

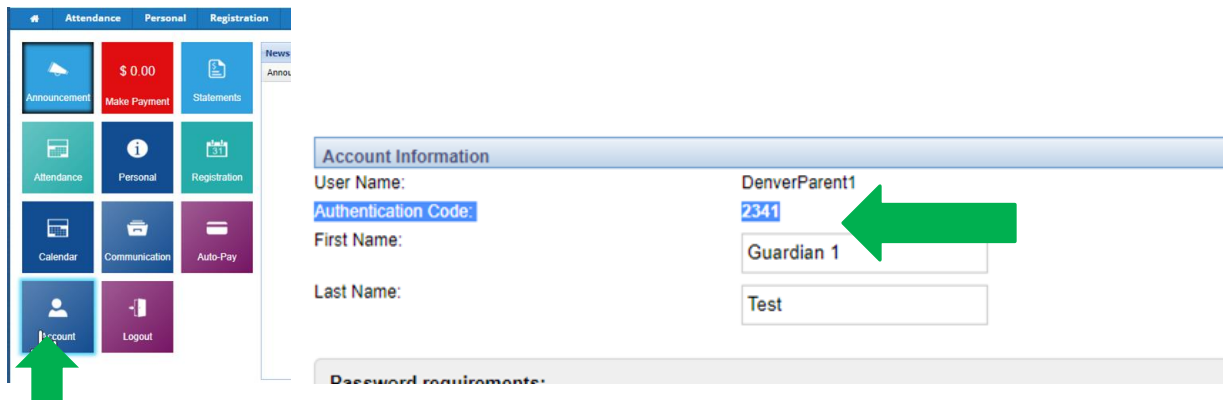
# SCHOOLCARE WORKS FAQ

Welcome to our new online enrollment platform for Discovery Link! Call 720-423-1781 for assistance.

## Getting Started

### Q: How do I access SchoolCare Works to register for summer or school year programs?

A: CURRENT families (enrolled in School Year 2017-2018 Discovery Link) will access the platform through the SchoolCare Works Parent Portal. This can be accessed through this website: <https://connect.schoolcareworks.com/> and selecting the “Members” button. Once you’ve set up your account in the website above, you can download an app on your mobile device by searching for “Insite Connect”. You will be asked for an **authentication code** to get started. It is located on the parent portal under the blue “Account” tile.

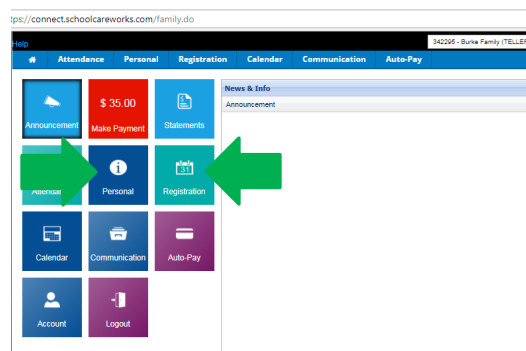


NEW families may access registration by visiting [https://www.schoolcareworks.com/registration/dps/start\\_registration.jsp](https://www.schoolcareworks.com/registration/dps/start_registration.jsp). Once you create a username and password, you will be able to access the website and the app listed above.

## Tips for Registration—Use Chrome browser for best experience!

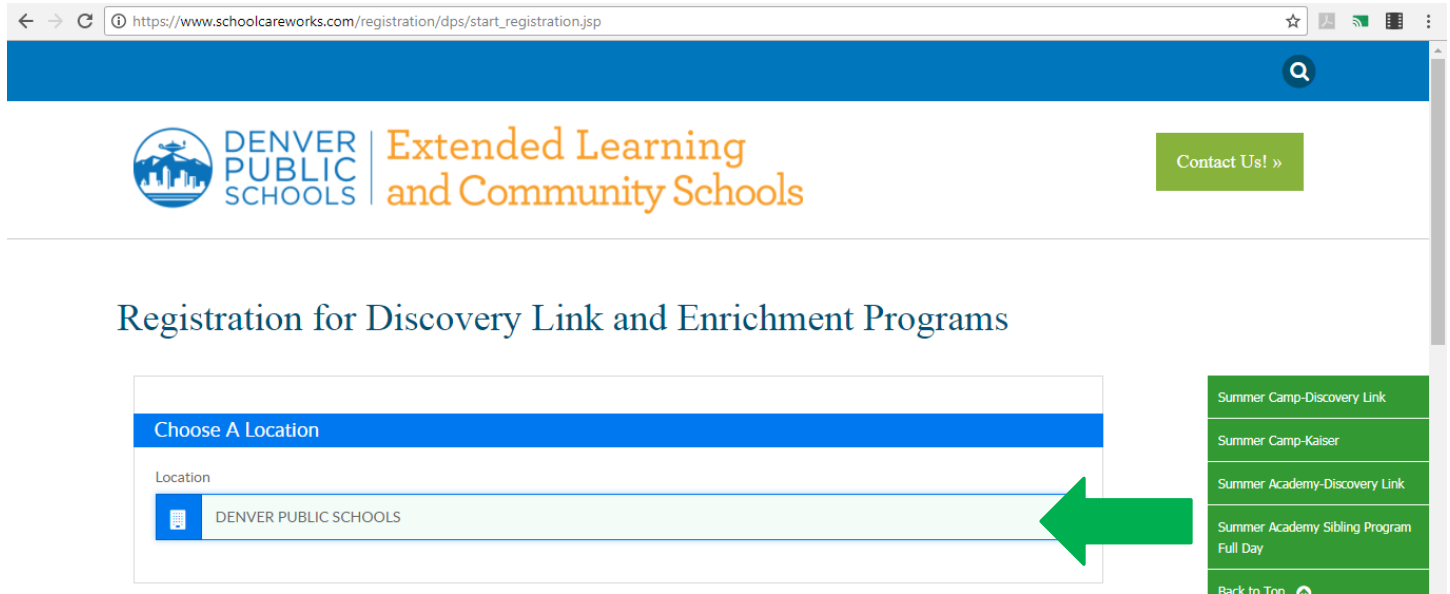
### Q: For current families, where do I go first in the SchoolCare Works parent portal?

A: Once in the parent portal, first go to the blue “Personal” button. Update all of your child’s information including emergency contacts (2 outside of the home), doctor, hospital, and dentist. Next, click on the teal “Registration” button. You will then be taken to the Registration page detailed on the next page. Some of your information from our old system will have transferred. You will be prompted to respond to questions that did not transfer or that are new per State of Colorado Licensing requirements.



**Q: For new families, how do I navigate the registration page?**

A: Choose a location by clicking on the block that says “Denver Public Schools”. The sites will open as a drop down list and then you can select your preferred site.



Then, select which program you are interested in by selecting one of the green “Click to View Offerings” buttons.



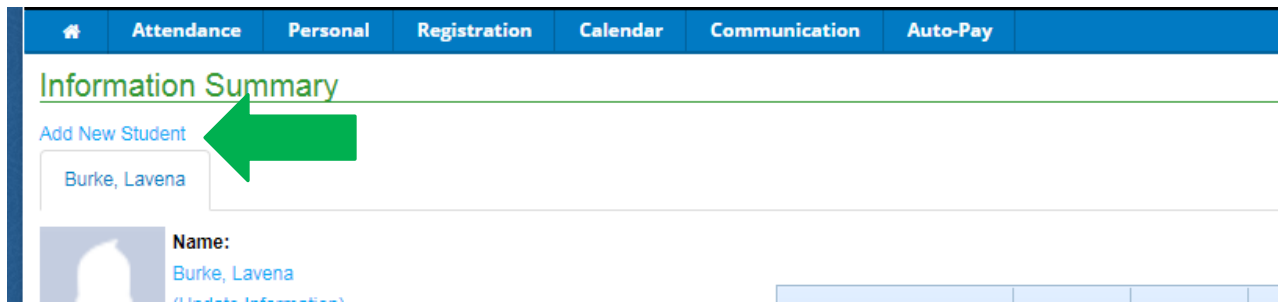
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## Siblings

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**Q: Where do I enter siblings if I have more than one child?**

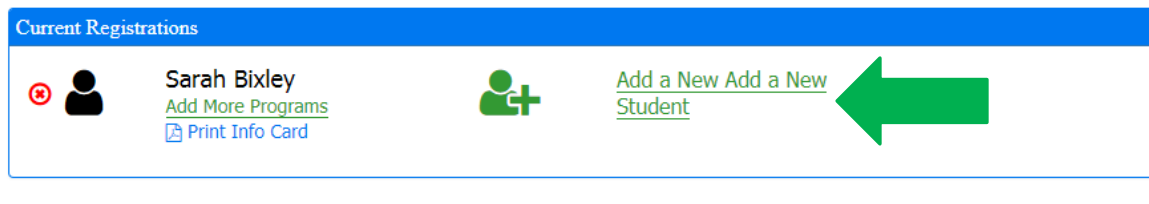
A: For **returning families**, you will add a new student in the “Personal” Tab in the app or the connect website.



For **new families**, you will add additional children near the end of the registration process. Look for this screen:



## Registration for Discovery Link and Enrichment Programs



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## “Submitting a Registration” vs. “Your Registration has been Approved”

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**Q: Once I entered in my information, it said I had “submitted my registration”. Does that mean my child has a spot in the program?**

A: No. Your information has to be verified by our team to ensure eligibility. Once you are APPROVED in the program, you will receive an email that confirms your child’s spot in the program.

You will not be approved into a program without up-to-date, complete immunization records (and health appraisal forms at Sandoval, Swigert, Valdez and Westerly Creek.) Submit updated forms to [discovery\\_link@dpsk12.org](mailto:discovery_link@dpsk12.org).

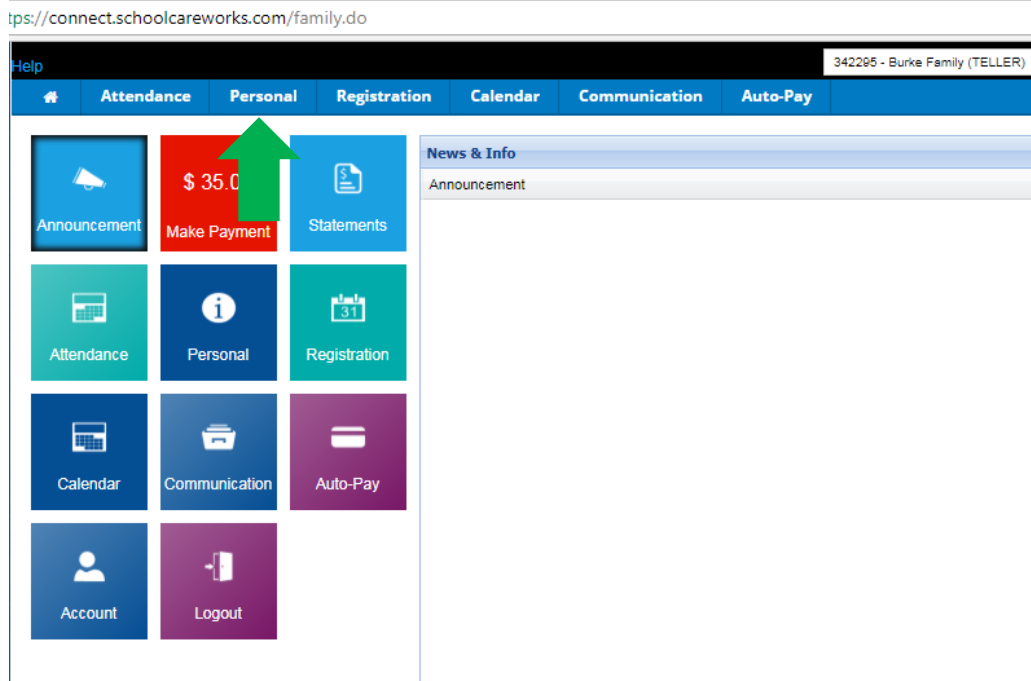
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## Personalizing Your Account

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**Q: How do I add additional people authorized to pick up my child or make changes to my information?**

A: Any updates to your information will occur in the SchoolCare Works parent portal. Click on the “Personal” tab to make adjustments.



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## Parent Portal

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**Q: What else can I do in the SchoolCare Works parent portal?**

A: You can set up auto-pay, make one-time payments, see a calendar of events and read notifications sent from your center or from Discovery Link admin. Please click on the buttons in the top blue ribbon to access these features.

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## Who to Contact for Help

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**Q: I need to reset my password, I am having trouble logging in, or I cannot find what I am looking for. Help!**

A: Our Discovery Link Team will be happy to assist you as we all become familiar with this new system.

Please email [discovery\\_link@dpsk12.org](mailto:discovery_link@dpsk12.org) for support.