

# PARENT PORTAL

## Frequently Asked Questions

The logo for CHAMPIONS is displayed in a red, tilted rectangular box. The word "CHAMPIONS" is written in white, bold, uppercase letters with a registered trademark symbol (®) at the end.

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### **Q: How do I enroll my child in Champions?**

You can easily and conveniently enroll your child(ren) at <https://connect.klcschoolpartnerships.com/>. To get started, you'll need to create a Champions Account, you'll then receive an email with your temporary password. The first time you log in, you will be prompted to change your password. Once you create your account with your new password, you'll enroll your children from your new Champions dashboard. We will then bill you beginning on the Thursday prior to the week of care, according to the start date and the schedule you selected. Your dashboard is where you will select start dates, set your child's schedule, and make changes to the schedule (this can be done weekly by the Wednesday prior to the upcoming week). You can also make changes to the schedule up to six months in advance. For example, if you have a vacation planned, you can change the schedule accordingly.

### **Q: Once I finish enrollment, how soon can my child start attending Champions?**

Your child(ren) can start attending their Champions program as soon as two business days after you complete their enrollment. (For example: if you enroll on a Tuesday, your child can start on Friday.) If you need to attend sooner, contact your Site Director directly.

### **Q: Why can't I sign in?**

Make sure that you've typed your username and password correctly. As a friendly reminder your username is the email address you currently have on your Champions Account. You may also want to make sure that your "caps lock" is off. Lastly, you can use the "Forgot Username or Password" link from the login screen to reset your password. Or call Family Support at 1-800-246-2154.

### **Q: How do I log out of my Champions Account?**

You can click on the "log out" icon on the top right of any page of your account.



### **Q: I don't understand the billing process or my statement.**

We bill based on the online schedule, not the days your child(ren) attend. To view what you have been invoiced for, please click on "Financial Statements" in "My Account." If you need assistance understanding your statement, please call Family Support at 1-800-246-2154.

### **Q: Will I be able to change my child's schedule week to week?**

Schedule changes can be made weekly, but the deadline for changes is the Wednesday prior to each upcoming week of service. After that time, you will not be able to make changes. We will bill your account according to your selected start date and your online schedule. You can edit your custom schedule up to six months in advance.



## Q: How can I make a permanent change to my child's schedule?

From the Child Selection of your dashboard, click the link that says, "Change Recurring Schedule."

### CHILDREN

| Name          | Program                    | Year            | Site                                           | Status               |                                                                                        |
|---------------|----------------------------|-----------------|------------------------------------------------|----------------------|----------------------------------------------------------------------------------------|
| Britney Smith | Champions Summer Champions | Summer 19 19-20 | Buckman Elementary School<br>Bridger K Program | Enrolled<br>Enrolled | <a href="#">Change recurring schedule</a><br><a href="#">Change recurring schedule</a> |

ENROLL NOW



From there, you can add or remove days by clicking on the day of the week you want to change. If a day you choose is fully booked, you will be added to a waitlist after you select the day and save your changes. When the day becomes available, you will receive an email notification and will then need to go into your account to accept the approved day. You can select the start date you need the changes to begin. By default, the first available date will be shown.

### BRITNEY'S RECURRING SCHEDULE

CHAMPIONS SUMMER

SESSION: Full Day

PROGRAM DATES: 6/12/2019 - 8/2/2019

TIME: Mo-Fr: 6:30 AM - 6:00 PM

WEEKLY SCHEDULE: Make any changes to your weekly schedule by selecting from your available days below.

Su Mo Tu We Th Fr Sa

TOTAL PER WEEK: \$185.00

START DATE: Next available effective date is 07/22/2019.



**\*\*Please note: make sure you have start dates input for *all* programs when making changes to your schedule**

When you finish with your changes, you will need to click "Save." Be sure to wait for the confirmation message before leaving the "Schedule Change" screen. If you have more than one child, you will need to repeat the process by clicking on each additional child's name and following the same steps.

### BRITNEY'S RECURRING SCHEDULE

Schedule changes need start on a Monday. Please choose the Monday of the week schedule is to start.

Start Date is a Required Field! Please enter a valid Start Date.

CHAMPIONS SUMMER

SESSION: Full Day

PROGRAM DATES: 6/12/2019 - 8/2/2019

TIME: Mo-Fr: 6:30 AM - 6:00 PM

WEEKLY SCHEDULE: Make any changes to your weekly schedule by selecting from your available days below.

Su Mo Tu We Th Fr Sa



## Q: How can I make a change to just one day or a week for my child's schedule?

You can make changes to the Custom Schedule from your dashboard. Click "Show Schedule" to view the current week's schedule. Use the arrows or the calendar icon to navigate to the week you want to change. Click on the day(s) you want to add or remove. When you are finished, click "Apply Changes" to save and wait for the confirmation message that says, "Schedule updated successfully."

Week July 14 - 20

SU MO TU WE TH FR SA

Jul 14 Jul 15 Jul 16 Jul 17 Jul 18 Jul 19 Jul 20

APPLY CHANGES



## Q: How will the site staff know I've changed my schedule?

The site staff will receive a weekly report that lists which children will be attending each day; this report is based on the schedule you selected in the parent portal. Any changes need to be completed by the Wednesday prior to the upcoming week so that the site has accurate planning information.

## Q: It says that one or more of the days I want to schedule are waitlisted. What does that mean?

There are times when we are unable to accommodate a schedule change because the site is fully booked for the program or for a specific day. When that happens, you will see that the day you want is marked as “Full” and is grayed out on the schedule. By selecting a full day, you are choosing to join the waitlist. The Site Director manages the list and will let you know if a spot opens for your child to attend.

**LEGEND** 

|                                                                                   |             |                                                                                   |                  |
|-----------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------|------------------|
|  | Available   |  | Unavailable      |
|  | Selected    |  | Full             |
|  | Waitlisted  |  | Can't be changed |
|  | Non-Billing |                                                                                   |                  |

## Q: I've been notified there is an opening for one of my waitlist days. What do I do now?

When there is an opening that will allow your child(ren) to start attending a waitlisted day, you will be sent a confirmation email. You will also see that on your dashboard the status for your child shows “Approved/Waitlist.”

**CHILDREN**

| Name          | Program                      | Year  | Site              | Status            |                                           |
|---------------|------------------------------|-------|-------------------|-------------------|-------------------------------------------|
| Britney Smith | Champions                    | 19-20 | Harbor Elementary | Approved/Waitlist | <a href="#">Change recurring schedule</a> |
|               | Champions Thinksgiving Break |       |                   | Enrolled          | <a href="#">Change recurring schedule</a> |

[ENROLL NOW](#)

Clicking that link will allow you to accept your spot off the waitlist—be sure to click the box next to your child's name before clicking the “Accept” or “Deny” button. Your dashboard will reflect the change. Please note: You need to follow these steps to approve their spot before you can attend.

**APPROVED WAITLIST DAYS**

| Student                                           | Program   | Session      | Days/Weekend        | Session  | Approved Days           | Accept By Date | Schedule Start Date |
|---------------------------------------------------|-----------|--------------|---------------------|----------|-------------------------|----------------|---------------------|
| <input checked="" type="checkbox"/> Britney Smith | Champions | After School | Mon-Tue-Wed-Thu-Fri | Approved | Mon, Tue, Wed, Thu, Fri | 07/14/2019     | 9/3/2019            |

[DECLINE](#) [ACCEPT](#)

**CHILDREN**

| Name          | Program                      | Year  | Site              | Status   |                                           |
|---------------|------------------------------|-------|-------------------|----------|-------------------------------------------|
| Britney Smith | Champions                    | 19-20 | Harbor Elementary | Enrolled | <a href="#">Change recurring schedule</a> |
|               | Champions Thinksgiving Break |       |                   | Enrolled | <a href="#">Change recurring schedule</a> |



## Q: We will no longer be going to champions. How do I withdraw my child?

From your dashboard, click on the name of the child(ren) you wish to withdraw. You will be taken to their personal information page; toward the bottom of the page is a button you can click to withdraw from Champions. Click the box next to the program(s) from which you want to withdraw, then click the button that says, "Withdraw Child." You will be asked for the reason you wish to withdraw and the last date your child will attend.

### ENROLLMENTS

To view your enrollment agreement: Click the View Enrollment link.

To withdraw your child(ren): Click the box next to the program(s) you want to withdraw from. Click the withdraw button.

### CURRENT ENROLLMENTS

| Program                                              | Year      | Site                      | Status   |                                 |
|------------------------------------------------------|-----------|---------------------------|----------|---------------------------------|
| <input checked="" type="checkbox"/> Champions Summer | Summer 19 | Buckman Elementary School | Enrolled | <a href="#">View Enrollment</a> |

WITHDRAW CHILD

## Q: How can I have someone else pick up my child when I can't? How will they know the Sign-In/Sign-Out code?

When you enrolled your child(ren), you assigned Emergency Contacts who can pick them up; you also assigned your Emergency Contacts a unique Sign-In/Out code. When anyone new comes to the site, they will be asked to provide ID before being allowed to pick up your child. If you want someone who is not listed as an Emergency Contact to pick up your child, you must notify site staff in advance, preferably by phone.

## Q: How can I add additional Emergency Contacts?

To add additional people who are authorized to pick up or drop off your child(ren), you will need to click the link that says, "My Account." There is a button to click at the bottom of the page that says, "Add Contact."

### EMERGENCY CONTACTS

| Name                        | Phone        |
|-----------------------------|--------------|
| <a href="#">John Smith</a>  | 555-123-4567 |
| <a href="#">Janet Smith</a> | 555-123-4567 |

ADD CONTACT

## Q: How do I change my own Sign-In/Sign-Out code?

Once you are logged in to your account, click on "My Account" at the top right-hand corner of the page. There is a link that says, "Edit Sign-In/Out Code." From there, you can change your information.

### MY INFO

Janet Smith  
Account # 012345

[Edit Personal and Employer Info](#)  
[Edit Password/Security Question](#)  
[Edit Sign-In/Out Code](#)



## Q: Can someone else make payments for me?

Yes, you can set that up. Once you are logged in to your Champions Account, click on the “My Account” link at the top of the page. To add an Additional Payer, click the “Add Payer” button. An email will be sent to the person you add to your account so they can access the Champions Portal. They will receive information about your account but are unable to request changes.

Please keep in mind that adding an additional payer to your account does not change your status as the primary account holder. As the primary account holder, you are responsible for tuition payments and returned payment fees you may be charged, even if those fees were incurred due to an additional payer’s returned payment. Thank you for understanding.

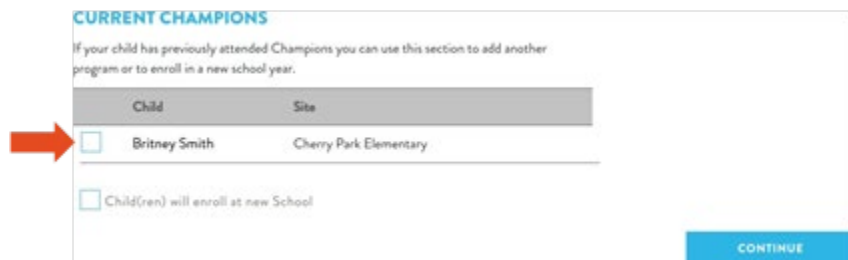
### ADDITIONAL PAYERS

ADD PAYER

## Q: How do I enroll in a Break Program like Spring Break?

Here’s how to enroll in a Break Program:

- Click on the “Enroll Now” button from your dashboard.
- Click the box next to the name of the child(ren) you want to enroll and then click the “Continue” button. If the Break Program is being hosted at a different location, you will also need to click the box that says “Child(ren) will enroll at a new School.”



**CURRENT CHAMPIONS**

If your child has previously attended Champions you can use this section to add another program or to enroll in a new school year.

| Child                                                         | Site                   |
|---------------------------------------------------------------|------------------------|
| <input type="checkbox"/> Britney Smith                        | Cherry Park Elementary |
| <input type="checkbox"/> Child(ren) will enroll at new School |                        |

CONTINUE

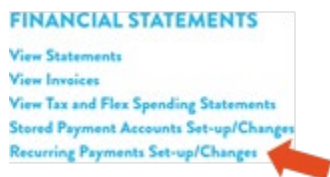
- On the program page, click the box next to your child’s name for the program you want to add, such as Spring Break, and click the “Continue” button.
- Select the days you want your child to attend. Click “Continue” and you will be taken through the enrollment process so you can review any information and make changes if needed.
- Click “Continue” on each page until you reach the last page, where you can review the information you entered. If all the information is correct, click the box that says, “I acknowledge my understanding and acceptance of the above terms”, and then click “Finish Enrollment.”



## Q: How do I set up a recurring payment?

### Setting up a Recurring Payment if you do not yet have a card stored:

Click "My Account." From the Financial Statements section, click "Recurring Payment Set-up/Changes." Select "Payment Accounts" on the left and click on the "+" symbol in the upper right-hand corner; it's inside a blue circle. Click on "Choose a Payment Method" and select "Bank Account," "Debit Card," or "Credit Card." Fill in your payment information and click "Save."



### Setting up a Recurring Payment with a card that is already stored:

Once your card is stored, you can set up a recurring payment. Select "Manage Recurring Payments" on the left. Click the "+" in the upper right-hand corner; it's inside a blue circle. Click on "Choose a Payment Method" and select the account you stored earlier. Click on "Select Date," choose any upcoming Monday for your start date, and click "Save."

## Q: I need to change my schedule at the last minute. How can I attend a day that wasn't scheduled in advance?

A drop-in is an unscheduled day of care, and is meant as an emergency or last-minute care option only. Drop-in care is not a guarantee of care; you will need to call the site staff to confirm availability each time you need to use a drop-in day of care. With this option, you are only billed based on your child(ren)'s attendance.

If you know the days you need by the Wednesday prior to each week of care, you can set a regular schedule. When you use a regular set schedule, you are billed based on your online schedule, and not attendance. Your child's spot will be reserved, which means there is no need to call ahead. If you do not need care on any given day, or if your child will not be attending for any period, you can change your online schedule by the Wednesday prior to the upcoming week to reflect the change and avoid being charged for tuition.

## Q: How do I print my Enrollment Agreement?

At the end of the enrollment process, there is a button that allows you to print the enrollment agreement. If you want to print a copy later, you can click on the name of your child from your dashboard to view their personal information. In the Enrollment section, you can click the "View Enrollment" link to print your agreement.

### ENROLLMENTS

To view your enrollment agreement: Click the View Enrollment link.

To withdraw your child(ren): Click the box next to the program(s) you want to withdraw from. Click the withdraw button.

### CURRENT ENROLLMENTS

| Program                                              | Year      | Site                      | Status   |                                 |
|------------------------------------------------------|-----------|---------------------------|----------|---------------------------------|
| <input checked="" type="checkbox"/> Champions Summer | Summer 19 | Buckman Elementary School | Enrolled | <a href="#">View Enrollment</a> |

WITHDRAW CHILD



### **Q: What forms of payment do you take?**

We accept Visa, MasterCard, Discover, and ACH.

### **Q: Is the payment system secure?**

Yes. Recommended security technology and procedures are used throughout our system. All financial transactions are encrypted and processed through state-of-the-art financial networks.

### **Q: How do I get a copy of my payments for tax purposes?**

From your "My Account" tab, click "View Tax and Flex Spending Statements." From the drop-down menu, choose "Year End Tax Statement" and the year you need, and then click "Generate." Once the report loads, click "Print"; you will be given the option to save the report as a PDF or print it.

### **Q: How to I get a Flexible Spending Account Statement?**

From your "My Account" tab, click "View Tax and Flex Spending Statements." From the drop-down menu, choose "Flexible Spending Account Information," then choose if you want just payments, a transaction summary, or transaction details. To generate the report, you will need to choose the timeframe you need. Once the report loads, click "Print"; you will be given the option to save the report as a PDF or print it.

### **Q: How can I see my invoices?**

You can view all your financial information on your "My Account" page. To view invoices, click "View Invoices." Use the drop-down menu to select the month you want to view.

#### **FINANCIAL STATEMENTS**

[View Statements](#)

[View Invoices](#)

[View Tax and Flex Spending Statements](#)

[Stored Payment Accounts Set-up/Changes](#)

[Recurring Payments Set-up/Changes](#)

