



Frequently Asked Questions

How do I request a transcript?

Fill out a transcript request form and return it to Cindy Chisholm at cchisholm@fshisd.net or stop by the Cole HS main office to request a copy. Please allow a 72-hour turn around.

How can I get another copy of my student's report card?

An additional copy of your student's report card can be requested from the Registrar's office on your student's campus. Please allow a 24-hour turn around.

Fort Sam Houston Elementary - 210-368-8803

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Do I need to verify enrollment for my child every year?

Yes. All FSHISD students currently enrolled in the district will complete the enrollment verification. Parents will have the opportunity to make changes to contacts, phone numbers, medical changes. Parents will also approve media release and student code of conduct.

What are the benefits of using the FSHISD online registration system?

Access to the online registration process is a faster, more convenient way for parents to complete the required documents in the convenience of their own home. By completing some of the registration process electronically, it limits the amount of time parents must spend at school for the final verification steps of the registration process. Parents are also able to update information at any time. Part of the process involves setting up a parent portal account that also gives parents real time access to their children's attendance, assignments, grades, and teacher contact information.

Do you have multiple children attending FSHISD? Not a problem! Our Parent Portal makes it possible to link multiple students to a single account, making it easier to check on all the kids.

How long does it take to complete the online registration process?

The first step in the registration process will be completed electronically, may take 15 - 20 minutes, and can be completed in the comfort of your own home or on a computer at your child's school. You can however, at any time save and complete the forms at a later date by clicking the **Save Data and Submit Later** link at the bottom of the online registration screen.

How does FSHISD online registration work?

Every parent must first establish an account, creating a unique username and password in the txConnect Parent Portal. After an account has been established, parents will be able to electronically complete the

forms needed to register their students. Parents of current students who already have established a parent portal account will simply sign in and update their registration forms electronically.

How do I create a username and password?

Parents will create a username and password at <https://txsuite20.txeis.net/tc015914/Login.aspx>. First time users will click on the **New txConnect User** link and complete the entire form. When selecting a username and password, the following rules apply:

Rule 1- Password length: Must be between 8 and 25 characters.

Rule 2- Password Complexity: Must contain at least 3 of the following character types: uppercase, lowercase, numeric, punctuation.

Remember to create a hint question and complete your email address. These items will be used to reset or retrieve your user name and password should you ever forget them.

It is very important that you confirm the email entered is correct. Once you complete your registration, you will receive an email message with a required verification code. This is an added security measure so you must copy and paste the verification code onto the **My Account** page of the parent portal in order to verify your email address.

What happens after I complete the online part of the parent registration process?

Congratulations! You are now a registered user of the FSHISD Parent Portal. After you successfully complete and submit your registration application electronically, you are ready to take the following required documents to your campus to complete the registration process.

Required documents:

- Proof of Residency (within District boundaries this is a current Minol Utility Bill; off the Installation this is a water, electric or mortgage/lease)
- Child's birth certificate
- Current Immunization Record
- Child's Social Security Card
- Parent's state identification or current driver's license and military ID
- Last report card/withdrawal from previous school, if applicable
- Transcript (grades 9-12)
- Legal documents pertaining to your child (if applicable)

At the school, staff will verify information in your registration application, print a copy of your Parent Portal information, so that you can link your Student's Portal ID number to your Parent Portal account, and then school staff will conduct a final verification. You are done! Only after parents have completed the entire registration process will staff be able to assign a student to a teacher's class or grade level.

I have created my txConnect parent portal, how do I sign in?

After you have created your username and password, you go to <https://txsuite20.txeis.net/tc015914/Login.aspx>, and enter parent's username and password and click the **Log In** button.

Help! I do not remember my username/password.

Click on the Forgot you User Name/ Password link, <https://txsuite20.txeis.net/tc015914/ForgotPassword.aspx>. Note: The FSHISD will not have access to passwords.

Is the information I enter about my student on the online registration site secure?

Yes. All student information is confidential and is stored on secure servers. The registration process requires the parent to establish a username and password and adds another layer of security with the use of a verification code.

Help! I need assistance with FSHISD online registration, what do I do?

The FSHISD welcomes all parent questions. Each campus will have a Registrar to answer questions and assist parents with the registration process. In addition, each campus has available computers for parents who do not have access to a computer or the internet, or just want to be in close proximity to school staff when completing the process online.

I have signed in to my txConnect parent portal but I do not see my student's grades or schedule. What do I do now?

Please contact your campus friendly Registrar to assist you. It may be that your Student's Portal ID is not linked to your Parent Portal account or you may be using an email that does not match the one the District has on file.

I have submitted my online Registration Application to the District however; I forgot to include an emergency contact. Can I still add additional contacts?

Yes, as long as your student's application is still in the review process. All you have to do is: log in to your txConnect parent portal, click on Enroll a New Student for School button, skip ahead to Step 3- Addresses & Contacts, add contact, and continue through step 4 and 5. Note: Remember to select all contacts prior to submitting to the District.

How do I update my student's contact information in the txConnect parent portal?

Log in to your txConnect parent portal, click on My Account, click on Edit button next to your student's name, and select Contacts.

How do I change my student's address?

Log in to you your txConnect parent portal, click on My Account, click on Edit button next your student's name, and select Registration. If you are having a difficult time contact your campus Registrar.

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