On-Line Enrollment/Annual Update Frequently Asked Questions

Q: Where can I find the link for Annual Update?

To locate the Online Enrollment Annual Update link, log in to your parent portal account and click on the 3 line icon located in the upper left corner. Click on the "More" button. The Online Enrollment Annual Update link will be at the bottom of the screen.

Q: When will the Annual Update Portal open?

The 22-23 Annual Update portal will open on a different day in June for each high school and its feeder middle and elementary schools.

Monday, June 13: Dougherty Valley High School, Venture School, Windemere Ranch Middle School, Gale Ranch Middle School, Hidden Hills Elementary, Live Oak Elementary, Quail Run Elementary, Coyote Creek Elementary, Bella Vista Elementary

Tuesday, June 14: California High School, Iron Horse Middle School, Pine Valley Middle School, Golden View Elementary, Twin Creeks Elementary, Bollinger Canyon Elementary, Montevideo Elementary, Walt Disney Elementary, Neil Armstrong Elementary and Country Club Elementary

Wednesday, June 15: Monte Vista High School, Los Cerros Middle School, Diablo Vista Middle School, Alamo Elementary, Vista Grande Elementary, Green Valley Elementary, Tassajara Hills Elementary, Creekside Elementary

Thursday, June 16: San Ramon Valley High School, Stone Valley Middle School, Charlotte Wood Middle School, Rancho Romero Elementary, Montair Elementary,

Q: When do I need to register my student?

Please complete your student's registration before the first day of school on August 10, 2022. Some school sites also have walk-through registration. The school registration dates will be posted on school websites by June 2022.

Q: Do I have to complete the Annual Update before I can register my student?

No, you can register your student before completing the Annual Update. We ask that you complete both items, you may choose the order in which you complete them.

Q: Do I have to complete the Annual Update before my student can start school on August 10th?

No, it is not a requirement to complete the Annual Update in order to start school. However, some of the parent opt-out releases must be completed by August 10, 2022, in order to be applicable in the 2022-23 school year.

Q: If I don't see my student in the Portal should I enroll them again?

No. If your child is enrolled for the 22-23 school year, they will not appear as a student until the Annual Update portal opens in June. There is no need to enroll your student again if you have already done so.

Q: How can I retrieve my user-name and password?

Parents need to set up an account security email in Account Settings in Campus Portal. Once that email has been set up, parents will be able to retrieve their user name and/or password by using the "Forgot Password" or

John Baldwin Elementary and Greenbrook Elementary, Sycamore Elementary

Q: What is the difference between the Annual Update and fall Registration?

The Annual Update is a district-wide process held each year to verify household and emergency contact information as well as complete annual release acknowledgement and permission requirements. Registration is school site specific, regarding activities such as volunteer opportunities, PTA membership, band, graduation, etc.

Q: What should I do if I see a blank screen when I login to the website?

The Internet Explorer browser may not work properly. Please try a different browser like Firefox, Safari or Google Chrome.

Q: Why does the school of residence still appear on the screen even though my student's attending another school?

Your physical address is associated with a resident school. If your child is attending another school in our district please follow up with that school to complete the fall registration process.

Q: Can I complete the Annual Update if my student's primary household is not with me?

You will not be able to complete the Annual Update for this student. Only the parent living in the student's primary household will have access to complete the Annual Update.

Q: How do I correct or remove Emergency Contacts?

Add new Emergency contacts in the Emergency Contact section of Annual Update. Emergency contacts are removed in the Student section of Annual Update. There will be a remove button next to each contact listed.

"Forgot your username" links on the Campus portal login screen.

Q: What if I haven't set up my account security email in Account Settings in the portal or don't remember my email account?

If you are unable to automatically retrieve your password and/or username using the links for Forgot password or Forgot your username, send an email to portalhelp@srvusd.net for assistance.

Q: I need some help, who should I contact?

For assistance with Annual Update:
- Portal Help email: portalhelp@srvusd.net

For assistance with new student enrollment:
- Enrollment Office phone: (925) 552-5076

Q: What if I don't know my GUID code?

For new families: You will receive a code by email after completing the enrollment process. For existing families: Please contact your school. This can be provided by the front office person at the site.

Q: What if I don't have a computer at home?

Student Services at the SRVUSD District Office has a computer and printer available for this purpose. Please contact our office at 925-552-5076 to set up an appointment. Public libraries often have computers for public use as well.

Q: Why are my other student(s) not showing on the student page?

Your child may not have a current enrollment. Contact the Enrollment office for more information (925) 552-5076.