Online Registration FAQ

Frequently Asked Questions and Answers for Kindergarten Online Registration

1. What will I need to complete the online registration process?
   - Internet, WiFi, desktop laptop, tablet or mobile device
   - Access to the internet- Public Library, School Parking Lot, any location with free public WiFi
   - Documentation-
     - Student's Birth Certificate (or other proof of age)
     - Proof of Residency: current property tax or settlement statement, valid residential lease, or rental agreement and one current home utility bill (gas, electric, cable, water or sanitation)
     - Georgia Certificate of Immunization, Form 3231 (which is up to date)
     - Georgia Certificate of Vision, Hearing, Dental, and Nutrition Screening, Form 3300 (with all 4 sections completed)
     - If applicable, Custody/Guardianship documentation

2. What are the Forms 3231 and 3300 and where do I get them?

   These forms are certificates showing proof of immunization (3231) and proof that vision, hearing, dental and nutrition screenings (3300) have been completed. Both are required for enrollment in any Georgia school. Forms may be obtained and completed at the local public health departments or physician offices.

3. How long will it take to complete online registration?

   Approximately 20 minutes.

4. What if I do not have the required documents to enroll?

   Your student will be enrolled provisionally, or temporarily, and we will work with you to obtain the necessary documentation during remote procedures. Online Enrollment is considered a provisional enrollment until the required documentation can be provided. If the required documentation (see question 1 above) has not been provided within 30 days after the normal operating procedures resume, the student may be withdrawn. The school will notify the enrolling parent at least 10 calendar days prior to the withdrawal of the student.

5. Which documents have to be verified at the school for registration?

   Summer Enrollment registrars will review all documents that are uploaded during the Online Registration process. If there is a problem with your application, an email will be sent to you with
an explanation of the next steps to resolve the issue. Please be sure to monitor your email and check your clutter/junk/spam email folders.

6. What if I have more than one child enrolling in the district?

At this time this platform is being utilized for Kindergarten registration only. For additional enrollment services please refer to the Henry County Schools Family Services website here.

7. Do I have to answer all questions in the online registration application?

Questions marked with a red asterisk require a response and the process is not complete until the questions are answered.

8. What if I make a mistake on the application?

- If you have not submitted your final application please click on the tab at the top of the page to return to the previous page to make corrections.
- If you have submitted your child’s application, please send an email to OLRSupport@henry.k12.ga.us. Please be as specific as possible regarding the mistake(s) on the application.

9. What if I need language support services?

Please contact OLRSupport@henry.k12.ga.us and someone will respond to your request as soon as possible. Please be as specific as you can about the assistance you need and/or the issues you are experiencing.

10. What if I have questions about online registration or need assistance?

Please contact OLRSupport@henry.k12.ga.us and someone will respond to your request as soon as possible. Please be as specific as you can about the assistance you need and/or the issues you are experiencing.

11. How do I register if I was approved for school choice?

Parents who have been approved for a kindergarten school choice request must upload their child’s School Choice Approval Notification for the 2020-2021 school year into the document section under the Proof of Residency Online Registration page in Infinite Campus. If parents who applied for School Choice have not been notified of their child’s acceptance, please click on the link hcsfamilyservices@henry.k12.ga.us to submit enrollment questions.

12. What if I need to request for my child to attend a school other than the one that they are zoned for?

Henry County Schools’ policies allow for limited transfer considerations outside of School Choice. You may find additional information here. Please click on the link hcsfamilyservices@henry.k12.ga.us to submit enrollment questions.
13. I had an affidavit of residency for students enrolled this school year. Will that meet the requirement for residency documentation needed for my Kindergarten student?

Please upload the Proof of Residency paperwork (as described in question 1) for the home in which you reside as you are progressing through the OLR process. This will allow staff to verify your address while processing your application. At a future date, when normal operations resume, additional information regarding updating your affidavit with your kindergarten student’s information will be provided.

14. How do I contact you for additional questions?

Please send an email to the hcsfamilyservices@henry.k12.ga.us.