CHAMPIONS PARENT PORTAL / FREQUENTLY ASKED QUESTIONS

Q: How do I enroll my child in Champions?

The process for enrolling is online for your convenience. You can go to https://connect.klcschoolpartnerships.com and create your account. You will receive a temporary password via email. You can reset your password and follow the steps to "Enroll Now" from your Dashboard.

Once you are enrolled with us we will bill according to the start date you select and your online schedule. Schedule changes can be made weekly, but the deadline for changes is the Wednesday prior to each upcoming week of service. You can edit schedules up to 6 months in advance, if needed.

Q: Once I enroll my child(ren) how soon can they start the Champions program?

Your child(ren) can start attending the Champions program as soon as two business days after you complete their enrollment. (For example: if you enroll on a Tuesday your child could start on Friday).

Q: Why can't I sign in?

Double check your username and password. Your username is the email address you used to create your account. Also, make certain your Caps Lock is off. You can follow the links in the portal to change your password or call Family Support at 1-800-246-2154.

Q: How do I log out?

You will 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 understand my statement.

We invoice based on the days you reserve online, and not on attendance. In other words, absences are not credited. When a day is reserved we can't use the space for another student, and we prepare to have staff and materials available for your child. If your child is not attending for any period you can withdraw or change the online schedule by the Wednesday prior to the upcoming week to reflect this and avoid being responsible for tuition.

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 the change. We will bill according to the start date you set and your online schedule.

You can edit schedules up to 6 months in advance, if needed. You can change your child's schedule up to three times per school year at no additional charge. After that time, you will be charged a fee of $20 for each change (if applicable at your site). Changes to your child's schedule need to be made by Wednesday of the prior week.

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

From the schedule section of your dashboard click on the link to change the recurring schedule for your child.

From there you can add or remove days by clicking on the day of the week you want to add or remove. If a day is full you can add your child to the waitlist by clicking the day and saving. When the day becomes available your Site Director will let you know.

You can see any difference in the tuition for the week and select the start date you need the schedule to begin. The first available date will be the date already populated.

When you are finished with your changes click on the save box. If you have more than one child you want to change the schedule for repeat the process by clicking the name for the next child and repeat.

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 schedule from your dashboard. Use the arrows on the weekly calendar to navigate to the week you need to change. Then click on the day of the week you need to add or remove. When you are finished click on the apply changes button to save the schedule you need.

Q: How will the site know I have changed my schedule?

The site staff receive a weekly report listing which child(ren) will be attending each day; this information is based on the schedule in the parent portal. Any changes need to be completed by the Wednesday prior so that the site has accurate planning information.

Q: One or more of the days I want to enroll my child in states it is waitlisted. What does that mean?

There are times when we are not able to accommodate a request because the site is full for the program, or for at least a day. When that happens, you will see the schedule shows "Full" on enrollment. You can choose to join the Waitlist for the day/ program. The site director manages the list and will let you know if an opening will allow your child to attend.

Q: They told me that there is an opening for one of my waitlist days. What do I need to do?

When an opening happens that will allow your child to start attending a day you have waitlisted you will be sent an email. You will also notice that the status for your child on your dashboard shows Approved/ Waitlist. Clicking on that link will allow you to accept your child off the waitlist.

You will see what days were approved for you to accept or decline. You will click on the box next to your child's name before clicking the accept or deny button. Your dashboard will reflect to show the status has changed.

Q: We are no longer going to go to Champions. How do I withdraw my child?

From your Dashboard click on your child(ren)'s name that you wish to withdraw. You will be taken to their personal information page. At the bottom of the page is a button you can click to withdraw from Champions. You will be asked for the reason you wish to withdraw and the date you need it to be effective. Your withdrawal will apply to all enrolled programs for the current school year.

If you wish to enroll again you can simply re-enroll.

WITHDRAW STUDENT	CANCEL	SAVE

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

When you enroll your child, you assigned Emergency Contacts who could pick up your child(ren) and assigned them a Sign-In/Out code. When anyone new is picking up at a site they will be asked to provide ID before picking up. If you need someone other than these Emergency Contacts to pick up your child(ren), call the site and let them know who will be picking up. The site staff will verify their ID and sign your child out.

If you are a currently enrolled family you will need to check that you have a saved SISO code for each of your Emergency Contacts.

Q: How can I add another Emergency Contact?

To add additional people who can be contacted in an emergency if we cannot contact you, or people who you designate to pick up your child, you can go to your My Account Page and go to the Emergency Contact page.
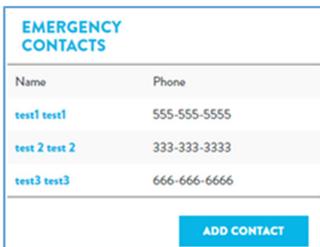
EMERGENCY CONTACTS

Name	Phone
test1 test1	555-555-5555
test 2 test 2	333-333-3333
test3 test3	666-666-6666

ADD CONTACT

Q: How can I change my own Sign In/Out Code?

Once you are logged in to your account go to the My Account tab. The Create Sign-In/Out link is in the My Info section.

MY INFO

test account
Account # 266391

Edit Personal and Employer Info
Edit Password/Security Question
Create Sign-In/Out Code

Q: Can someone else go in and make payments for me?

Yes. You can set up additional people (additional payers) to make payments on your account. However, you are still the primary account holder and are responsible for all tuition payments, no matter who else is authorized to help make payments.

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As the primary parent/guardian, you are responsible for any returned payment fees posted to the account, even if those fees were incurred due to an additional payer's returned payment.

Once you are logged in to your account go to the My Account tab. The Add Payer link is in the Additional Payers section.
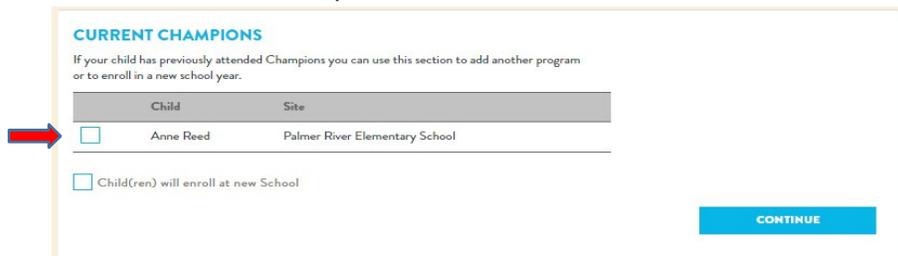
A password setup email will be sent to this individual so they can access the Champions Portal.

ADDITIONAL PAYERS

ADD PAYER

Q: How do I enroll in a break program like Winter Break?

To add a program to your enrollment, click on the Enroll Now button from the Child section on your Dashboard.

Click on the child name you want to enroll and click the Continue button.

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
☐	Anne Reed	Palmer River Elementary School

☐ Child(ren) will enroll at new School

CONTINUE

On the program page click on the box by the program you want to add, such as Spring Break, and click the Continue button. Review the information including location, days and hours of the program. You can then select the days you want your child to attend. The cost of the program will reflect the days selected. Click Next and you will be taken through the enrollment process so you can review any information and make changes if needed. Click the Continue button on each page until you get to the Finalize page. When the information is correct click Finish Enrollment.

Q: How do I make recurring payments?

If you do not have a Recurring Payment set up you will need to log-in weekly to make a payment.

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

From your My Account tab click the Recurring Payments Set-up/Changes link.

FINANCIAL STATEMENTS

View Statements
View Invoices
View Tax and Flex Spending Statements
Stored Payment Accounts Set-up/Changes
Recurring Payments Set-up/Changes

Select "Payment Accounts". Click on the "+" symbol in the upper right; it is 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".
Click on the "+" symbol in the upper right. It is inside a blue circle. Click on "Choose a payment account" and select the card you stored earlier.   Click on "Select Date" and select an upcoming Monday for your start date and Click "Save".

Q: I need to change my child(ren)s schedule at the last minute. How can I arrange for a day that wasn't scheduled?

A Drop-in is an unscheduled visit, and is meant as an emergency or last-minute care option only. Drop-in is not a reserved space, so you will need to call the site staff to confirm availability each time you need to arrange for Drop-in care for any given day. With this option, you are only billed based on what your child attends.

If you will know the days you need by the Wednesday prior to each week of service, you can enroll in our Champions program and have a regular set schedule. With this option, you are billed based on your schedule, and not attendance. Your children's spaces would be reserved, so there is no need to call ahead with this option. If you do not need care on any given day, or if your student is not attending for any period, you can change the online schedule by the Wednesday prior deadline to reflect this and avoid being responsible for tuition.

Q: How do I print my enrollment agreement?

When you enroll your child, there is a button to print the enrollment agreement on the finalize page. If you need to print a copy after you complete the enrollment you can click on the name of your child on the Children section of your Dashboard.

There you can review all the information for your child. In the enrollment section, you can also click the View Enrollment link.

Q: What forms of payments do you take?

A: 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, which are the same networks used by many retail locations.

CHAMPIONS
BEFORE- AND AFTER-SCHOOL

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

From your My Account tab click on View Tax and Flex Spending Statements in the Financial Statements section. Choose Year End Tax Statement and the year that you want and then click the Generate button. Once the report has generated you can print and use for your taxes.

Q: How do I get a Flexible Spending Account Statement?

From your My Account tab click on View Tax and Flex Spending Statements in the Financial Statements section. Choose Flexible Spending Account Information, choose if you want just payments only, Transaction Summary or Transaction Details and then choose the time frame you need and then click the Generate button.

Q: How can I see my invoices?

On your My Account Page you can view your financial information. To view invoices, click on the View Invoices link.

FINANCIAL STATEMENTS
View Statements
View Invoices
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Stored Payment Accounts Set-up/Changes
Recurring Payments Set-up/Changes

Use the pull-down menu to select the month you want to view.