

Pre-Enrollment FAQ's

Parent/Guardians

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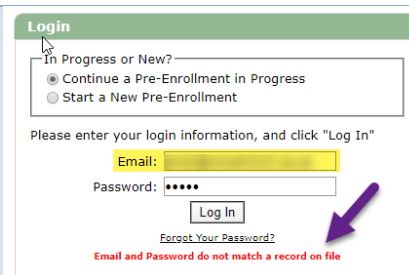
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FIRST TIME USING Q PRE-ENROLLMENT

QUESTION	ANSWER	DETAILS
Why will the system will not let me register with my email address?	Your address may be attached to another pre-enrollment that has not been processed yet.	Send an email to help@cnusd.k12.ca.us and please provide: <ul style="list-style-type: none"> • Student's name • Your name • Your email address
Can I still use Pre-Enrollment if my student is not <u>new</u> to CNUSD, but is returning back to CNUSD after not being enrolled for a period of time?	YES, you can still use the Pre-Enrollment process Please notify your designated home site when you are contacted by them that your student has been enrolled in CNUSD before YES.	Don't forget to notify your designated home site that your student has been enrolled in CNUSD prior
Can I still use Pre-Enrollment if my student(s) lives outside the boundaries of CNUSD?	You can still pre-enroll your student using the Q Pre-Enrollment application; however , you <u>must</u> obtain an Inter-District Transfer permit from your home District and submit it to CNUSD, Instructional Support Department.	Email the completed transfer permit from your <u>current</u> district to: raperez@cnusd.k12.ca.us

EDITING AN EXISTING Q PRE-ENROLLMENT

QUESTION	ANSWER	DETAILS
I forgot my PASSWORD, how do I retrieve it?	<ol style="list-style-type: none"> 1) Select [Continue a Pre-Enrollment in Progress] 2) Select the [Forgot Your Password?] link under the Log In button 3) Enter the email you previously used to register with Pre-Enrollment 4) An email will be sent with your password you previously used to register on Q Pre-Enrollment 	
I forgot the EMAIL I used for Pre-Enrollment, how do I retrieve it?	Send an email to help@cnusd.k12.ca.us and provide your student's name, your name and the email address Once our help desk receives/processes your request, you will be directed to complete the Pre-Enrollment process over again	help@cnusd.k12.ca.us
I am entering the correct email/password, but why does the system says [Email and Password do not match a record on file]?	This means that the school site has already processed your student(s) Pre-Enrollment, and now your student is registered with CNUSD	
Can I still use Pre-Enrollment if my student(s) lives outside the boundaries of CNUSD?	YES. You can still pre-enroll your student using the Q Pre-Enrollment application; however , you <u>must</u> obtain an Inter-District Transfer permit from your home District and submit it to CNUSD, Instructional Support Department.	Email the completed transfer permit from your <u>current</u> district to: raperez@cnusd.k12.ca.us

HOW TO UPLOAD A DOCUMENT

- 1) Select the *Document Type* dropdown to select the type of document you are trying to upload

Document Information

Document Date: 05/14/2020

Document Type: [REG] Address Verification

File: Choose File No file chosen

File Type:

Applies to: Household

- 2) Select the *Choose File* button to search for a document on your computer

Document Information

Document Date: 05/14/2020

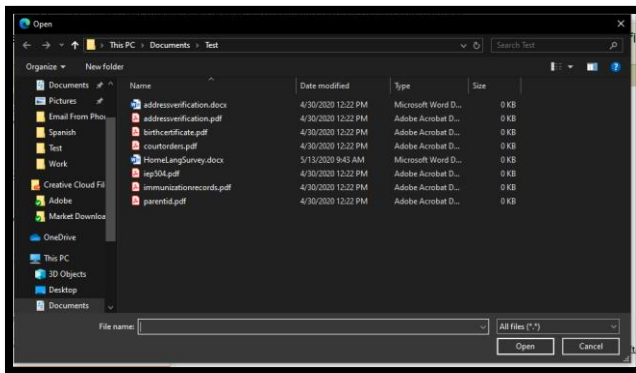
Document Type: [REG] Address Verification

File: Choose File No file chosen

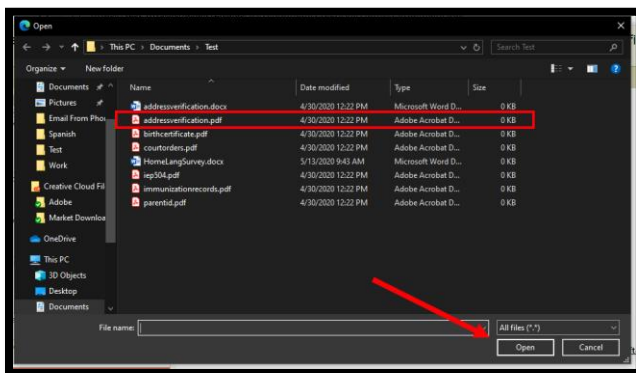
File Type:

Applies to: Household

- 3) After selecting *Choose File*, a new window will open allowing you to search your computer for a document



- 4) Search your computer's file system for the document you are looking for. Once you find it, select it and choose *Open*



- 5) The *File* text area should now show the name of the file that you chose

- 6) Select the *Applies to* drop-down and select whether this document applies to the household or an individual student

Document Information

Document Date: 05/14/2020

Document Type: [REG] Address Verification

File: Choose File addressverification.pdf

File Type: PDF File

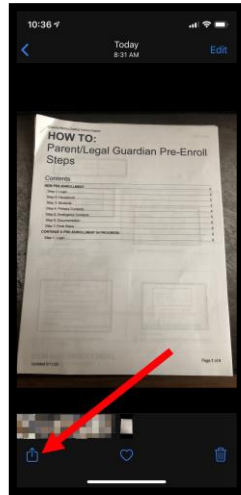
Applies to: Household

HOW TO EMAIL A PHOTO FROM A SMART PHONE

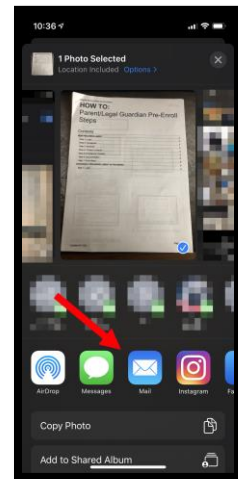
- 1) After taking a photo of your document, go to the *Photos* app on your phone and select the photo you want to upload



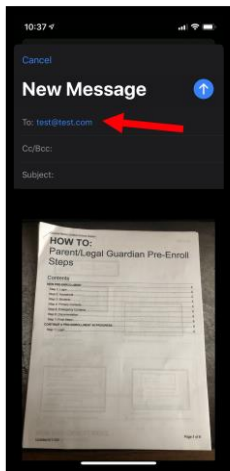
- 2) Select the *Export* icon



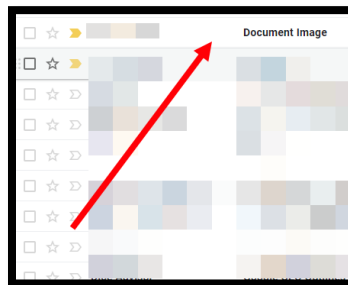
- 3) Select the *Mail* app



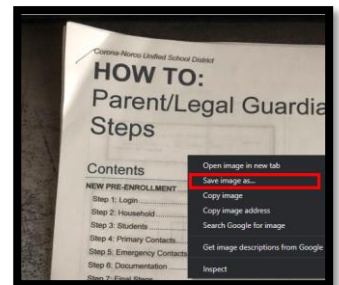
- 4) Enter your email address and send the email



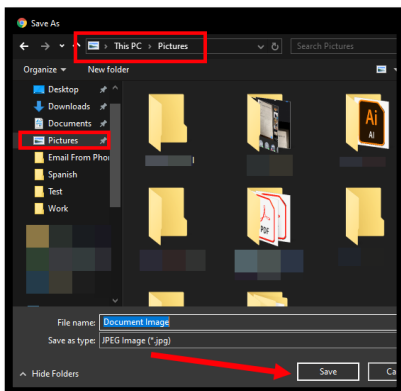
- 5) Check your email on your computer



- 6) Right click on the image in the email and select *Save Image As...*



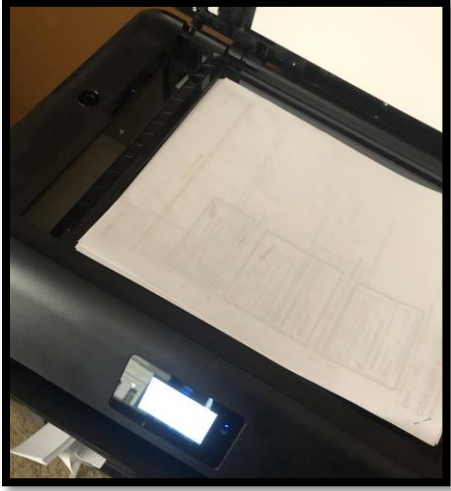
- 7) Select a folder on your computer where you would like to save the image and click the *Save* button



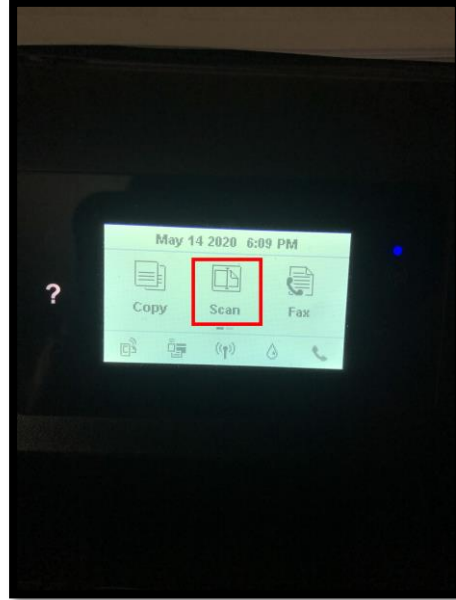
- 8) The image is now saved to your computer and can be uploaded to the Pre-Enrollment website

HOW TO SAVE DOCUMENT USING A SCANNER

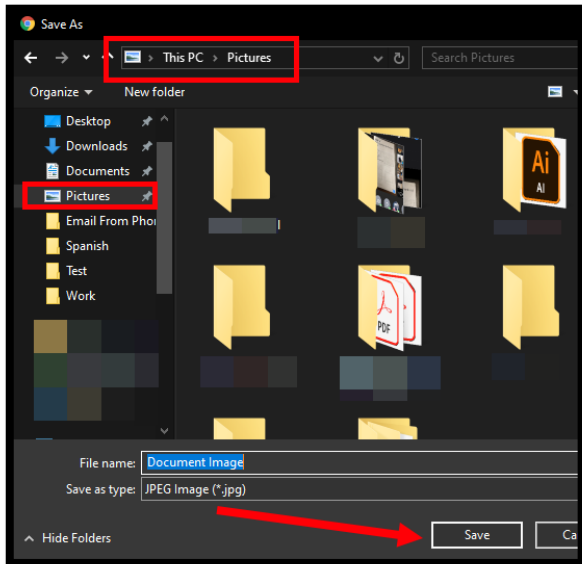
- 1) Place your document in your scanner



- 2) Select the *Scan* option and send it to your computer



- 3) Select a folder on your computer where you would like to save the image and click the *Save* button



- 4) The image is now saved to your computer and can be uploaded to the Pre-Enrollment website