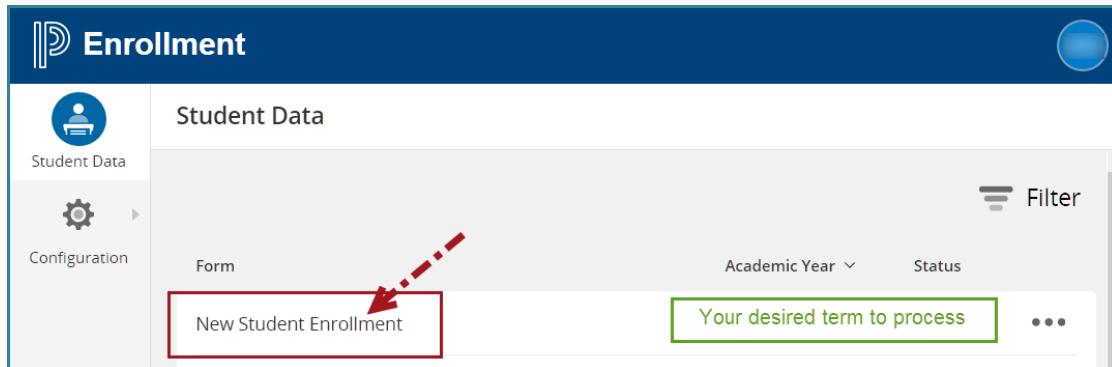
3. If it is your first time logging into the **InfoSnap Enrollment Portal**, you will be asked to enter your email address and password. The initial password will be communicated to you via your sandi.net email. Upon your first sign in you will be prompted to change your password.



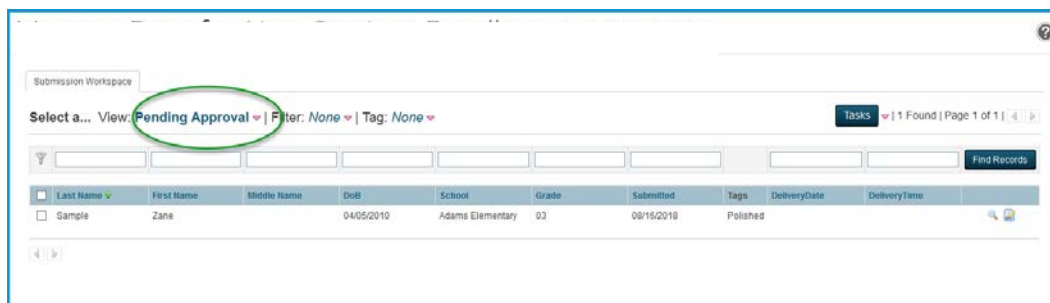
**NOTE:** Be sure to write down your username and your new password and keep it for later reference. Do not share your user name and password. If you need to reset your password, please click **I Forgot My Password**.

## Step 1: Submissions Pending Approval

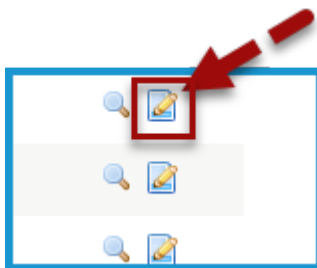
1. Select **New Student Enrollment** for the **academic year you are processing**. Generally, you will only see one term option, however late in the school year, there will be two term options.



2. The workspace defaults to the **Pending Approval** view. This view lists all records that have not been approved for delivery to PowerSchool. NOTE: Schools will only see students pending for their school.



3. Locate the student name you want to process and click the **Edit** icon.



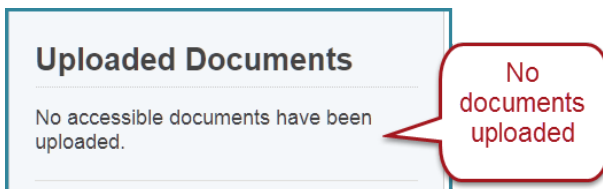
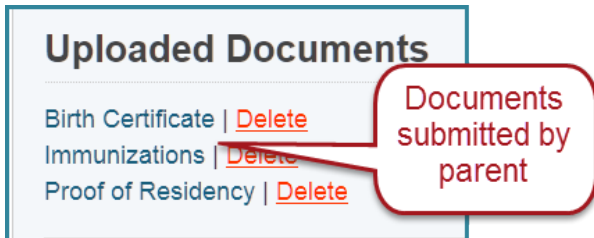
The information entered by the parent will appear. **Review** the information submitted.

4. Scroll down and locate **Uploaded Documents** from the right side of options.

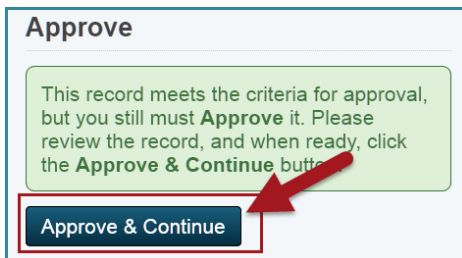


- If the parent has uploaded documents, please follow the processing instructions by the Neighborhood School and Enrollment Options department. These records will be used to complete the enrollment process.

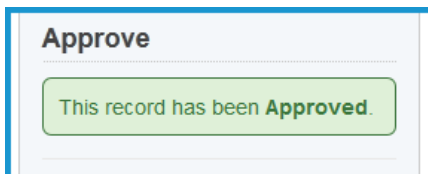
For additional information please see the [NSEO webpage, Related Resources](#).



- To accept the submission, click the **Approve & Continue** button. (This does not yet deliver the information to PowerSchool. Instructions beginning on page 10 will instruct how to deliver to PowerSchool.)

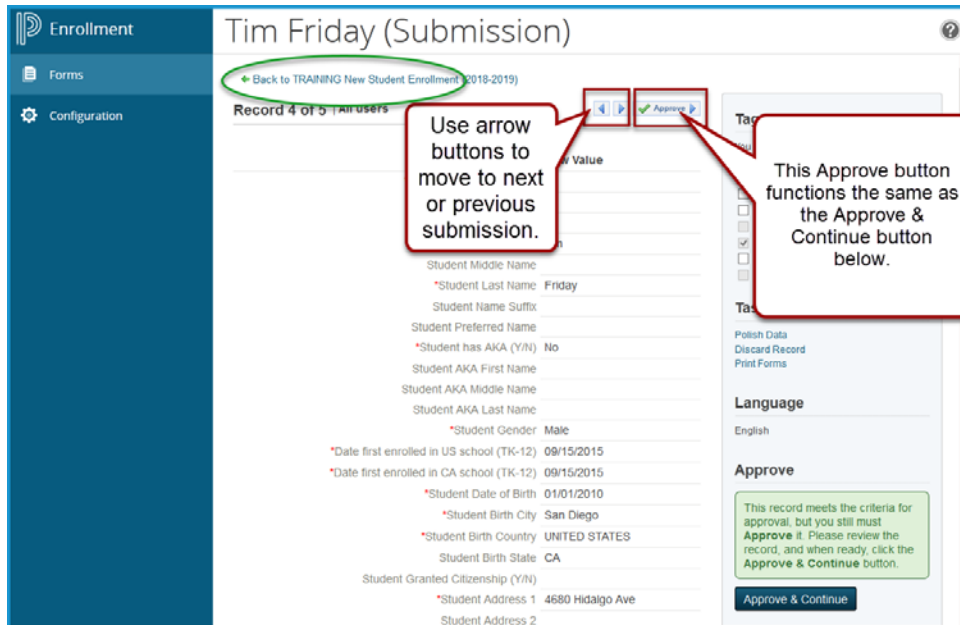


- Look for the message that the record has been approved. The name will no longer appear in the **Pending Approval** view.



- Use the arrow buttons to move to next or previous submissions. With each new student name, look to see if there are **Uploaded Documents** first. If there are, open each link and download to a folder with the student name. Organize these folders within a school term folder on your desktop. Then return to the InfoSnap page and click the **Approve & Continue** button.

- Click the **Approve** button if you want to approve another submission. This **Approve** button works the same as the **Approve & Continue** button, located at the bottom of this screenshot. To return to the Submission Workspace, click Back to New Student Enrollment, located below the student name.



Enrollment

Forms

Configuration

### Tim Friday (Submission)

← Back to TRAINING New Student Enrollment (2019-2019)

Record 4 of 5 | All users

Field	Value
Student Middle Name	
*Student Last Name	Friday
Student Name Suffix	
Student Preferred Name	
*Student has AKA (Y/N)	No
Student AKA First Name	
Student AKA Middle Name	
Student AKA Last Name	
*Student Gender	Male
*Date first enrolled in US school (TK-12)	09/15/2015
*Date first enrolled in CA school (TK-12)	09/15/2015
*Student Date of Birth	01/01/2010
*Student Birth City	San Diego
*Student Birth Country	UNITED STATES
Student Birth State	CA
Student Granted Citizenship (Y/N)	
*Student Address 1	4680 Hidalgo Ave
Student Address 2	

Approve

Polish Data  
Discard Record  
Print Forms

Language  
English

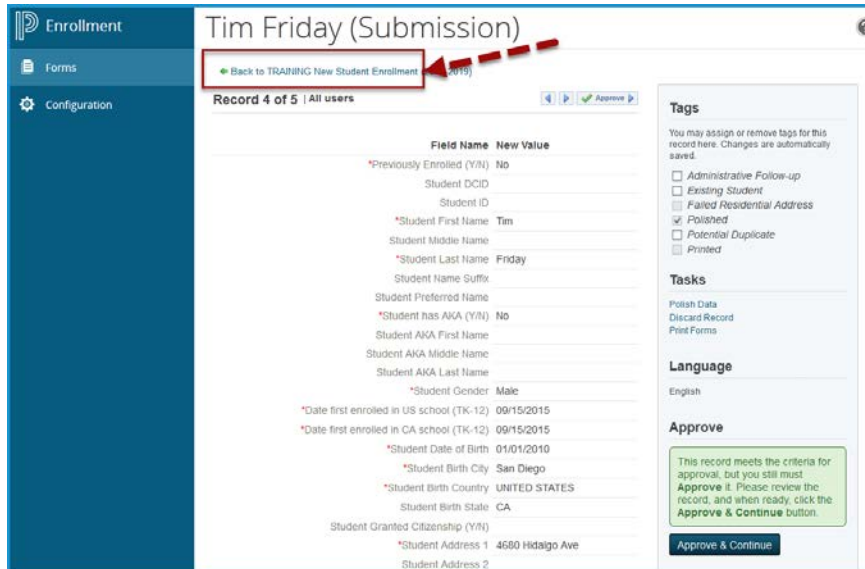
Approve

This record meets the criteria for approval, but you still must Approve it. Please review the record, and when ready, click the Approve & Continue button.

Approve & Continue

## Step 2: Submissions Pending Delivery

1. After **approving** your selected submissions, return to the **Submission Workspace**.



Enrollment

Forms

Configuration

Tim Friday (Submission)

Record 4 of 5 | All users

Field Name New Value

- \*Previously Enrolled (Y/N) No
- Student DCID
- Student ID
- \*Student First Name Tim
- Student Middle Name
- \*Student Last Name Friday
- Student Name Suffix
- Student Preferred Name
- \*Student has AKA (Y/N) No
- Student AKA First Name
- Student AKA Middle Name
- Student AKA Last Name
- \*Student Gender Male
- \*Date first enrolled in US school (TK-12) 09/15/2015
- \*Date first enrolled in CA school (TK-12) 09/15/2015
- \*Student Date of Birth 01/01/2010
- \*Student Birth City San Diego
- \*Student Birth Country UNITED STATES
- Student Birth State CA
- Student Granted Citizenship (Y/N)
- \*Student Address 1 4680 Hildaigo Ave
- Student Address 2

Tags

You may assign or remove tags for this record here. Changes are automatically saved.

- Administrative Follow-up
- Existing Student
- Failed Residential Address
- Polished
- Potential Duplicate
- Printed

Tasks

Polish Data  
Discard Record  
Print Forms

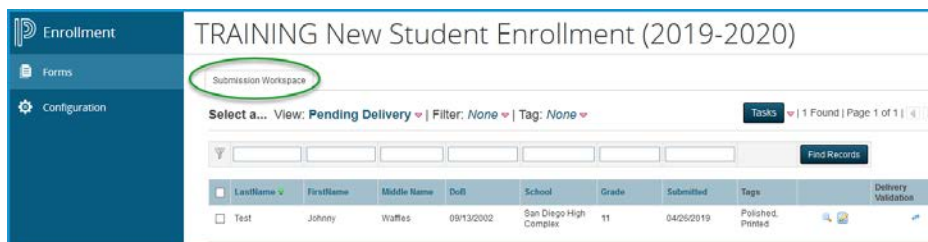
Language

English

Approve

This record meets the criteria for approval, but you still must **Approve** it. Please review the record, and when ready, click the **Approve & Continue** button.

Approve & Continue



Enrollment

Forms

Configuration

Submission Workspace

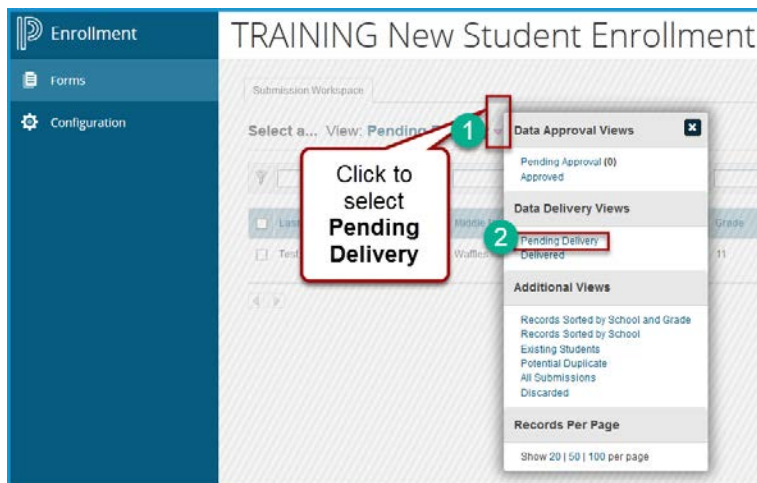
Select a... View: Pending Delivery | Filter: None | Tag: None

Tasks | 1 Found | Page 1 of 1

Find Records

LastName	FirstName	Middle Name	DoB	School	Grade	Submitted	Tags	Delivery Validation
Test	Johnny	Waffles	09/13/2002	San Diego High Complex	11	04/26/2019	Polished, Printed	

2. Change the **View** to **Pending Delivery**. The **Pending Delivery** view lists all records which you have approved, but have not yet delivered to PowerSchool.



Enrollment

Forms

Configuration

Submission Workspace

Select a... View: Pending Delivery

Click to select Pending Delivery

1

2

Data Approval Views

- Pending Approval (0)
- Approved

Data Delivery Views

- Pending Delivery
- Delivered

Additional Views

- Records Sorted by School and Grade
- Records Sorted by School
- Existing Students
- Potential Duplicate
- All Submissions
- Discarded

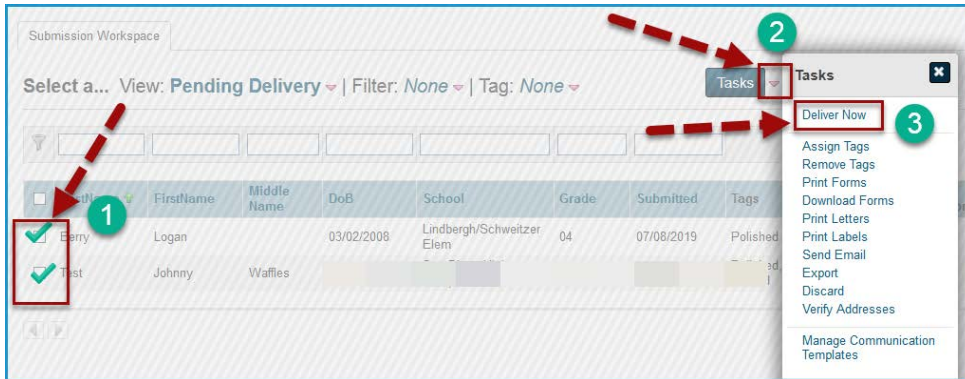
Records Per Page

Show 20 | 50 | 100 per page

- Click the **Deliver Now** icon for your selected student. This will send the information to PowerSchool. (Caution! Do not double-click!)




If you want to deliver multiple students at one time, checkmark the students, select **Tasks**, then select **Deliver Now**.




- After you click the **Deliver Now** icon, you will see the **loading** icon. 

This indicates that InfoSnap is communicating with PowerSchool. When the student information is successfully delivered (to PowerSchool), proceed to **Step 3: Submissions Delivered to PowerSchool** on page 13. Do not discard submissions once they have been delivered to PowerSchool.

## Blue Exclamation Triangle Icon

If the loading icon is replaced by a blue **exclamation mark icon** , this indicates there was a problem delivering the student information to PowerSchool. Contact the Help Desk at (619) 209-HELP (4357). Do not try to deliver any other records until the problem is resolved.

## Orange Circle Icon: Student May Already Exist in PowerSchool

When the loading icon is replaced with an orange circle icon , this indicates the student may already exist in PowerSchool. A potential duplicate occurs when the same last name, first initial and gender are matched.

- Click the **orange circle** icon.



- A pop-up window will appear. Carefully review the list of potential matches to determine if the student already exists in PowerSchool. You do not want to create a duplicate student record. Duplicate IDs cause many problems for students. For example, attendance, grade reporting and transcript issues. **BE EXTRA DILIGENT checking for prior enrollments.**

Yes, I see a match!

If one of the students in the list is the *same* as the student you are attempting to deliver, click the **Select** button next to the match. The student information will **not** be sent to PowerSchool.

**Keith Alexander, M, 2001-02-14, (619) 285-4557** ✕

The following potential matches were found. Click the **Select** button for the record you want to match to, or if none of the records match, then just click the **Close** button.

Show  entries Search:

ID	Prefix	First Name	Middle Name	Last Name	Suffix	Nickname	Gender	Birthdate	Address (Line 1)	Primary Phone	
62295198		Kain		Alexander			M	Wednesday, June 21, 1995		(503) 548-3177	Select
332536		Kyle	Robert	Alexander			M	Monday, February 23, 2004		(858) 453-0218	Select
91392381		Kendol		Alexander			M	Saturday, September 12, 1992		(619) 696-8617	Select

Showing 1 to 3 of 3 entries First Previous **1** Next Last

No, I don't see a match.

If the student does not match any of the students listed, click **No Match**. The student information will be sent to PowerSchool. Proceed to Step 3 to complete enrollment in PowerSchool.

**Keith Alexander, M, 2001-02-14, (619) 285-4557** ✕

The following potential matches were found. Click the **Select** button for the record you want to match to, or if none of the records match, then just click the **Close** button.

Show  entries Search:

ID	Prefix	First Name	Middle Name	Last Name	Suffix	Nickname	Gender	Birthdate	Address (Line 1)	Primary Phone	
62295198		Kain		Alexander			M	Wednesday, June 21, 1995		(503) 548-3177	Select
332536		Kyle	Robert	Alexander			M	Monday, February 23, 2004		(858) 453-0218	Select
91392381		Kendol		Alexander			M	Saturday, September 12, 1992		(619) 696-8617	Select

Showing 1 to 3 of 3 entries First Previous **1** Next Last

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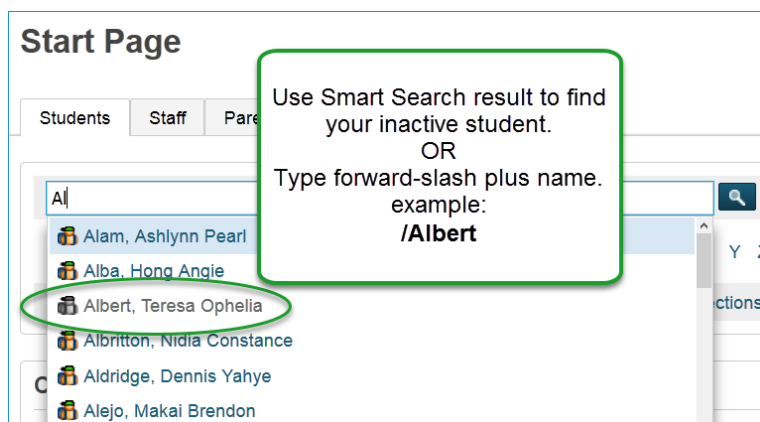
## Step 3: Submissions Delivered to PowerSchool

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### Complete the Enrollment Process

After a successful **Deliver Now** process from InfoSnap, the student information is now in PowerSchool and the student can be found at your school with an inactive status. Proceed with the steps below and complete the enrollment process.

1. Go to the **Start page** in PowerSchool **Admin**.
2. Type the student name you sent in the **Deliver Now** process from InfoSnap. The student will be inactive. If you do not have Smart Search turned on, begin your search with a forward-slash (/). If you have Smart Search turned on, the student will be listed in gray, in the search results.



3. Click the **Demographics** page from the student menu. Continue with the district requirements to complete the student enrollment intake.

Refer to the **PowerSchool Enrollment handbook** for complete instructions on enrollment. There is a useful link on the start page in PowerSchool for SDUSD resources. [PowerSchool Handbooks and Job Aids](#)

4. YOU MUST CLICK **SUBMIT** at the bottom of the Demographics page in order for the student enrollment to be complete, and the student to be Active at your school.

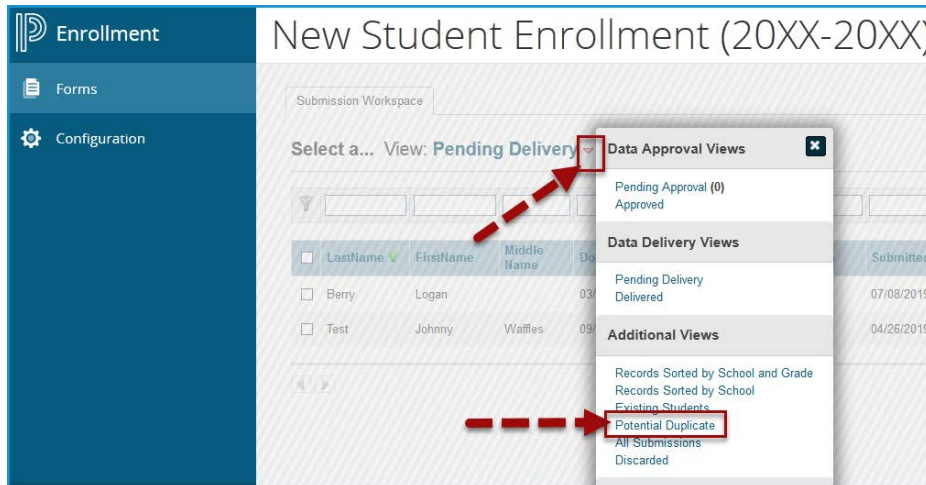
**IMPORTANT!** During the enrollment process, if you leave the Demographics page without clicking the submit button, the student record will exist in PowerSchool but with an Inactive enrollment status (-2). All students with an Inactive (-2) enrollment status must have their enrollment completed before the end of the day. (Run the **Incomplete Enrollment Report** in System Reports to identify students who have incomplete enrollments.)

5. Print the **Enrollment Form** for the parent. Have the parent sign the form verifying that the information is accurate and complete. Retain a signed copy at the school site.

\*Do not continue to the next page.

# Discard Submissions Tagged as a Potential Duplicate

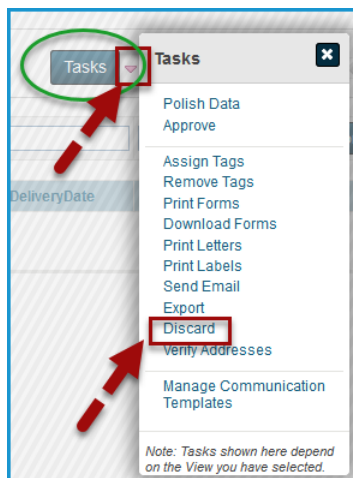
1. On the Submission Workspace page, change the **View** to **Potential Duplicate**



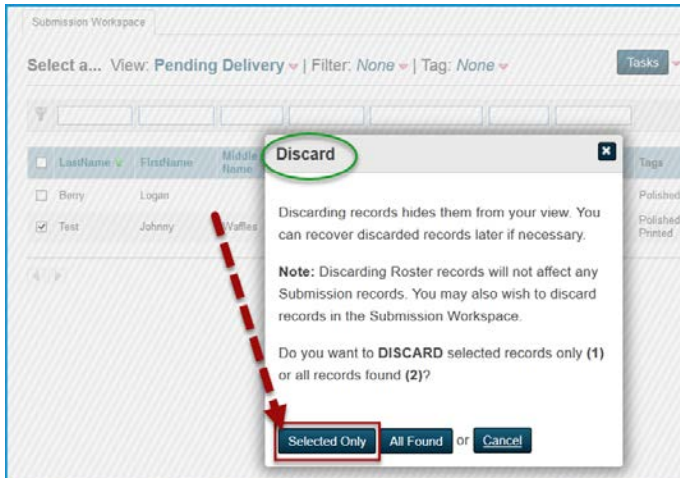
2. Check the box for the student you confirmed already exists in PowerSchool.

<input type="checkbox"/>	Last Name ↑	First Name
<input type="checkbox"/>	Browne	Susie
<input checked="" type="checkbox"/>	Castellanos	Alberto
<input type="checkbox"/>	Castellanos	Gabriela

3. Click the **Tasks** menu and choose **Discard**.



4. Click **Selected Only**.

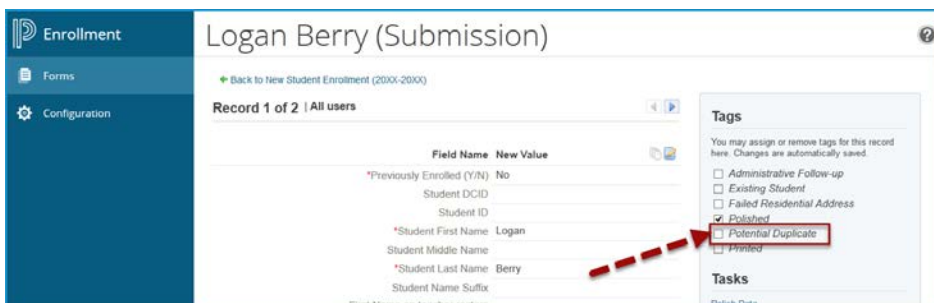


## Edit Submission Tag of Potential Duplicate

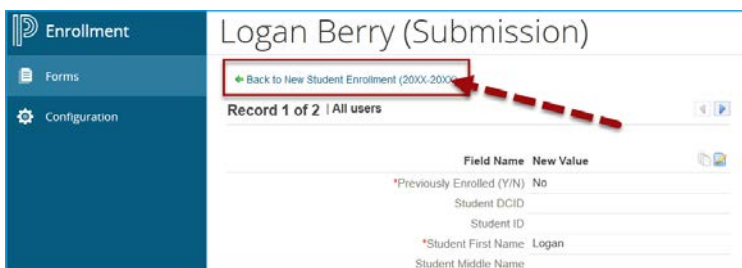
1. If you need to remove or edit a **Potential Duplicate** tag, click the Edit icon for the submission.



2. Deselect the checkbox for **Potential Duplicate**.

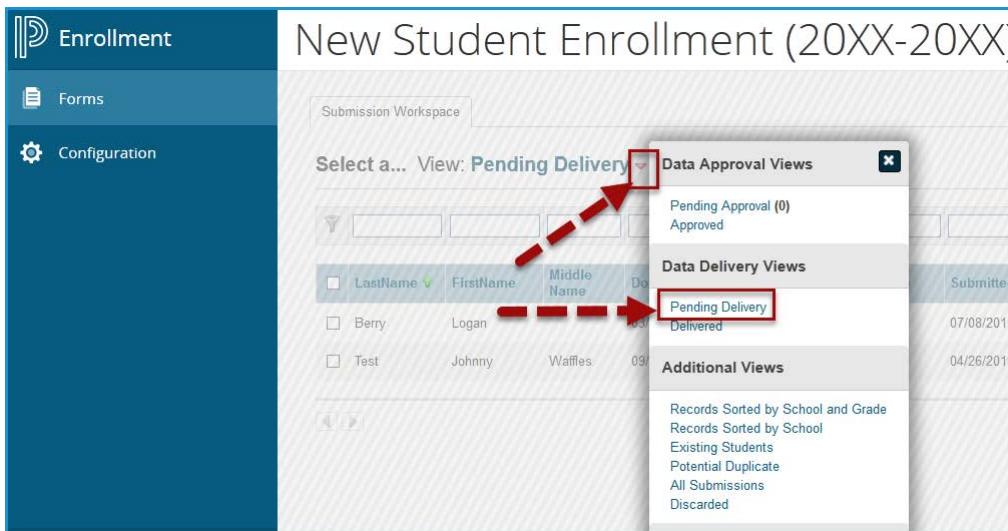


3. Click **Back to New Student Enrollment**, to return to the **Submission Workspace**.





4. Change the **View** to **Pending Approval** and proceed with **Step 2: Submissions Pending Delivery**, beginning on page10.



The screenshot shows the 'New Student Enrollment (20XX-20XX)' page in the PowerSchool system. The left sidebar contains 'Enrollment', 'Forms', and 'Configuration'. The main area displays a 'Submission Workspace' with a table of student submissions. The 'View' dropdown menu is open, showing 'Pending Delivery' selected. Red dashed arrows point to the 'View' dropdown and the 'Pending Delivery' option.

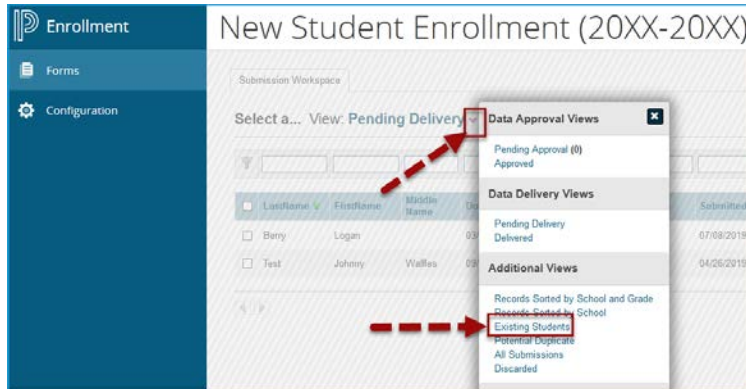
LastName	FirstName	Middle Name	De	Submitted
Berry	Logan			07/08/2019
Test	Johnny	Waffles	09	04/26/2019

# Part 2: Troubleshooting

# You Made a Mistake and the Submission was Not an Existing Student in PowerSchool

If you mistakenly tagged a student as an Existing Student but you've confirmed that the student does not already exist in PowerSchool, you can edit the status.

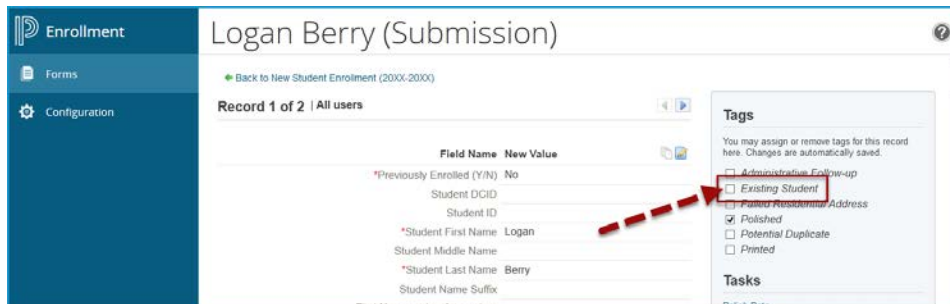
1. On the Submission Workspace tab, change the **View** to **Existing Students**.



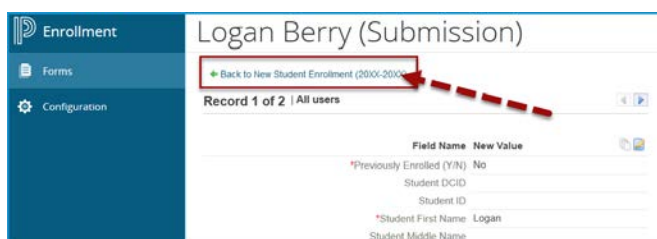
2. Click the **Edit** icon for the student.



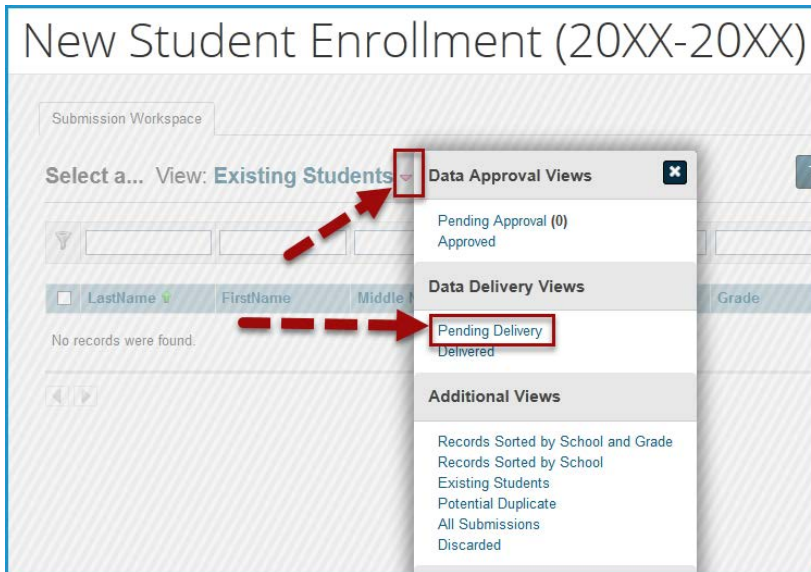
3. Deselect the checkbox for **Existing Student**.



4. Click **Back to New Student Enrollment** to return to the Submission Workspace tab.



5. Change the **View** to **Pending Approval** and proceed with **Step 2: Submissions Pending Delivery**, beginning on page10.



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# When the Student Already Exists In PowerSchool

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## How to Locate a Student Who is Inactive at Your School:

1. On the **Start** page, type the student name. If you have Smart Search turned on, the student will be listed in gray font, within the search results. If you do not have Smart Search turned on, begin your search with a forward-slash (/) before the name. **Example: /Melton, Bob**
2. Select **Functions** from the student menu.
3. Double-check that your **Term** is correct, in the upper, right-hand corner of the page. This is the Term in which you want to enroll the student.
4. Select **Re-Enroll in School**
5. Enter the **Date of re-enrollment**
6. Select the appropriate **Entry code**
7. Select a **Grade Level**
8. Click **Submit**
9. A message will be displayed, indicating the student has been re-enrolled.
10. Click **Demographics** from the student menu and proceed with the enrollment process, collecting verifications and forms required for enrolling a student. See PowerSchool Enrollment handbook for instructions.
11. YOU MUST CLICK **SUBMIT** at the bottom of the Demographics page in order for the student enrollment to be complete, and the student to be Active at your school.

**IMPORTANT!** During the enrollment process, if you leave the Demographics page without clicking the submit button, the student record will exist in PowerSchool but with an Inactive enrollment status (-2). All students with an Inactive (-2) enrollment status must have their enrollment completed before the end of the day. (Run the **Incomplete Enrollment Report** in System Reports to identify students who have incomplete enrollments.)

## How to Transfer an Inactive Student From Another School

The Student Transfer process for Inactive students is available throughout the year. Since many students leave the district and return years later, Inactive students can be transferred at any grade level.

**Reminder!** When searching for an Inactive student, their grade level reflects the last grade they were in when they transferred out.

For complete instructions, refer to the PowerSchool Enrollment handbook. Find **Transferring Active or Inactive Students** in the table of contents. The handbooks and job aids link is located on the Start Page in PowerSchool.

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## How to Transfer an Active Student From Another School

The **Student Transfer** process for **active** students is **only available** between the **End of Year process (typically end of July) and the second Wednesday after school begins**, and **only if attendance has not been taken for the student**.

When attendance has been recorded for a student an Alert will prevent you from transferring the student until after their attendance has been cleared, or the student is properly transferred out.

You will need to contact the other school and ask them to transfer the student to your school.

For complete instructions, refer to the **PowerSchool Enrollment handbook**. Find Transferring Active or Inactive Students in the table of contents. The handbooks and job aids link is located on the Start Page in PowerSchool.

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## FAQs

1. **Which Internet browser should I use for InfoSnap?**

The following browsers are supported: Internet Explorer version 9 or above, Mozilla Firefox version 26 or above, Chrome version 25 or above, and Safari version 7 or above.

2. **Can the online New Student Enrollment be used if the student is changing schools within San Diego Unified?**

No, the online enrollment process is **only** for students that are new to the district. It is not for returning students. It is for students who have never enrolled in our district.

3. **Will all schools in the district use InfoSnap New Student Enrollment?**

No, the new student online enrollment can only be used for schools with boundaries. It cannot be used for charter schools, atypical schools, non-public schools, magnet schools with no boundaries, or special education sites. See [list](#) of eligible schools.

4. **Why does San Diego High School and Kearney High School look different in InfoSnap New Student Enrollment?**

Students processed from InfoSnap New Student Enrollment will initially appear in PowerSchool at Kearny High Complex or San Diego High Complex. You will need to transfer the student to the appropriate school they will be attending. Find the student using the **District Search** tab and then select **Student Transfer** to transfer the student from the complex to the appropriate school. For detailed instructions on transferring a student, please refer to the [Enrollment Handbook](#).

5. **Are parents required to use the online process if their child is new to the district?**

The InfoSnap process is intended to streamline the enrollment process for both parents and site staff. Please encourage new families to use the online New Student Enrollment application. The district website has a convenient link and Neighborhood Schools and Enrollment Options

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department directs new families to apply online. School sites are required to monitor and process the online enrollments in InfoSnap.

**6. Do parents have to print the InfoSnap enrollment form online and bring it to the school?**

Parents are not required to print the form and bring it in, although it is suggested when they complete the online application. Schools will need to print the Enrollment Form in PowerSchool, have the parent sign it, and keep it on file. Please do not have parents fill out a new enrollment form. Use the online submission for efficiency.

**7. What if the parent does not enter a Race in InfoSnap?**

If the parent does not complete the Race field, you will need to ask them for the information so you can enter it on the Demographics page. This field must be completed before you can save your changes in PowerSchool.