



Highland Park Independent School District
7015 Westchester Drive
Dallas, Texas 75205

2019 Back to School Sign Up FAQ

Thank you for turning in your enrollment packet. Please note that your child's enrollment is not complete until you are given a Skyward username and password when the campus registrar returns from summer break.

Also, a HPISD parent or guardian for each student is encouraged to complete Back to School Sign Up before the start of school, even if you are newly enrolled. You can complete the process online Aug. __-__, and you will log in using your Skyward information. A link to Back to School Sign Up will be available on www.hpisd.org beginning Aug. __ at 9 a.m.

Please refer to the following Q&A for more information:

Q: What is Back to School Sign Up?

A: Back to School Sign Up is an annual process for all HPISD families that takes place before the beginning of the school year. Back to School Sign Up allows parents a convenient one-stop shop to provide important information to HPISD, its PTAs and other support organizations. Parents are also able to purchase yearbooks, school supplies, PTA memberships and more. As a result, parents do not have to sort through piles of paperwork and write multiple checks at the start of every school year. Back to School Sign Up is not part of the enrollment process.

Q: How do I log in to Back to School Sign Up?

A: You can log in to Back to School Sign Up with your Skyward username and password. You will be provided your Skyward login information by your campus registrar as soon as your enrollment is complete.

Q: What are my payment options?

A: Credit card (Visa, MasterCard and Discover) and ACH e-check transactions may be made while you are online. ACH payments withdraw directly from a user's bank account. Cash, money orders, and cashier's checks will be accepted in person at the Administration Building during help desk hours. No personal checks or American Express cards will be accepted.

Q: How can I make changes to my email address?

A: During Back to School Sign Up, you may enter your family's email addresses and sign up for district, campus, campus organizations, athletic and PTA email groups.

Anytime during the school year, you can change your email address or group settings by accessing MyHPOnline under the Parents tab at www.hpisd.org. Please note that you will need your Skyward login to change your email settings.

Q: How can I make changes to my login?

A: You must log in to Skyward Family Access to change your login information. [A link to Skyward](#) is located on the district website and each campus homepage. If you change your Skyward login, this will also change your Back to School Sign Up login.

Q: What symbols may I use for my login?

A: Please use only letters and numbers.

Q: What if I enrolled my child over the summer?

A: Back to School Sign Up is not part of the enrollment process. If you began the enrollment process for HPISD in the spring or summer and were not given a Skyward login, your enrollment has not been fully processed. Campus registrars return to work in August, and will notify you of your login information when your enrollment is complete.

Q: What if there are separate households?

A: Each parent and/or guardian that is connected to a student is assigned an individual Skyward login. If there are two households, it is recommended one parent/guardian from each household completes Back to School Sign Up. If there is only one household, only one parent/guardian can complete Back to School Sign Up.

Q: What if I am withdrawing my child from HPISD?

A: Please [notify your campus registrar](#) immediately. If you withdraw a student from HPISD, but still have other children who will attend in HPISD, it is possible you will see the withdrawn student's name in your family registration packet. If this occurs, please call the help desk at 214-780-4040 to have the child's name removed from Back to School Sign Up.

Q: When and where can I view my elementary child's classroom assignment?

A: Your child's elementary class assignments will be available through Skyward at a time to be determined. Your elementary campus will communicate with you about when and where it will post class rosters.

Q: Is there a help desk?

A: Yes. If you do not have Internet access or if you need assistance with Back to School Sign Up, the computer lab will be open for your convenience from 9 a.m-4 p.m. Aug. __-__ and Aug. __-__ at the HPISD Administration Building, 7015 Westchester Drive. HPISD staff and volunteers will be available in the lab to assist you. Technical support will also be available by phone at 214-780-4040 or by email at myhponline@hpsid.org during those hours.

Q: What if I don't complete Back to School Sign Up by the deadline?

A: Late Back to School Sign Up information will be available at each campus from Aug. __-September __, 2017. Only cashier's checks and money orders will be accepted during late registration (no personal checks, cash, or credit cards).

Thank you for helping make Back to School Sign Up a success!