

EnrollJeffco Information for Families

Summary: **This document contains information for families using EnrollJeffco**

All families will use EnrollJeffco during Choice Enrollment to indicate where their student(s) will be attending school in August. Whether students are re-enrolling at the same school, changing schools, or just starting in Jeffco - everyone will use EnrollJeffco. *This includes parents who want their student to go to their default neighborhood school.*

For 2019: Jan. 22 - Feb. 8: Use EnrollJeffco to enroll in your neighborhood school (K-12), indicate you are returning to the same school, or apply to a different school of your choice (preschool and choice). Here are the easy steps to using the new system:

1. Make sure your [Jeffco Connect](#) contact information is up to date for current students. Contact your school if you do not remember your user name. New families will need to create a new account. A new student in a current family will simply be added by the parent/guardian after logging in to Jeffco Connect. Click the +Add New Student button.
2. Any time between Jan. 22 - Feb. 8, use EnrollJeffco to indicate if your student is returning to the same school or plans to attend his/her assigned neighborhood school (K-12). If you are not applying for a choice enrollment, you are done!
3. For choice enrollment, you may apply to as many schools as you would like. All submissions are due midnight on Friday, Feb. 8, 2019. Remember, this is an application. Acceptance to a choice school or preschool is based on space available. If there are more applicants than the school can hold, there is a lottery for those spaces.
4. If you submit a preschool or choice application you will hear from all the schools you applied to in Mid/Late February. EnrollJeffco users that applied for schools (choice enrollment or preschool) will receive a notification indicating (a) an opportunity to accept an offer, or (b) information about waitlist placement, for each school application. You have five days to accept an offer; only one offer may be accepted.

Returning Students Quick Reference Guide can be found on the <http://www.enrolljeffco.org/> website.

New Students Quick Reference Guide can be found on the <http://www.enrolljeffco.org/> website.

More information for families about EnrollJeffco can be found [here](#).

Top Enroll Jeffco Issues & Solutions (4 solutions provided below)

Question: Do I need to contact a school to utilize EnrollJeffco?

Answer: No! Existing active students are in EnrollJeffco. In addition, all pending students are also in EnrollJeffco. For a new prospective student to be “pending”, you need to create an account and submit



your own information and your student information in [Jeffco Connect](#), but a school does NOT need to take any action. After you submit, your EnrollJeffco account should be active within 5 minutes. **Note: if you already have a Jeffco Connect account, please use that. Please do not create a second account.**

Issue: Parent and/or guardian unable to login to your EnrollJeffco Account (the “Whoops” Error when attempting to login)

Here are some things you can try:

1. Try logging in again. Click the “Enroll Now” button from <http://www.enrolljeffco.org/>. For various reasons, these issues can sometimes “resolve themselves”.
2. [Clear your browser cache](#). Then, close all windows of your browser and then return to www.enrolljeffco.org and Enroll Now.
3. Try a different device - EnrollJeffco is mobile friendly as well.
4. If another device isn’t available, try a different browser (Firefox, Edge, Safari, Chrome)
5. Reset your password. Go to <https://jeffcoconnect.jeffco.k12.co.us/> and click “Forgot Password?”. You will need to know your username, email address, and the answer to your security question. These are case sensitive and need to be exact. If you do not know your username, contact your school, contact the Enroll Jeffco Service Desk (#6) or attend an EnrollJeffco Open House (#7).
6. The EnrollJeffco Service Desk is available to parents and/or guardians for assistance at 303-982-3438 from 4-8pm Mon-Thurs and 10am-2pm Sat.
7. Or plan to attend an [EnrollJeffco Open House](#) where you will be able to sit side-by-side with someone to complete the enrollment or application for your student.
8. Use an alternate parent/guardian username, if available. If you don’t know, you can check with your child’s school, contact the EnrollJeffco Service Desk, or attend an Open House and they can help you.

If you are encountering a “Whoops” error (shown below) and have tried #1-5 above, we ask that you please fill out and submit [this form](#) to help us better evaluate and resolve your login problem.

Issue: Incorrect User ID/Parent Account Not Found Error (not the “Whoops” error)

If you can find and login to your account in Jeffco Connect, but are receiving a message indicating your account cannot be found in EnrollJeffco, please try the following:

- Login into [Jeffco Connect](#) and ensure your information is complete *and* submitted.
 - **If not**, complete your account information, submit, and wait 5 minutes. You should then be able to login to EnrollJeffco.
 - **If so**, make any change to your information in Jeffco Connect and click “save”. It can be anything. A simple option would be to change one digit of a phone number, click “save”, then change it back to be correct and click “save” again. Then wait 5 minutes and you should be able to login to EnrollJeffco.



Issue: Parents and/or Guardians not able to see one or more students in Enroll Jeffco

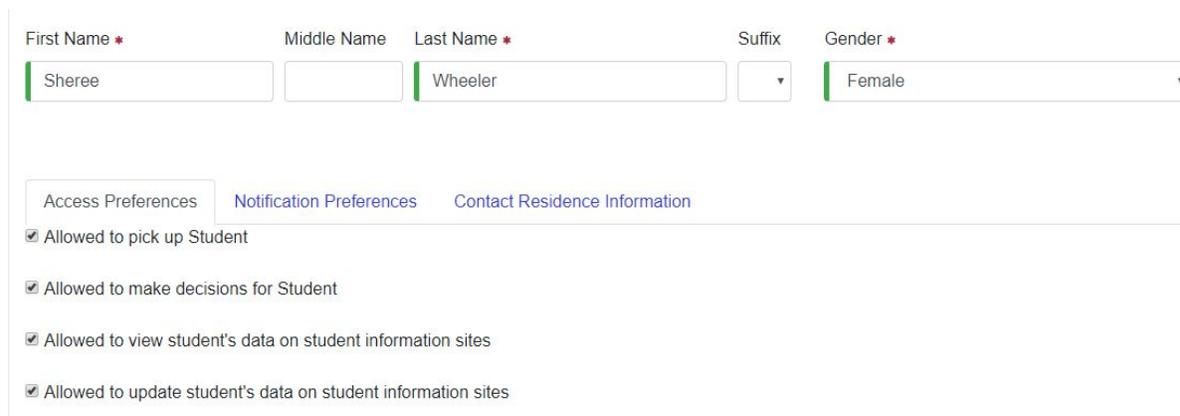
This situation occurs under two circumstances:

1. When a student is incomplete (often missing agreements) and/or access preferences are unchecked within Jeffco Connect.
2. When a student has been out of Jeffco for two or more years.

1. **For an incomplete student:** Start from the “Contacts” portion in Jeffco Connect. Please ensure the four checkboxes are checked for the parent/guardian, in their “Access Preferences”.

- * Allowed to pick up Student
- * Allowed to make decisions for student
- * Allowed to view student’s data on student information sites
- * Allowed to update student’s data on student information sites

Below is a screenshot:



First Name * Middle Name Last Name * Suffix Gender *

Sheree Wheeler Female

Access Preferences Notification Preferences Contact Residence Information

Allowed to pick up Student

Allowed to make decisions for Student

Allowed to view student's data on student information sites

Allowed to update student's data on student information sites

In addition, make sure all of the agreements are signed, the student is complete, and has been submitted in Jeffco Connect.

2. When a student has been out of Jeffco for two or more years, then to push the student information to Enroll Jeffco, a change needs to be made and saved. We would recommend checking the boxes in scenario 1 immediately above, saving, and then going through agreements and all the other sections of JCon

