

Why isn't a policy form appearing in the parent portal?

Updated Jul 14, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your implementation or account manager for additional information.

You can display student policies in the parent portal, letting them view and update their responses. To enable a particular policy to be viewable in the parent Portal:

1. Set the "Display in Parent Portal" field to "Yes" on the policy.
 - Find school policies via the "Policy Library" link on the Online Enrollment or System homepage.
 2. Be sure that the policy form's approval status is set to "Approved and Ready for Use."
 3. On the policy form, run the "Refresh this Policy Form" Action menu item if you made any updates.
 4. Ensure that school policies are enabled in the parent portal.
 - Portal Admin homepage > Parent Portal > Configuration tab
 - Set the School Policies option to "true" and click "Update."
-