



## Troubleshooting Tips for Parents and Students

### Registration

- DCPS refers to only the District of Columbia Public Schools. Charter schools and private schools are considered non-DCPS schools. Make sure you are clicking the right box before hitting the “register” button. A full list of the DCPS schools can be found [here](#).
- All students must register. Depending on which schools you are applying to, the parent may need to register as well. Banneker, McKinley, Phelps, and Washington Metropolitan require the parent to sign or enter information; therefore those schools require the parent to register for a username.
- Parent and student usernames are linked to the same application using either the DCPS student ID or the application reference number. If you know that your parent/child has already started an application, make sure you have your/their student ID or application reference number on hand when you register to ensure the two users (parent and student) are linked the same application.

### Logging in

- Make sure you are logging in where it says “Returning users- login here:”
- If you have forgotten your username, password or application reference number, please select the appropriate user type and then click the corresponding link.
  - To reset your **password** you will need the following information:
    1. Student ID/Application reference number
    2. Username
  - To recover your **username** you will need the following information:
    1. Student ID/application reference number
    2. Student first and last name
  - To recover your **application reference number** you will need the following information:
    1. Student first and last name
    2. Student date of birth
- In most cases the recovered information will be sent to the email address on file. If you do not have an email address or never receive the recovered information, please email [hsonlineapplication@dc.gov](mailto:hsonlineapplication@dc.gov) . We can manually reset your password or email you the missing information, but it may take 24 hours.

### Trouble correcting student or parent details-DCPS students only

- With the exception of the “ward” field, and the student essay, the first four tabs (student details, parent details, school details, and scores) are pre-populated. You will not be able to change this information yourself.
- If you want to correct the information in any of these areas there are two steps.

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1. Contact your child's school registrar and request the changes be made.
  2. Wait 24 hours after the change is made. Log into your application and click the "refresh" button (located under the submit application button.) This will insert the corrected information.

#### **Trouble adding school information in the "Schools" section- Non-DCPS students only**

- Once you fill in the school information in top section you are able to enter in the dates of attendance at the bottom.
- Once you enter in the attendance details, you must click the green check mark under the "add" heading, before hitting save, or you will lose the information.

#### **Trouble uploading the extracurricular student essay in the "Scores" section**

- Only students are able to upload student essays. You must be logged in as a student to be able to upload the essay. See the instructions at the top of this page if you need help creating a student account.
- You should be able to upload MS word documents in this section. However, if you are having trouble doing this (and you *are logged in as a student*) we recommend trying to save the document in PDF form and then uploading.
- You will know your essay has uploaded successfully when the "view essay" link appears next to the browse button. You can also view the uploaded document by clicking this link.

#### **Trouble uploading the transcript in the "Scores" section- Non-DCPS students only**

- DCPS students and parents do not need to upload a transcript, and will not be able to do so. The application will automatically upload your grades from our data system.
- If possible, student and parents should try to create one scanned document that includes both the report cards and the test score reports.
- You may have trouble uploading and saving the uploaded transcript if you have not uploaded the extracurricular essay. Try uploading the essay first or at the same time and then hitting "save" and this should solve the issue.
- You will know your document has uploaded successfully when the "view transcript" link appears next to the browse button. You can also view the uploaded document by clicking this link.

#### **Trouble completing individual school essays, questionnaires, or student signatures**

- In order to complete most individual schools' student essay questions or questionnaires, you must be logged in under a student account. The same is true for checking student signature boxes. Please see the top section of this page if you need help registering a student.

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- We recommend writing your essays in a separate document if possible, and then cutting and pasting. This will reduce the chance of you unexpectedly losing your work if you don't get a chance to save.

**Trouble completing parent signatures/parent questions**

- In order to complete any parent sections you must be signed in as a parent. Please see the top section of this document if you need information on registering as a parent.

**Trouble submitting**

- It is easier to submit if you are logged in as a student.
- The application will not let you submit if you are missing any mandatory information. If you receive an error message when trying to submit, the information that appears in red will direct you to the incomplete areas.
- You will receive a message on your screen that will tell you that you have successfully submitted your application, but you will not receive an email. If you are concerned that for whatever reason you did not submit your application correctly, please email [hsonlineapplication@dc.gov](mailto:hsonlineapplication@dc.gov), and we can confirm your submission.

**Additional questions or concerns? Please email [hsonlineapplication@dc.gov](mailto:hsonlineapplication@dc.gov) or call the Critical Response Team at 202-478-5738.**