

## Registration Cheat Sheet

### 1. What to do when you have a parent that has a student in Campus but has never set up an account in Jeffco Connect.

1. A staff member will need to find the student in Jeffco Connect by selecting the "Exists in Campus" and search by "Student Last Name" OR "Student ID".
2. Click on the student's contacts and verify that the parent/guardian that is at the school is currently listed as a contact and can provide ID.
3. Click on "New Account" associated with the appropriate contact. Have the parent choose a User ID and Password. Enter the ID and password into the fields and click "Create Account" at bottom of page. A screen will come up showing the new user name and password. Print page for parent.
4. Parent will now log in to Jeffco Connect.
5. Parent enters security question and answer, then clicks "Save".
6. The screen should open showing their student(s).

### 2. What to do when a parent thinks they might have a user ID but doesn't know what it is.

1. Staff member logs in to Jeffco Connect.
2. Click on "Find User Account".
3. Type in the person's first and last name in the appropriate fields and click "Search".
4. If a list of names appears, choose the correct one and give the parent his/her user ID. If they do not know their password, staff member clicks on "Account Maintenance", enters the User ID that they just found, types in a new password 2 times, then clicks on "Reset Password" in the lower right corner.
5. A message should display saying that the changes have been saved.

### 3. What to do when a parent has a Jeffco Connect account and they are now adding a new student such as a pre-K or Kindergartner to their account.

1. Log in to Jeffco Connect.
2. Click on "Add New Student".

### 4. What to do if a parent comes in with a brand new student to Jeffco.

1. Staff member must do a thorough search in Campus to determine if student is truly new to Jeffco.
  - a. If the student **IS** in campus, follow scenario #1 if parent has never been in JCON.  
It would also be wise to double check to see if parent actually has a User ID in JCON by following scenario #2
2. If parent and student are truly new to Jeffco, they should click on the yellow box "New to Jeffco Public Schools?" on the Log in screen of Jeffco Connect.
3. Proceed with creating account and adding new student.