Online Registration Frequently Asked Questions (FAQs)

1. **I have a Parent Portal Account and do not remember my username and password. How can I get that information or get my password reset?**
   The Infinite Campus Parent Portal login screen allows parents to request their Username by clicking on the "Forgot your username?" link. Parents can also reset their passwords by selecting the "Forgot your password?" link.

2. **I am a new parent; how do I create a portal account?**
   Parents of new students to the district will need to request their individual GUID # from the district registrar. After receiving their GUID #, parents can follow the account set up located on the main Parent Portal Login screen.

3. **The system will not allow me to input information or shows a blank screen.**
   This may occur if your browser is set to block "pop-ups." You must allow pop-ups from the Online Registration tool in order to proceed through the process. Also, Internet Explorer is not recommended for this process as it can cause this issue (and other issues) to occur.

   **Directions for allowing pop ups in browsers:

   Internet Explorer
   To turn Pop-up Blockers on or off, follow these steps:
   1. Click **Start**, click **Run**, type inetcpl.cpl, and then click **OK** to open the **Internet Properties** dialog box. Alternatively, open Internet Explorer, and then click **Internet Options** on the **Tools** menu to open the Internet Properties dialog box.
   2. Click the **Privacy** tab, and then do either of the following:
      o Click to select **Block pop-ups** to turn Pop-up Blocker on.
      o Click to clear **Block pop-ups** to turn Pop-up Blocker off.

   Google Chrome
   Manage pop-ups
   Google Chrome prevents pop-ups from automatically appearing and cluttering your screen. Whenever the browser blocks pop-ups for a site, an icon appears on the top-right in the address bar. Click the icon to see the pop-ups that have been blocked or to manage pop-up settings for the site.

   See pop-ups for a specific site
   To see blocked pop-ups for a site, follow the steps listed below:
   1. If pop-ups have been blocked, you will see the icon in the address bar. Click the icon to see a list of the blocked pop-ups.
   2. Click the link for the pop-up window that you would like to see.
      1. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.
         To manually allow pop-ups from a site, follow the steps below:
         1. Click the Chrome menu on the browser toolbar.
         2. Select **Settings**.

3. Click **Show advanced settings**.
4. in the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, click **Manage exceptions**.

Allow all pop-ups
You can allow all pop-ups by disabling the pop-up blocker. Follow these steps:
1. Click the Chrome menu on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. in the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**.

Firefox
Pop-up blocker settings
To access the pop-up blocker settings:
1. At the top of the Firefox window, click on the Tools menu then click Options. If you don't see Tools menu, press Alt key on your key board then you will see menu bar across the top of the browser select Tools menu.
2. Select the Content panel.
   In the content panel:
   - **Block pop-up windows**: Uncheck this to disable the pop-up blocker altogether.
   - Exceptions: List sites that you want to allow to display pop-ups.
   - The dialog has the following choices:
     o **Allow**: Click this to add a website to the exceptions list.
     o **Remove Site**: Click this to remove a website from the exceptions list.
     o **Remove All Sites**: Click this to remove all of the websites in the exceptions list.
   Note: Blocking pop-ups may not always work and may interfere with some websites.

Safari
1. Open up your Safari Web browser.
2. Go to the Safari menu and choose 'Preferences' from the list of choices.
3. Click on the Security heading.
4. Check the box marked 'Block pop-up windows' if you would like Safari to block all pop-ups. Safari will then ask if you would really like to change the setting.
5. Click on the 'OK' button in order to change the setting.
6. Click on the box again, so it does not have a check mark, if you want Safari to allow pop-up windows.
7. Close the Preferences windows after you are done changing settings.
8. Shut down and restart Safari.

4. What if I don't have a computer at home?
There will be a computer available at our District Office if you are unable to do it at home and also an open computer lab date available to those without internet access. Please contact the registrar (515-597-2811 or ajungst@ballard.k12.ia.us) to set up a time to come to the district office.

5. I am a new family to the Ballard Community School District. Where do I start?
You may begin the application process here –
https://campus.ballard.k12.ia.us/campus/OLRLoginKiosk/ballard

6. Can I save my information and resume the Online Registration / Annual Data Update process?
> Yes, you will need to remember your application number.

7. What should I do if there is no "Online Registration" tab in my Portal?
Please check to make sure you are logged into the Parent Portal using your own Username and Password. Do not log in using your Student's login. Please note that the Online Registration is only available for parents.

8. I still have question(s) that I do not find an answer to in this FAQ list. How can I receive some help?
Please read this FAQ in its entirety. It is possible that your question has been answered in one of the questions in this document. If not, send an email to the district registrar, Amber Jungst at ajungst@ballard.k12.ia.us. Please allow 24 hours for a response to your email.

9. Where will the message appear so I can start the Online Registration process?
-New families will use the kiosk link on the Ballard Community Schools Registration page.
-Existing families will find a link named "Online Registration" at the bottom of their Parent Portal account on the left side.

10. Why do I have to enter Emergency Contacts information again, even though I had entered them last year?
Over the past year, it is possible that these have changed. Hence, it is essential to have the most current information regarding the Emergency Contacts.

11. What is the next step after completing the Online Registration process?
Please remember that once you have completed your registration in the Parent Portal, you must pay your assigned fees. Those fees will appear in the Revtrak fee payment system beginning in July.
> https://ballard.revtrak.net/

**For questions regarding RevTrak, please see Online School Fees and Food Service Payments FAQs