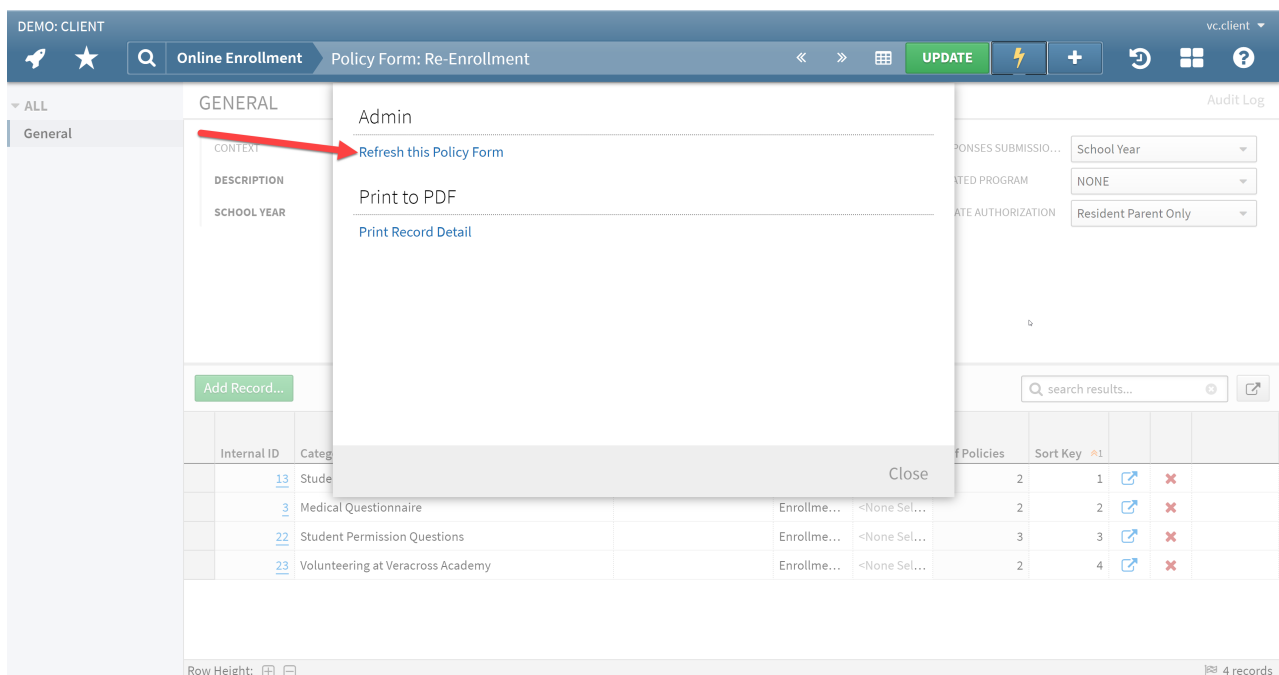


Why is the policy form step missing from the enrollment portal?

Updated Jul 16, 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.

Typically, when a policy form step is missing from an enrollment portal, the reason is that the policy form records have not yet been created.



The screenshot shows the 'Policy Form: Re-Enrollment' interface. A red arrow points to the 'Refresh this Policy Form' link in the 'Admin' section. Below the 'Admin' section, there is a table with columns for 'Internal ID', 'Category', 'Description', 'Enrollment...', and 'Sort Key'. The table contains four rows of data. At the bottom right, it says '4 records'.

Internal ID	Category	Description	Enrollment...	Sort Key
13	Stude		<None Sel...	1
3	Medical Questionnaire		<None Sel...	2
22	Student Permission Questions		<None Sel...	3
23	Volunteering at Veracross Academy		<None Sel...	4

Policy form records are created in the nightly scripts, but to create them manually, follow these steps:

1. Beginning from the Online Enrollment or System homepage, click on the Policy Forms query.
2. Click on the description of the policy form you want to create records for.
3. Click on the Action menu and run the **Refresh this Policy Form** procedure.

If the "(Re)Enrollment on Hold" checklist item is required and complete, the policy section is hidden due to potential sensitive situations.