

Springboard Education
Parent Portal

Quick Start Guide



Springboard

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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

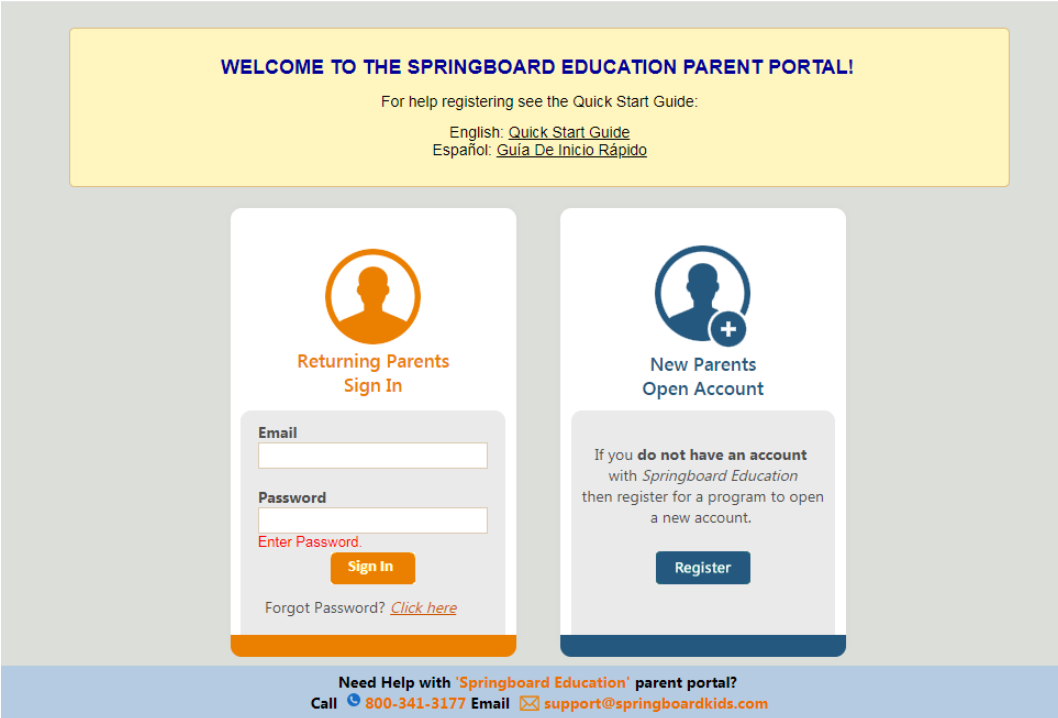


Step #1 – Collect all the required information to register

- 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 2018-2019 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:

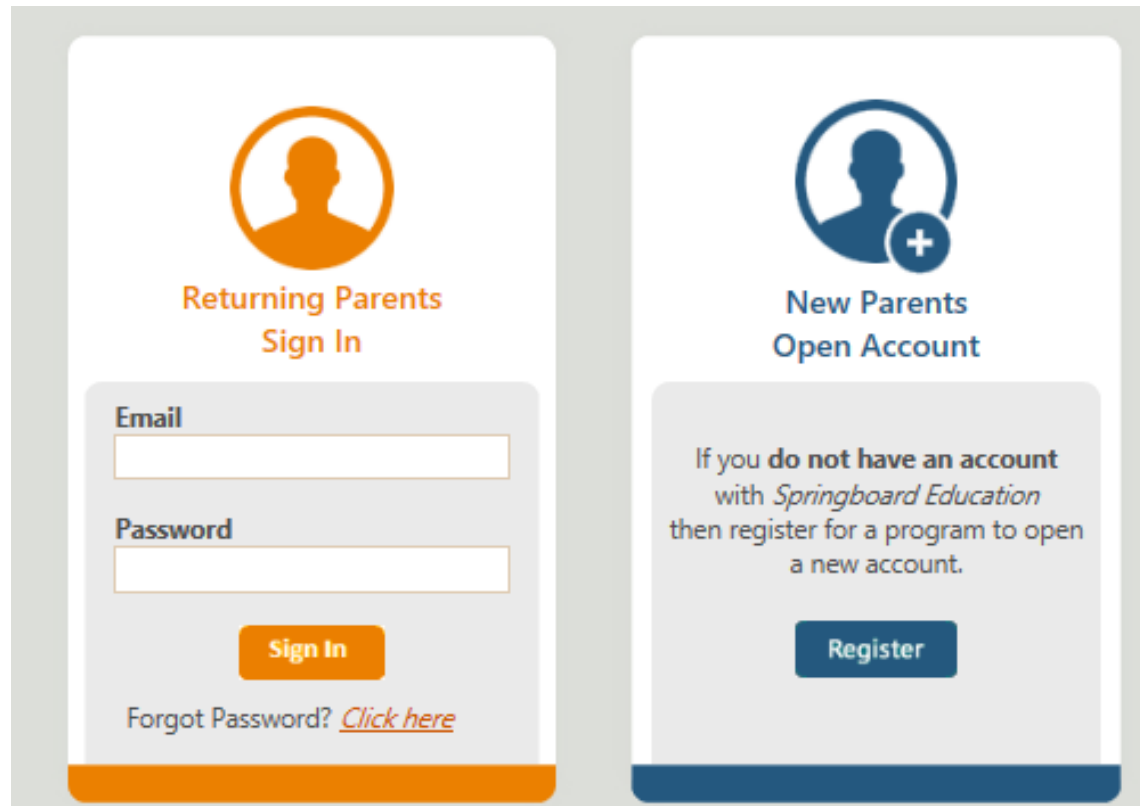


The screenshot shows the Springboard Education Parent Portal interface. At the top, the Springboard logo (three colored squares: red, blue, green) is followed by the text "Springboard Education" and the tagline "EDUCATE | ENGAGE | EMPOWER". Below the logo is a yellow banner with the text "WELCOME TO THE SPRINGBOARD EDUCATION PARENT PORTAL!". Underneath the banner, it says "For help registering see the Quick Start Guide:" followed by links for "English: Quick Start Guide" and "Español: Guía De Inicio Rápido". The main content area is divided into two columns. The left column is for "Returning Parents Sign In" and 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". The right column is for "New Parents Open Account" and features a blue silhouette icon of a person with a plus sign. It includes a "Register" button and a note: "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?" and contact information: "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.



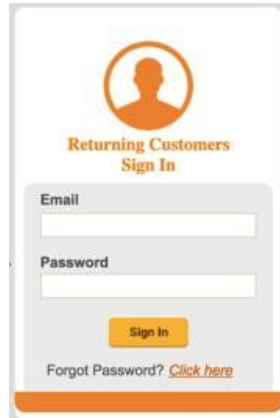
The screenshot shows a login and registration interface with two main sections. The left section is for returning customers, featuring an orange silhouette icon, the text 'Returning Parents Sign In', an email input field, a password input field, an orange 'Sign In' button, and a link for 'Forgot Password? Click here'. The right section is for new customers, featuring a blue silhouette icon with a plus sign, the text 'New Parents Open Account', a grey box with instructions: 'If you do not have an account with Springboard Education then register for a program to open a new account.', and a blue 'Register' button. Arrows from the surrounding text boxes point to these respective sections.

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 (2-4 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:** This section is highlighted with a teal header. It contains four registration options, each with a "Register" button:
 - A. School Year 17-18 - Regular Schedule: Online registration opens 06/26/2017 12:00 AM Central Time.
 - B. School Year 17-18 - Flex Schedule: Online registration opens 06/26/2017 12:00 AM Central Time.
 - Summer 2017
 - A. School Year 16-17 - Regular Schedule
- Payments & Statements:** This section is highlighted with an orange header. It displays account information and payment options:
 - Account No : P1-A00007
 - Current Balance: \$0.00
 - Payment Due: \$0.00
 - A yellow "Pay Now" button.
 - At the bottom, there are three buttons: "View Statement", "View Projected Payments", and "Change Autopay". The "Change Autopay" button is circled in red.
- Information:** This section is highlighted with a dark blue header. It contains several sub-sections:
 - Calendar:** "No Upcoming events set..." with a "View Calendar" button.
 - Bulletins:** Two bulletins are listed: "Understanding your AutoPay receipt..." and "Understanding your Springboard Account/Program selections...", each with a "View Bulletins" button.
 - Forms:** Two forms are listed: "Springboard Family Handbook" and "Medical Plan", each with a download icon.
 - A "more >>" button is located below the forms.
 - An "Email History" button is located at the bottom of the section.

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