Family Guide: Paying Tuition in GeniusSIS

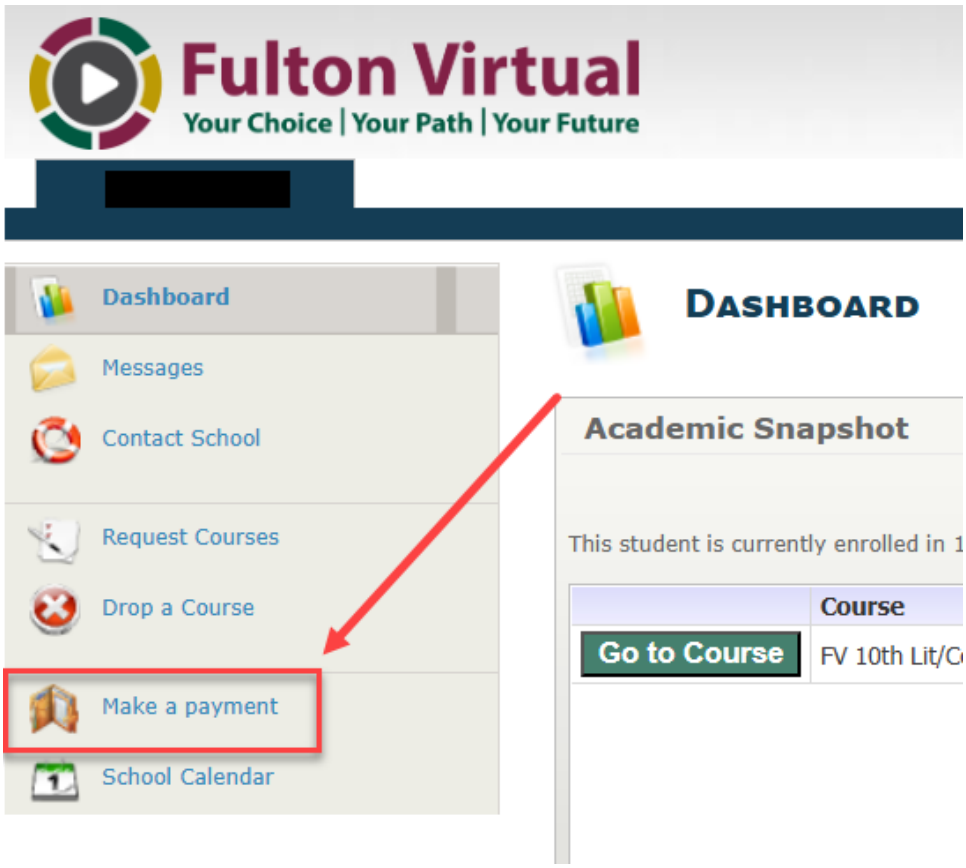
Counselors determine whether enrollments include a tuition fee, so if you have any questions, please reach out to your counselor before submitting payment.

**Students with an outstanding balance six days after the due date will be dropped from their course for non-payment. If payment is made after a drop, contact virtualcampus@fultonschools.org after payment is completed.*

1) Student logs into Classlink and clicks on the GeniusSIS – Fulton Virtual icon

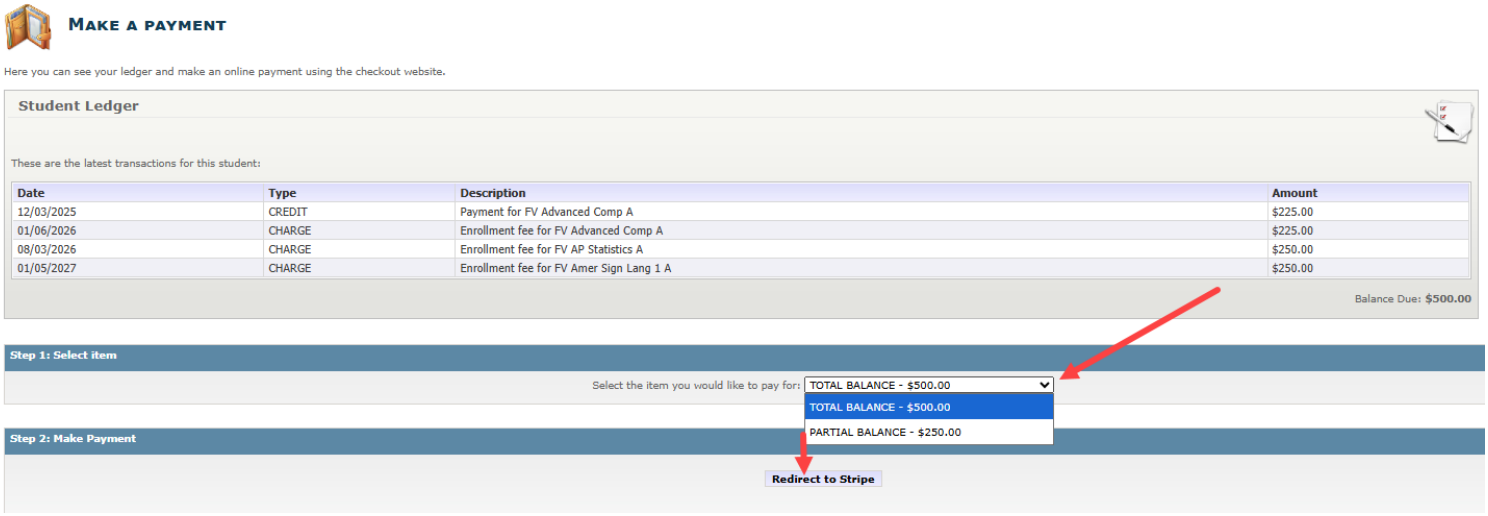


2) Click the "Make a payment" link on the student's GeniusSIS dashboard.

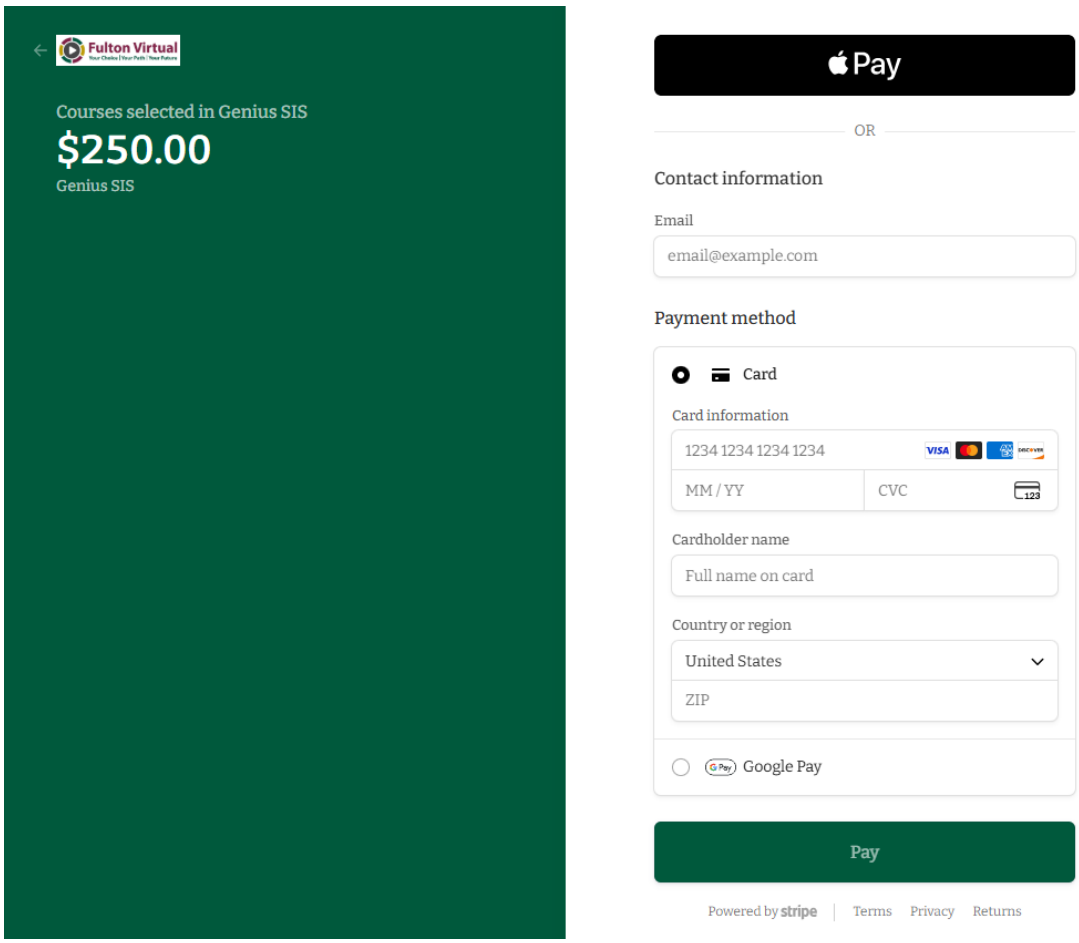


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3) Review the charges on the account, and select the payment from the drop-down menu. If you have tuition fees for more than the current semester, you may have the option to pay the partial balance. When ready, click the "Redirect to Stripe" button.

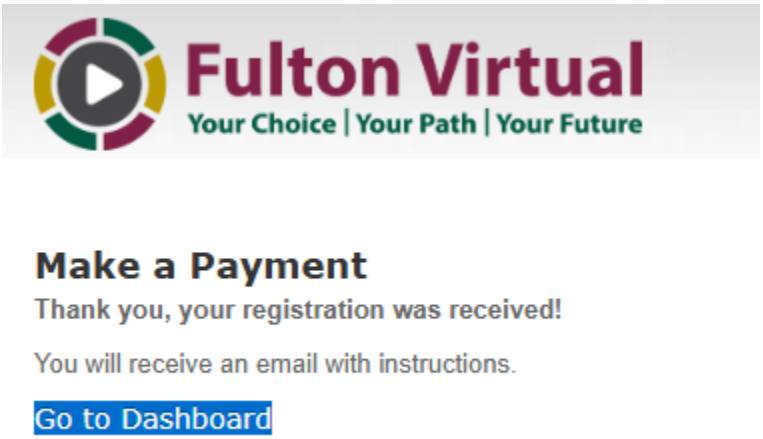


4) Confirm the total. Select your payment option and add the requested information. Once complete, click the green "Pay" button.



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5) Once completed, you'll see the screen below. To confirm your payment applied to your Genius ledger, click "Go to Dashboard" to return to GeniusSIS. Select Make A Payment to review charges and credits.



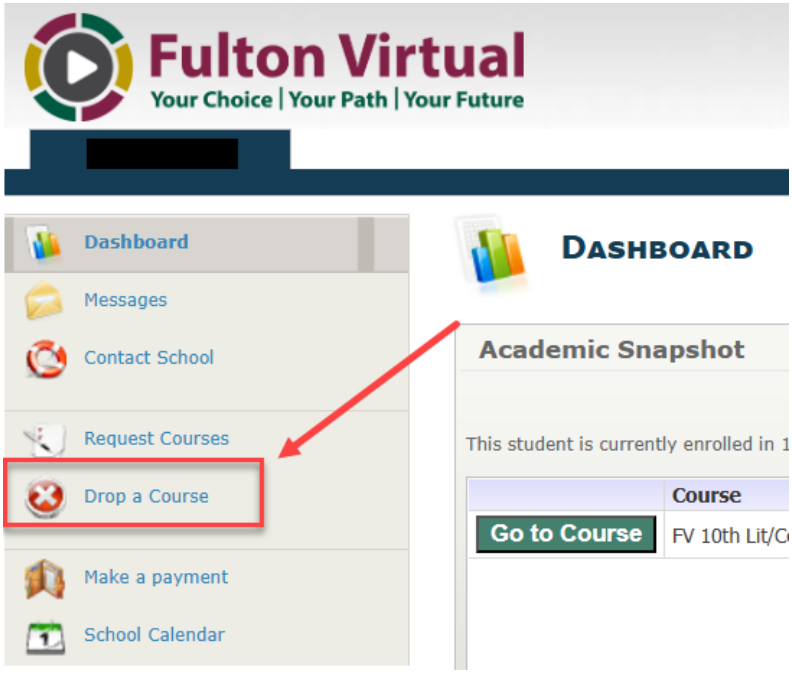
6) Check your email for your payment receipt.

Notes about Refunds:

During open enrollment, families may request a tuition refund within the grace period. Refunds for summer enrollments must be requested within 1 week of a student's start date while refund requests for Fall and Spring enrollments must be requested within two weeks of a student's start date. Refunds are not available for students who enroll after the open enrollment window closes.

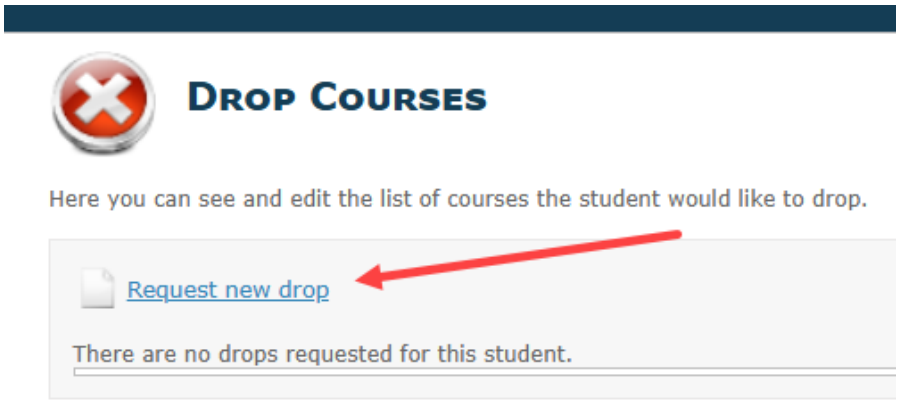
Refund Request Process:

1. During open enrollment, student's log into GeniusSIS, and click the "Drop a course" link.

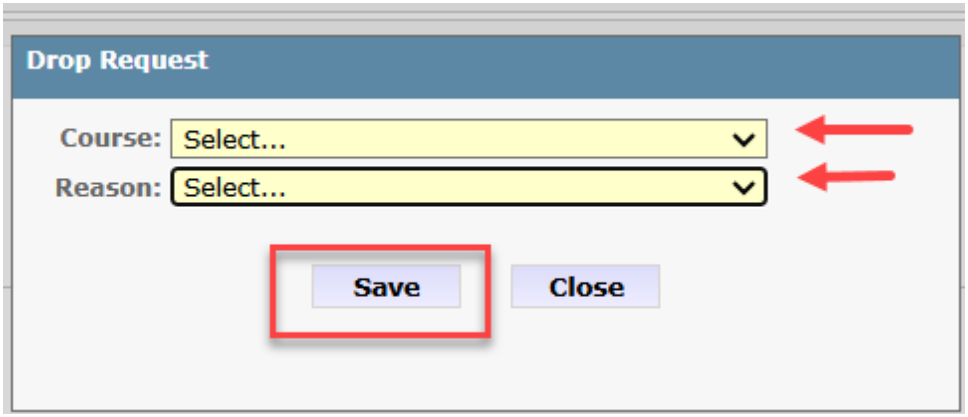


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2. Click "Request new drop"



3. Use the drop-down menu to select the course and reason for the drop. Click save.



4. Complete the Refund Request form found on the Tuition Refund page of our website.
    a. Once the drop request is approved by the student's home school, a refund is processed on business days Mondays, Wednesdays, and Fridays in the order they are received
    b. Once processed, credits appear on personal accounts in 7-10 business days depending on account holders' credit card company and/or bank processing timelines.

5. Please reach out to Fulton Virtual via virtualcampus@fultonschools.org with any questions.