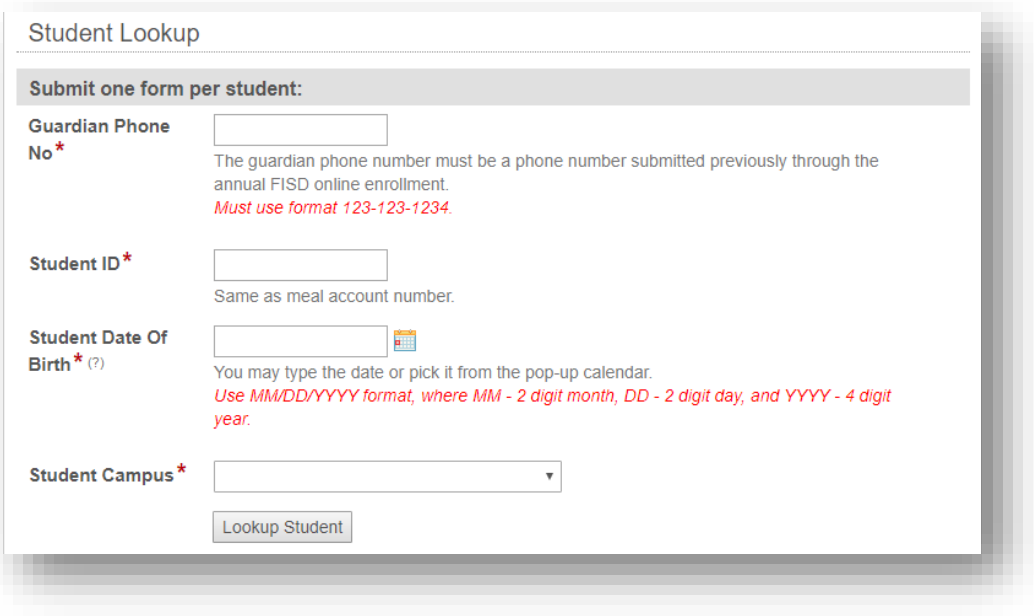
Guardian FAQs

Acceptable proof of residency is one of the following:

- A copy of a current (June, July, August) utility bill (electric, gas or water) which shows the current usage on it.
- A current lease (for 30 days until a utility bill is available).
- If you have recently purchased your home, a copy of the closing papers will suffice until a utility bill is available to reproduce (within 30 days).
- If you are living with a relative or friend in the FISD attendance zone, an affidavit must be completed, notarized and returned to the school office along with a current utility bill.
- Students living apart from parents—Refer to Policy FDB (LOCAL).

Student Lookup



I am getting a Student Not Found error. Why? One of the four required items is not matching a student record. Here are some common items that will prevent a match.

Guardian phone number

- Must use dashes xxx-xxx-xxxx
  - Correct Format 555-555-5555
  - Wrong Formats (555)555-5555 or 5555555555
- Phone number entered is not listed for guardian on student record

Student ID – Must be correct and is the same as student's meal account number.

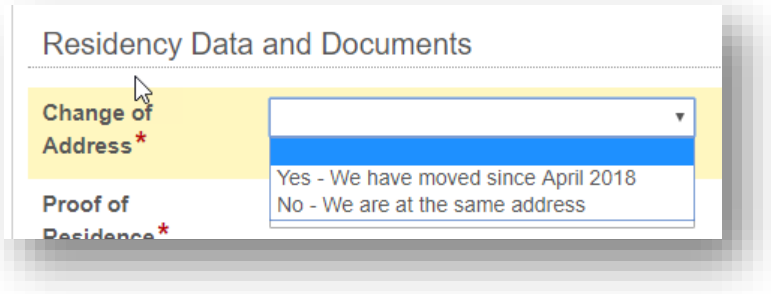
Student Date of Birth

- Must use format MM/DD/YYYY.
  - Correct Format 04/06/2010
  - Wrong Format 4/6/10
- Must match student birthdate as shown on birth certificate

Student Campus – Must match school student is attending

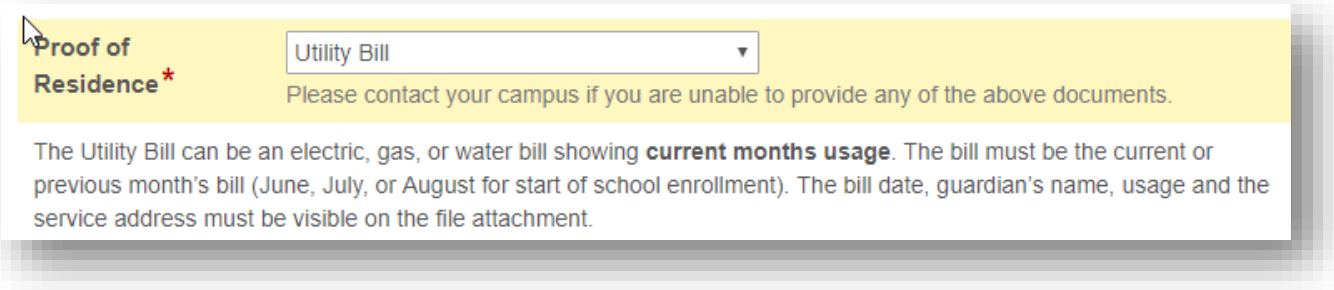
I need to make a correction but it won't let me. Please refresh the page.

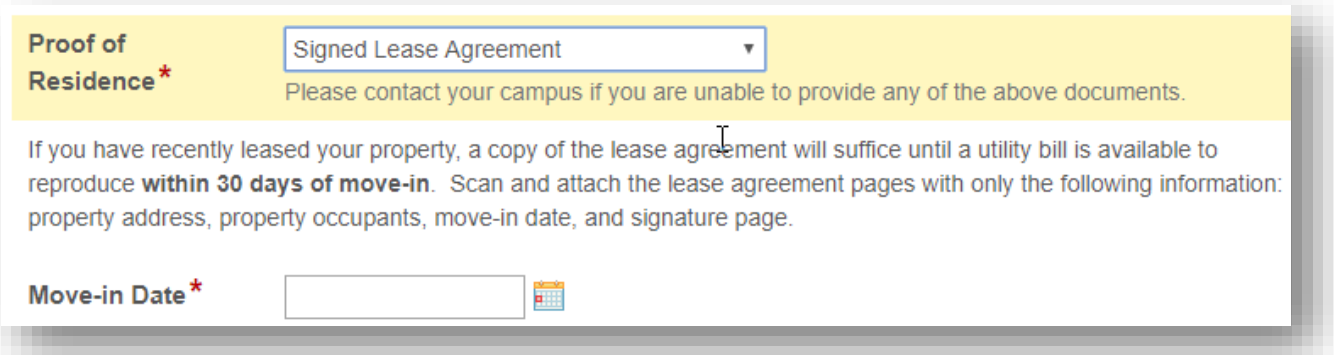
Residency Data and Documents

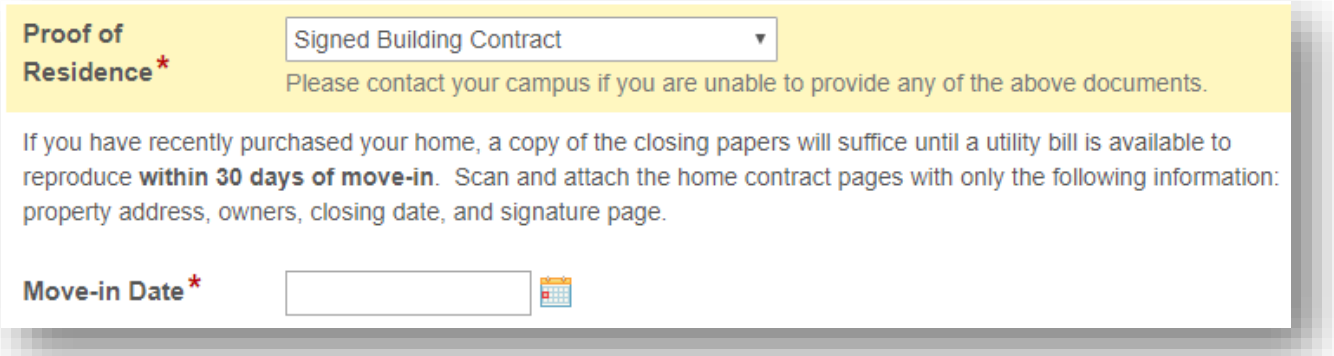


Can I update my student's address here if I select "Yes- We have moved since April" option? No, however, this will alert the campus to make the update based on the proof of residence document provided.

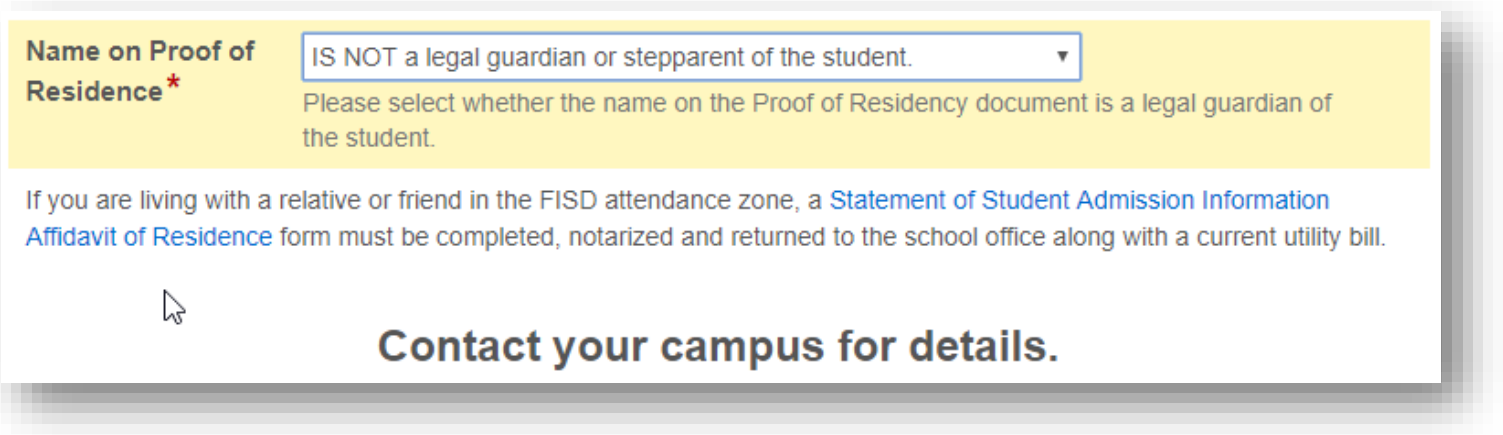
Which type of proof of residence should I select? Each type of proof of residence has different requirements. Please review the requirements below the type.







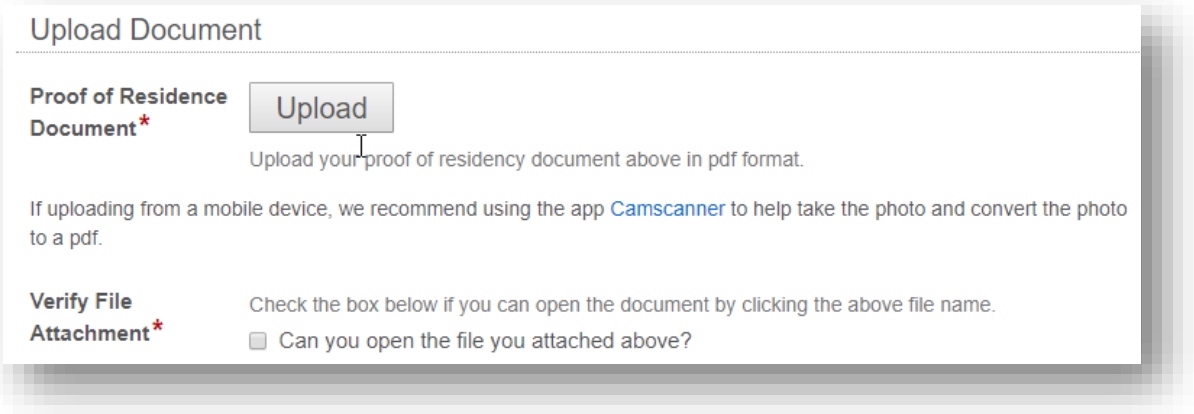
When I select "Name of Proof of Residence – NOT legal guardian or stepparent of student," it won't let me upload. Help!



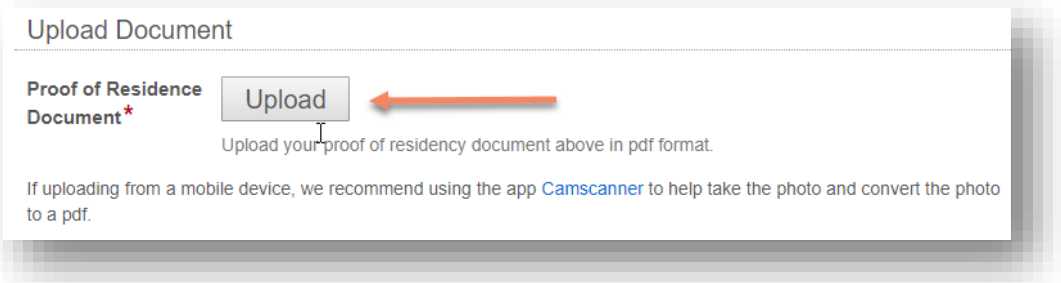
- This is correct.
- If you are living with a relative or friend in the FISD attendance zone, a Statement of Student Admission Information Affidavit of Residence form must be completed, notarized and returned to the school office ***with*** a current utility bill.

Where do I upload the file? The option to upload a file becomes visible once the following fields have been selected

- Change of Address
- Proof of Residence Type
- Name on Proof of Residence – IS legal guardian or stepparent of student

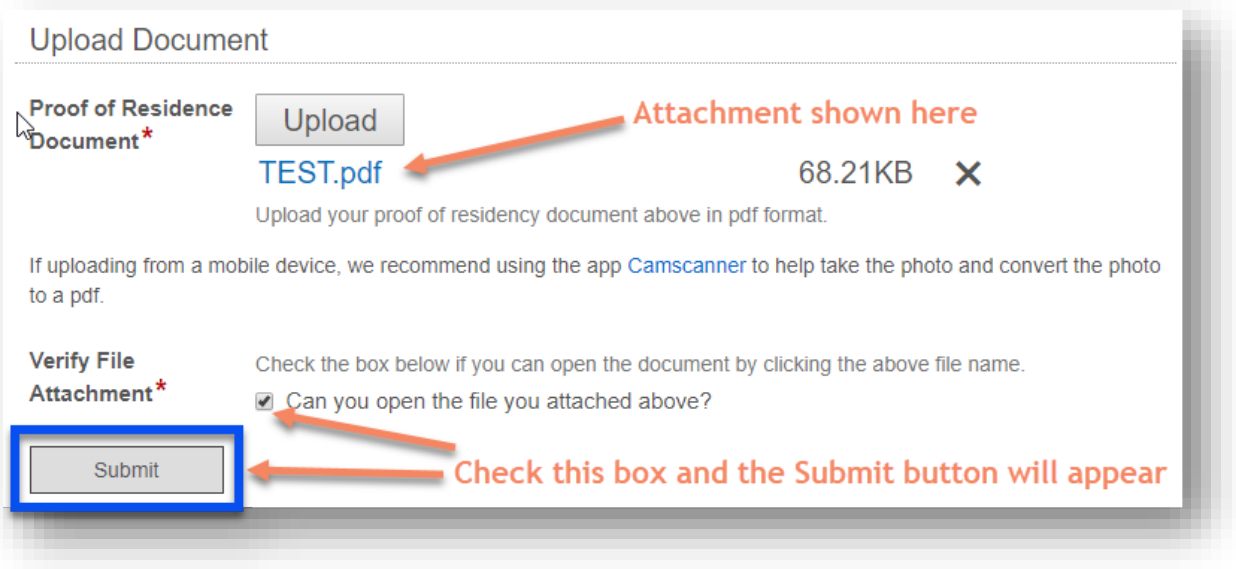


How/what/where do I upload my Proof of Residence document? Click the Upload button and select your file.



My file won't upload. Help! The file must be a **PDF file** (A Camscanner App link is available to help convert a photo to PDF on the form page). The file must be smaller than 3MB – any files larger will NOT be able to be uploaded.

I have uploaded the file. Am I done? After you upload your document, please verify that the file loaded and check the *Verify File Attachment* box. This will show the SUBMIT button.



I have submitted for my student. What now?

I haven't heard anything, is it approved? – No, each submission is reviewed by the student's front office to make sure it meets district requirements. Once it is determined that the Proof of Residence is approved or declined, an email is sent out to the guardian on file letting them know the status. Guardians may start submitting proof of residence beginning on July 8th. Campuses will not start reviewing submissions until the dates listed below.

High Schools will begin reviewing electronic submissions on July 17th.

Piloting Middle Schools (Lawler and Pioneer Heritage) will begin reviewing electronic submissions on July 24th.

Piloting Elementary Schools (Talley and Newman) will begin reviewing electronic submissions on July 29th.

After the above dates, allow 2 - 3 business days for electronic processing and once processed you will receive an email of your Proof of Residency status.

I received an approved email. Do I need to do anything else for proof of residence? – No. If you received an approved email you have completed this step. Other steps that must be completed prior to the first day of school include completing your PowerSchool Registration and immunization updates (if applicable).

I received a declined email. What do I do now? You may re-submit online or turn in a paper copy at your campus. Please read explanation of declined reasons below for further information.

I received a declined email. Can I have more information on why my submission was declined?

Declined reason	Explanation
Name on POR is not a guardian/parent.	If you are living with a relative or friend in the FISD attendance zone, a Statement of Student Admission Information Affidavit of Residence form must be completed, notarized and returned to the school office ***with*** a current utility bill. *Other possible reasons:* Nickname is listed on utility bill and does match guardian name on student record. Sometimes a stepparent's name is on bill but is not identified as a stepparent on the student record.
POR out of Date.	POR must be current bill with a June, July or August. The submitted utility bill has dates prior to June.
POR unacceptable utility bill.	Acceptable bills are water, gas, or electric. Usually this decline is sent out when a cable, telephone, property tax bill, etc. is submitted or when the bill provided can't be identified as a water/gas/electric bill.
Utility Bill is missing required information.	The utility bill must show bill date, guardian's name, usage, and service address. One of these pieces of information was not included on PDF to be able to verify residency.
The lease contract is missing required information.	The contract must include property address, property occupants, move-in date, and signed signature page.
The home contract is missing required information.	The contract must include property address, owners, closing date, and signed signature page.
The POR is unreadable or blurry.	PDF is unreadable and a new PDF should be sent.
Address is out of school zone.	Please contact your zoned school for more information.
Other	Specific information should be included with your email regarding reason.

Other questions

I am having trouble with the process online. Can I bring in a paper copy? – Yes, please contact your campus for location, dates, and times that paper proof of residence can be dropped off.

Where can I get the requirements for proof of residences? On the Frisco ISD website under Student Enrollment

Where can I get the affidavit? On the Frisco ISD website under Student Enrollment.

Are all Frisco ISD schools using this electronic process for proof of residence? For the 2019-2020 school year, 14 schools will be using this electronic process for returning and pre-registered students. The 14 schools include: all 10 high schools, 2 middle school pilot programs (Lawler and Pioneer Heritage), 2 elementary school pilot programs (Talley and Newman).

I have more than one student. Do I have to submit one form for each student? Yes, a proof of residence must be submitted for each student. A link on the confirmation page will direct you back to the form to submit for another student.

I have more questions! Where can I go? – Please contact your campus registrar or campus data clerk and they will be able to help.