

## Troubleshooting Tips for Parents!

### Introducing ZippSlip

Sign up for ZippSlip and you won't have to complete paper forms!

Check on the online services page located on the Henrico County Public Schools website to access a link to ZippSlip. The link is:

<http://henricoschools.us/>

- What do I need to register?
  - My student's 11 digit student id number and birthdate.
- Where can I locate my student's 11 digit id number?
  - On a confidential document such as a report card, VA birth certificate number or visit the school.
- How easy is it to get started?
  - Simply follow the directions below to get registered.
- How will I sign my forms online?
  - Each account is setup with a 4-6 digit pin number. The pin number is tied to your profile and represents your signature.
- My ex-spouse and I each need access to ZippSlip, but we are having trouble connecting the student to more than one account.
  - A student can only be connected to one account. This means only one paper can update student information.
- I am already registered for ZippSlip, but I cannot remember how to access your account?
  - Simply follow the directions below to get registered.
- I am registered but cannot remember my password.
  - There are ways to obtain your password or reset your password, directions are listed below.
- I don't have a computer at home what are some other ways to fill out online forms?
  - The public library offers access to computers. There is an app available on Google Play for Android phones and the App store for the iPhone/iPad. Another option is to access the site through Safari and complete forms.
- During registration when I try to add a student to my account, I receive a message "the student cannot be found".
  - This message indicates the student is already registered to a parent within the system. Is it possible that you already have an account?
  - Please remember that only one account can have ownership of the student data in ZippSlip.
- I am registered but I cannot remember my password.
  - On the ZippSlip home page, there is an automatic password reset option that you can select should you forget your password.
  - Please note: if you have forgotten your password and your email address has changed, you will need to contact your child's school for assistance.
- I am registered but need to add a student to my account.
  - If you need to **update your demographics, reset your pin number or add students**, you can do so via the **Parent Profile**. Note: *Just click on your name at the top of the*

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*screen (blue hyperlink). This will take you to the profile screen and you can make changes and save them there.*

- I need to set up or reset my electronic pin number which is used for a signature on the forms.
  - If you need to **update your demographics, reset your pin number or add students**, you can do so via the **Parent Profile**. Note: *Just click on your name at the top of the screen (blue hyperlink). This will take you to the profile screen and you can make changes and save them there.*
  - This can also be done at the bottom of each form if needed.
- If I want to review a Previously Viewed or Responded Packet, what do I do?
  - There is a section on the dashboard to access to packets that you have already responded to earlier as long as the deadline date has not passed which will remove the packet from your dashboard.