Q: When will the Annual Update Portal open?

The Annual Update portal will open on a different day in August for each high school and its feeder middle and elementary schools. Parents will receive a message in their Parent Portal with a link to begin the Annual Update process on the following dates:

**Tuesday, August 4:** San Ramon Valley High School, Del Amigo High School, Venture School, Stone Valley Middle School, Charlotte Wood Middle School, Alamo Elementary, Rancho Romero Elementary, Montair Elementary, John Baldwin Elementary and Greenbrook Elementary

**Wednesday, August 5:** Monte Vista High School, Los Cerros Middle School, Diablo Vista Middle School, Vista Grande Elementary, Green Valley Elementary, Sycamore Elementary School, Tassajara Hills Elementary, Creekside Elementary

**Thursday, August 6:** California High School, Iron Horse Middle School, Pine Valley Middle School, Golden View Elementary, Twin Creeks Elementary, Bollinger Canyon Elementary, Montevideo Elementary, Walt Disney Elementary, Neil Armstrong Elementary and Country Club Elementary

**Friday, August 7:** Dougherty Valley High School, Windemere Ranch Middle School, Gale Ranch Middle School, Hidden Hills Elementary, Live Oak Elementary, Quail Run Elementary, Coyote Creek Elementary

Q: When do I need to register my student?

Please complete your student’s registration before the first day of school. Some school sites also have walk-through registration. The school registration dates will be posted on the SRVUSD website by June 5, 2015.

Q: Do I have to complete the Annual Update before I can register my student?

No, you can register your student before completing the Annual Update. We ask that you complete both items, you may choose the order in which you complete them.

Q: Do I have to complete the Annual Update before my student can start school on August 25th?

No, it is not a requirement to complete the Annual Update in order to start school.

Q: If I don’t see my student in the Portal should I enroll them again?

No. If your child is enrolled for the 15-16 school year they will not appear as student until the Annual Update portal opens in August. There is no need to add your student if you have already done so. When “Annual Update” (Fall Registration) opens in August your student will be listed.

Q: What if I don’t remember my user name and/or password?

If you are unable to automatically retrieve them via the instructions on the login screen, send an email to portalhelp@srvusd.net for assistance.
<table>
<thead>
<tr>
<th>Q: What is the difference between the Annual Update and Registration?</th>
<th>Q: I need some help, who should I contact?</th>
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| The Annual Update is a district-wide process held each year to verify household and emergency contact information. As well as complete annual release acknowledgement and permission requirements. Registration is school site specific regarding activities such as volunteer opportunities, PTA membership, band, graduation, etc. | Any of the following:  
- Portal Help email: portalhelp@srvusd.net  
- Enrollment Office phone: (925) 552-5052  
- 699 Old Orchard Drive, Danville, Building B |
| **Q: What should I do if I see a blank screen when I login to the website?** | **Q: What if I don’t know my GUID code?** |
| The Internet Explorer browser may not work properly. Please try a different browser like Firefox, Safari or Google Chrome. | For new families: You will receive a code by email once your application has been approved. For existing families: Please contact your school. This can be provided by the front office person at the site. |
| **Q: Why does the school of residence still appear on the screen even though my student’s attending another school?** | **Q: What if I don’t have a computer at home?** |
| Your physical address is associated with a resident school. If your child is attending another school in our district please follow up with that school to complete the fall registration process. | Student Services at the SRVUSD District Office has a computer and printer available for this purpose. Please contact our office at 925-552-5052 to set up an appointment. Public libraries often have computers for public use also. |
| **Q: What if there is no message in my Inbox?** | **Q: How do I correct or remove Emergency Contacts?** |
| This could happen for any one of the following reasons:  
1. Make sure that you are logged in with your own user name, not the Student ID. Check name in top right corner. Your name should be listed.  
2. Messages will be sent to primary address only. Parents or guardians at a secondary address will not receive a message.  
3. For new users, there is a 24-hour wait before you will receive a message. | Add new Emergency contacts in the Emergency Contact section of Annual Update. Emergency contacts are removed in the Student section of Annual Update. There will be a remove button next to each contact listed. |
| **Q: Why are my other student(s) not showing on the student page?** | **Q: Why are my other student(s) not showing on the student page?** |
| Your child may not have a current enrollment. Contact the Enrollment office for more information (925) 552-5052. | Your child may not have a current enrollment. Contact the Enrollment office for more information (925) 552-5052. |