- **What is ZippSlip?**
    - ZippSlip is an online portal for K-12 students that allows a parent/guardian to update student information online.
- **Why should I register for ZippSlip?**
    - Schools use this program year round as another option in place of paper forms.
- **How do I register for ZippSlip?**
    - Access to the site: https://www.zippslip.com/ZippSlip/PermissionManager/VA/Henrico/Henrico%2bCounty
    - This link can be found on the HCPS Main Site at www.henrico.k12.va.us under the Students and Families Link or the Online Services Menu and titled "Complete Back to School Forms".
    - This link can be found on each school's website under the menu titled Online Forms/Fees.
- **Can I access this site on my cell phone?**
    - Yes. There is an iPhone app available.
    - Droid app is coming.
    - You can also access the site via the web app on your phone.
- **I have setup my account but cannot remember my password.**
    - From the login page, select either "Having trouble logging in?" or "Forgot my Password". This will ask you to enter your email address used at registration to provide secure access to reset your password.
- **I have changed my email address since last year. How should I correct that in ZippSlip?**
    - Login using your old email address.
    - Once logged in, click once your name (blue hyperlink) to access the Profile menu.
    - From there you can edit your email.
- **Where can I find my child's student ID number?**
    - Parents can find their student ID number on a report card or it is the chilid's birth certificate number if born in VA.
    - Otherwise, they will need to visit the school to obtain this information.
- **When should I access the site?**
    - Documents are available year round but there are key windows which are announced via the district communication system (School Messenger).
    - Fall Window -Mid-August to the Sunday before school starts.
    - Spring Window – Feb-March
- **What type of forms are available in ZippSlip?**
    - Forms are housed in a packet.
    - There are two types of packets
        - **By Student** - One for each student that contains prefilled information to ease the frustration of entries. Those should be reviewed, edited and confirmed through an electronic pin signature.
        - **By Household** - One for each household that contains forms that can be downloaded, printed and returned to school on an as needed basis.

- **What is ZippSlip?**
  - ZippSlip is an online portal for K-12 students that allows a parent/guardian to update student information online.
- **Where do I go to find out more information?**
  - Blog page contains handouts and information regarding the process.
  - Access to the blog: http://blogs.henrico.k12.va.us/integrateddatasystems/zippslip/zippslipforschools/
- **Are parent handouts available for distribution?**
  - Parent information sheets or handouts are located on the blog site.
  - http://blogs.henrico.k12.va.us/integrateddatasystems/zippslip/zippslipforschools/
- **What is the timeline for ZippSlip use?**
  - ZippSlip is open year round however there are key windows. (Fall/Spring)
  - Blog site always contains a timeline to follow.
- **Who is the point of contact for my school?**
  - Each school principal owns the process (per decisions made at a recent K12 meeting); however the principal will designate a contact.
  - Each school principal will work with that contact to empower them and direct them on expectations for their school site.
- **What is the role of the ZippSlip contact?**
  - The contact designated by the principal will be to one communicating the ZippSlip process to staff.
  - The contact will attend work sessions to create packets. Packets will be more custom this year and should match the paper packets.
- **How does the ZippSlip changes get to PowerSchool?**
  - There is an integration between the systems and Technology pushes those changes to PowerSchool.
  - School contacts use the screening process to complete the updates. (See Blog for screening process)
- **How to identify who needs paper forms?**
  - Once Technology pushed the data from ZippSlip to PowerSchool, the school can obtain a list of who needs paper forms.
- **What is the process for distribution of paper forms?**
  - Depending upon the window. Fall – paper forms will not be distributed until after the push to PowerSchool (scheduled for September 7th). Spring – paper forms will not be distributed until after push to PowerSchool (see timeline on blog).
  - Fee night/Fee Day at secondary schools will require a signed Code of Conduct signature page and a signed Laptop Charger Letter. If not filled out online, those two paper forms will need to be available due to laptop distribution.
- **Who has access to ZippSlip in my school?**
  - ZippSlip contact.
  - Teachers (by school or by homeroom).
  - Other admin users (designated by the ZippSlip contact – See add an admin user).