



Guardian FAQs

Acceptable proof of residency is one of the following:

- A water, electric, or gas utility statement with the most recent statement date. The statement should show usage address, date, account owner name.
- If you have not lived at your address long enough to receive a utility bill, please provide a copy of your:
 - If you recently signed a lease, a copy showing the date of occupancy, address of residence, signature of lessee and signature of lessor (valid 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 contract to build a home, you must provide a contract or letter from the builder on official letterhead showing a projected closing date during the school year of enrollment, builder's signature, physical street address and the names of the buyers.
- If your family is 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, (electric, gas or water). The homeowner's name listed on the [affidavit](#) must match the name on the utility bill.
- Students living apart from parents—Refer to Policy FDB (LOCAL).

Student Lookup

Student Lookup

Submit one form per student:

Guardian Phone No *
The guardian phone number must be a phone number submitted previously through the annual Fisd online enrollment.
Must use format 123-123-1234.

Student ID *
Same as meal account number.

Student Date Of Birth * (?)
You may type the date or pick it from the pop-up calendar.
Use MM/DD/YYYY format, where MM - 2 digit month, DD - 2 digit day, and YYYY - 4 digit year.

Student Campus *

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

- Format
 - Correct Format** 555-555-5555 or 5555555555
 - Wrong Formats** (555)555-5555

- Phone number entered is not listed for guardian on student record

Student ID – Must be correct and is the same as the 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 or school they will be attending for the next year.

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

Residency Data and Documents

Residency Data and Documents

Change of Address *

Proof of Residence *

Please contact your campus if you are unable to provide any of the above 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.

Proof of Residence *

The bill must have a state service address must be

ments.

an's name, usage and the

one bills are not acceptable

forms of Proof of Residency.

Temporary Proof of Residence Type *

Move-in Date *

Proof of Residence *

Please contact your campus if you are unable to provide any of the above documents.

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 of move-in**. Scan and attach the home contract pages with only the following information: property address, owners, closing date, and signature page.

Move-in Date *



When I select “Name of Proof of Residency– NOT legal guardian or stepparent of student,” it won’t let me upload. Help!

Name on Proof of Residence* ▼
Please select whether the name on the Proof of Residency document is a legal guardian of the student.

If you do not have a utility bill with a guardian's name, please learn more on the Frisco ISD page regarding [proof of residence](#).

Contact your campus for details.

- 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 Residency– IS legal guardian or stepparent of student

Upload Document

Proof of Residence Document*

Upload your proof of residency document above in pdf format.

If uploading from a mobile device, we recommend using the app [Camscanner](#) to help take the photo and convert the photo to a pdf.

Verify File Attachment*

Check the box below if you can open the document by clicking the above file name.

Can you open the file you attached above?

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

Upload Document

Proof of Residence Document*

←

Upload your proof of residency document above in pdf format.

If uploading from a mobile device, we recommend using the app [Camscanner](#) to help take the photo and convert the photo to a pdf.

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 is loaded and check the *Verify File Attachment* box. This will show the SUBMIT button.

Upload Document

Proof of Residence Document*

Upload

Dec invoice.pdf

Attachment shown here

262.22KB



Upload your proof of residency document above in pdf format.

If uploading from a mobile device, we recommend using the app CamScanner to help take the photo and convert the photo to a pdf.

Verify File

Attachment*

Check the box below if you can open the document by clicking the above file name.



Can you open the file you attached above or see a preview of the image on the form?

Submit

Check this box and the submit button will appear

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 Residency is approved or declined, an email is sent out to the guardian on file letting them know the status.

Generally, please allow up to 5 business days for electronic processing and once processed you will receive an email of your Proof of Residency status. Campuses do close over the summer. If you submit over the summer break and do not receive an approval/decline, your campus may be closed. In this case, please wait until August 1st before contacting your campus for proof of residency status.

I received an approved email. Do I need to do anything else for proof of residency? – 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 the 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
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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. <i>Other possible reasons:</i> Nickname is listed on utility bill and does not 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 out of date. POR must have the most recent date of the current year.
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. You may need to send more than 1 page of bill that covers all the required information.
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 signature page signed by both parties.
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 residency? Beginning 2012-2021 school year, all Frisco ISD schools began using this electronic process as the preferred proof of residency submission process. However, each campus will have a process to accept paper submissions if you are unable to submit electronically. Please contact your campus for further information about how to turn in a paper proof of residency.

I have more than one student. Do I have to submit one form for each student? Yes, a proof of residency 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.