

Springboard Education
Parent Portal

Quick Start Guide



Quick Start Guide

Springboard Education's Parent Portal Online Registration & Enrollment System

SIX EASY STEPS TO REGISTER YOUR CHILD IN SPRINGBOARD AT YOUR SCHOOL

- **STEP #1** – Collect all the required information to register
- **STEP #2** – Go to <http://parent.springboardkids.com>
- **STEP #3** – Determine your log-in status
- **STEP #4** – Create and/or log-in to your account
- **STEP #5** – Register for scheduling and payment options
- **STEP #6** – Personalize your Parent Portal

Contact us for questions and assistance

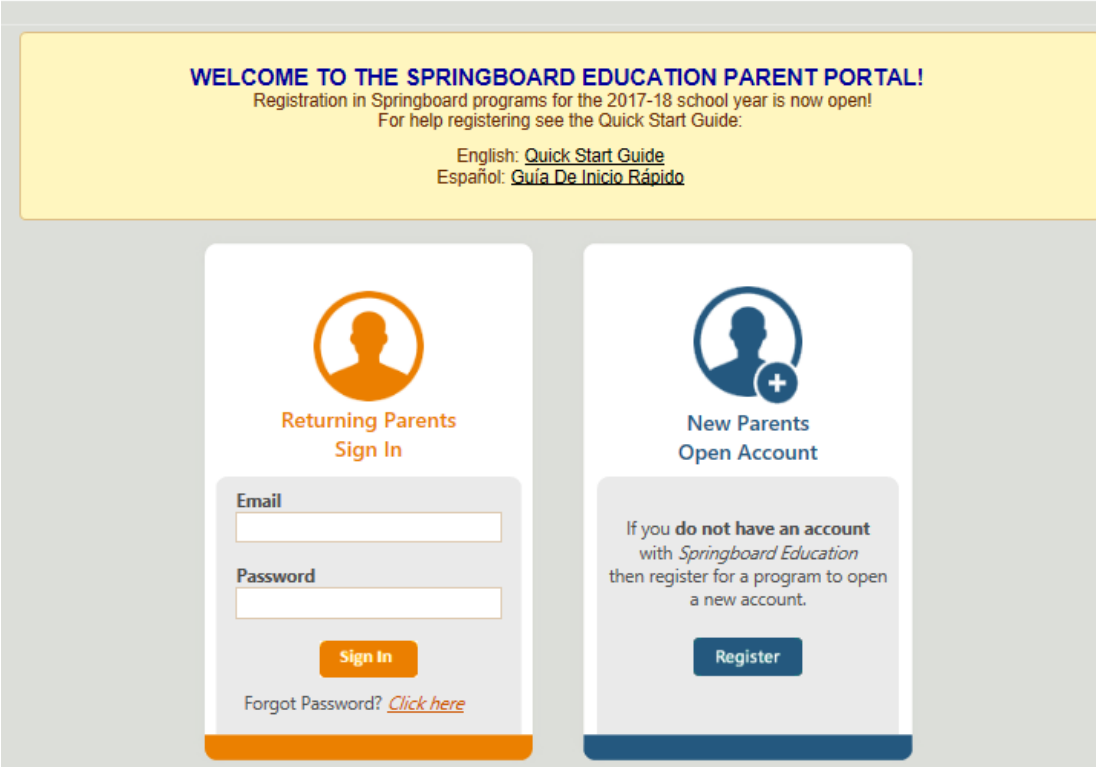


Step #1 – Collect all the required information to register

- Please collect all information prior to registration. You will not be able to register without all information and there is no option to save a partial application. We recommend taking a few minutes to prepare.
1. **Account Holder** - Each Account requires a Primary Account Holder providing a unique email address, phone number and payment information. You can also enter a Secondary Account Holder's information.
 2. **Child** - You will need information about your child(ren)
 - School
 - Birthdate
 - Grade
 - Any Allergies
 3. **Other Contacts** – Names and telephone numbers of those you authorize as:
 - Emergency contact(s).
 - Authorized to pick – over 18 only.(this would be other than Primary and Secondary account holders.)
 4. **Payment information** – To pay the one-time Registration fee for 2017-2018 and to establish automatic weekly payment in advance for services you will need to provide a credit card or e-check account information. **You will have the option to sign up for twice a month or once a month automated payments and receive a discount off your services once your registration is complete.**

Step #2 – Go to the Springboard Parent Portal Web Page

- The first step in enrolling your child in a Springboard program at your school is to go to the Springboard Parent Portal web page to create an account in our Parent Portal.
- Click on link: <http://parent.springboardkids.com> and you will arrive at a web page that looks like this:



The screenshot shows the Springboard Education Parent Portal website. At the top, there are logos for EZChildTrack ParentPortal and Springboard Education. Below the logos is a yellow banner with the text: "WELCOME TO THE SPRINGBOARD EDUCATION PARENT PORTAL! Registration in Springboard programs for the 2017-18 school year is now open! For help registering see the Quick Start Guide: English: [Quick Start Guide](#) Español: [Guía De Inicio Rápido](#)".

Below the banner are two main sections:

- Returning Parents Sign In:** This section features an orange silhouette icon of a person. It includes input fields for "Email" and "Password", a "Sign In" button, and a link for "Forgot Password? [Click here](#)".
- New Parents Open Account:** This section features a blue silhouette icon of a person with a plus sign. It includes a "Register" button and a text box that says: "If you do not have an account with Springboard Education then register for a program to open a new account."

At the bottom of the page, there is a blue footer with the text: "Need Help with 'Springboard Education' parent portal? Call ☎ 800-341-3177 Email ✉ support@springboardkids.com".

Step #3 – Determine Your Log-in Status

RETURNING CUSTOMERS

If you have already created an account in our Parent Portal, please log-in here with your email address and password.



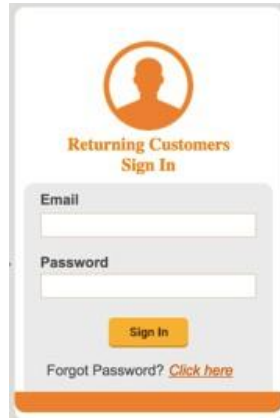
The screenshot shows two side-by-side panels. The left panel is for returning customers, featuring an orange silhouette icon, the text 'Returning Parents Sign In', and input fields for 'Email' and 'Password'. Below these is an orange 'Sign In' button and a link for 'Forgot Password? Click here'. The right panel is for new customers, featuring a blue silhouette icon with a plus sign, the text 'New Parents Open Account', and a grey box with the text 'If you do not have an account with Springboard Education then register for a program to open a new account.' Below this is a blue 'Register' button.

NEW CUSTOMERS

If you are new to Springboard and/or do not have an account number, please click [here](#) and follow the instructions to create an account.

STEP #4 – Create and/or Log-in to Your Account

RETURNING CUSTOMERS



- Simply enter your email address and password to immediately access your account.
- You will be directed to the Parent Portal so you can manage your account and your child's enrollment in Springboard.

NEW CUSTOMERS



- When you click on the link you will first be asked to select a program:
 - **Regular Schedule** –Your child will be scheduled to attend Springboard on specific days every week. This is the most cost effective option.
 - **Flex Schedule** –You will be able to schedule your child to attend Springboard on a flexible schedule that could vary week-to-week. This flexibility comes at a slightly higher cost.
- You will then be taken to the Parent Portal and be guided step-by-step through the registration and account set-up process.

STEP #5 – Register for Scheduling and Payment Options

Once you are in the Parent Portal you will be able to register your child in Springboard at your school. Registering your child in a Springboard program requires you to select schedule and enter payment information.

Select a Scheduling Option

Scheduling Options

- You have a choice of two options for scheduling your child in Springboard:
 - **Regular Schedule** –Your child will be scheduled to attend Springboard consistently on the same days every week.
 - Full Time (every day) or Part Time (1–4 days/week).
 - The simplest and most cost effective option.
 - Schedule around your family’s calendar.
 - Your designated payment method will be charged based on your selected payment option.
 - **Flex Schedule** –You will be able to schedule your child to attend on a flexible schedule that could vary week-to-week.
 - Attendance can vary each week.
 - Maximum flexibility but higher cost.
 - Requires registration 24 hours in advance.
 - You will pay for services at the time of scheduling.

Holiday Schedule

- The holiday schedule at your child’s school is automatically applied to your Springboard program – we will not enroll your child nor bill you for days that Springboard is not held.

Select a Payment Option

Payment Options

- You have a choice of three payment options:
 - **Monthly Auto-Pay** – Every 4 or 5 weeks (varies by month) credit card / checking account on file is charged on the first Monday of the month for the upcoming weeks. There is a 5% discount on accounts signed up for Monthly Auto-Pay.
 - **Twice-a-Month Auto-Pay** – Two times per month on a Monday the credit card / checking account on file is charged for the upcoming time period. There is a 3% discount on accounts signed up for Twice-a-Month Auto-Pay.
 - **Weekly Auto-Pay** – Credit card / checking account on file is charged on Monday for the current week.

Payment Processing and Statements

- Payment methods: Visa, Mastercard, Discover and e-checks.
- Invoices and account statements (including tax documents) are available via the Parent Portal.

STEP #6 – First Time Log-in

- To log-in to your Springboard Parent Portal for the first time:
 - Open the email “Registration Approved”
 - Follow instructions included in the email
- The Parent Portal provides three areas of information and activity:
 - **Registration** – Where you can enroll your child in Springboard activities
 - **Payments & Statements** – Where you can see your statements, change autopay options, update your payment information & make payments
 - **Information** – Where you can find information regarding your child’s participation in Springboard and download important forms including the Springboard Family Handbook, Enrollment, Payment & Cancellation Policies, and Auto-pay processing dates date schedule

The screenshot displays the Springboard Parent Portal interface, divided into three main sections:

- Registration (Teal Header):** Contains four registration options for different school years and schedules (A. School Year 17-18 - Regular Schedule, B. School Year 17-18 - Flex Schedule, Summer 2017, and A. School Year 16-17 - Regular Schedule). Each option includes a "Register" button and a note that "Online registration opens 06/26/2017 12:00 AM Central Time".
- Payments & Statements (Orange Header):** Displays account information for "Account No : P1-A00007". It shows a "Current Balance" of \$0.00 and a "Payment Due" of \$0.00. A "Pay Now" button is visible. At the bottom, there are buttons for "View Statement", "View Projected Payments", and "Change Autopay" (which is circled in red).
- Information (Dark Blue Header):** Includes sections for "Calendar" (with a "View Calendar" button and "No Upcoming events set..."), "Bulletins" (with a "View Bulletins" button and two links: "Understanding your AutoPay receipt..." and "Understanding your Springboard Account/Program selections..."), and "Forms" (with links for "Springboard Family Handbook" and "Medical Plan", each with a download icon). An "Email History" button is located at the bottom right.

Contact Springboard for Questions and Assistance

- **Web** – Chat with support, search Help Page
 - <http://www.springboardkids.com/help/>
- **Email**
 - support@springboardkids.com
- **Phone**
 - Customer Care: 800–341–3177
 - Para asistencia en Espanol llame al 800–341–3177 opción 3

