

Frequently Asked Questions

From time to time, you may have questions about using Horizon. If you are having technical problems, please call the Customer Support Team at 1-800-246-2154, Option 1 or e-mail them at championshelp@klcorp.com. And, of course, you can always ask your Site Director or Area Manager.

The following is a list of frequently asked questions that you may have. You can navigate through the guide by holding down ctrl and click the links.

Champions Glossary

Hold down your "Ctrl" button and click [here](#) for a list of common Champions terms and definitions.

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Signing your student in and out

Why can't I sign in?

Check to make sure you are using the correct password and user name. Also check to make sure Caps Lock is off.

If you are still having problems, call the Customer Support Team at 1-800-246-2154, Option 1.

If I can't pick up my student, can someone else pick them up? How will they know the Sign-In/Out Code?

During the enrollment process, you can select other adults as authorized users (either additional sponsors or emergency contacts) to pick up your student. These adults will be given their own unique Sign-In/Out Code to use; they should not use yours. The site staff will check and ask for an ID when they pick up your student.

If you need to have someone who is not pre-authorized to pick up your student, call the site to let the staff know who will be picking up your student. The site staff will then verify that person's ID when they pick up your student and will sign your student out using their personal password.

How do my emergency contacts acquire a sign in and out code?

You will assign sign in and out codes to any emergency contacts when you complete the enrollment process. There is a place on the form where you would assign an eight digit alphanumeric code for the emergency contact person. This code will be different than your personal code. Once that field is completed, the personal sign in and out code can be emailed to the emergency contact person (if so designated on the form – email field is optional). If you did not designate an email address for the emergency contact person, you are responsible for communicating the sign in and out code to that person. You are the only person who has the ability to change these codes.

How do I change my Sign-In/Out code?

To change your Sign-In/Out Code:

1. Go to www.discoverchampions.com to access the Online Account Management home page, or you can log directly on to the Online Account Management site, and click **Change Sign-In/Out Code (it is a link)** in the Account Information section.
2. Type your new Sign-In/Out Code in the **New Sign-In/Out Code box** and then again in the **New Sign-In/Out Code (confirm)** box.
3. Click **Save**.

What does the “Pay Now” message mean when I’m trying to sign my child in and out at the Champions site?

This message means you are delinquent with tuition payment and should pay on your account as soon as possible. You will receive this message every time you log in to sign your child in/out if you owe money. The message will continue to remind you each day that payment is due. After two weeks of reminders and a full payment is still not made, the system will dis-enroll your child. To re-enroll your student, you will have to pay your account in full, re-enroll your student in the system and pay a re-enrollment fee.

Managing Your Online Account

Will I be able to register my student online using the site laptop?

No, in most cases, you can't use the site laptop to register your student because it ties up the laptop for too long; other parents need access to the laptop to sign their students in and out. Check with your Site Director about setting up a time when it may be more convenient to register or enroll using the site laptop.

If I can't use the laptop at the site, and I don't have a computer at home or at work, where can I enroll?

You can enroll anywhere that has a computer and an internet connection. We suggest trying some of the following places:

- Local library
- Your work place
- A friend's house or work
- A relative's house or work
- Business work center such as Fedex Office, Office Depot or Copies Plus (they may charge a fee)

Check with the Area Manager or your Site Director if the options above will not work for you.

How do I change my password?

Passwords must be at least 8 characters (alphanumeric) and no more than 15 characters in length. They are case-sensitive.

To change your password:

1. From the Online Account Management home page, click **Change Password** in the Account Information section.
2. Enter your old password in the **Current Password** box.
3. Type your new password in the **New Password** box and then again in the **New Password (confirm)** box.
4. Click **Save**.

I forgot my password and I never received the e-mail with my updated password. What now?

You should receive an e-mail with your updated password within 15-20 minutes after doing the following:

1. From the login page, click the **Forgot your password?** link.
2. Enter your username, and click **Get password**.

If you didn't receive an e-mail with your updated password within 15-20 minutes, the problem could be caused by the spam filter settings on your e-mail account or delays with delivery through your e-mail service provider's mail servers.

Try waiting 1-2 hours or contact the Customer Support Team at 800-246-2154, Option 1 for verification of your password.

Will I be able to change my student's schedule week to week?

Yes, you will be able to change your student's schedule up to three times per school year at no additional charge. After the third time, however, you will be charged a fee of \$20 for every change after that (if applicable at your site). You can change your student's schedule for the upcoming week, as long as the schedule changes are made by Wednesday of the previous week.

There are two ways to change your student's schedule:

1. Standard Schedule – This is the weekly, recurring schedule.
2. Custom Schedule – This is where individual days of individual weeks can be scheduled or unscheduled using a monthly calendar format. Recommendation is that you schedule no more than a month out at a time.

How will the site know I've changed my student's schedule?

The site staff receives a weekly report listing the students that will be attending each day; this information is based on the schedule changes parents have made online by Wednesday of the previous week.

How do I withdraw my student?

To withdraw your student from a program:

1. From the Online Account Management home page, click the **Change Schedule** link next to the program you'd like to withdraw your student from (this is located in the Enrolled Students section).
 2. Click **Withdraw Student** at the bottom of the screen.
 3. Select a reason from the **Withdrawal Reason** drop-down box.
 4. Select an effective date.
 5. If desired, enter any remarks you may have in the **Withdrawal Comments** box.
 6. Click **Save**.
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Can I give access to other people to make payments?

Yes, you are able to set up another person (an additional sponsor) to help pay your account. Please understand that you are the primary account holder and are responsible for all tuition payments, no matter who else is authorized to help make payments.

As a primary sponsor, you will also be held responsible for any returned payment fees posted to the account, even if incurred due to an additional sponsor's returned payment.

To set up an additional sponsor:

1. From the Online Account Management Home page, click **Add Sponsor** in the Additional Sponsors section.
2. Complete the personal information, permissions, and contact information sections.
3. Click **Save**.

An e-mail is sent to this individual so they can register with Online Account Management.

Enrolling my student

Why do we have to enroll online?

There are many advantages to enrolling your student online, but ease of use is the biggest benefit. You can enroll your student comfortably from wherever you have internet access – 24 hours a day, 7 days a week. You will complete our enrollment process only once per school year, while reviewing data each year and updating as necessary. This reduces manual, time-

consuming processes on your end; in addition, we now have the ability to store information electronically, ensuring the safety and security of important information for your student.

Once I complete the enrollment process, how quickly will my student be able to start?

Once your enrollment is successfully completed online, your student could begin attending a program two business days after the day you enrolled (for example, if you enroll on a Tuesday, your student could start on Friday). Some programs may only allow Monday starts versus mid-week start dates.

When I enrolled online, the enrollment process did not finalize. The message I received said: “Your enrollment is pending.” What does this mean?

This message means your enrollment has not been finalized because either the program is full or you have enrolled a student with special needs. In either situation, the Area Manager will contact you personally to discuss your pending enrollment.

Making a Payment

Why do we have to pay online?

There are many advantages to paying your tuition online, but ease of use is the biggest benefit. You can make your tuition payment comfortably from wherever you have internet access – 24 hours a day, 7 days a week. You can also set up automatic, recurring payments, so you don't have to worry about making the payment on time. And, finally, you have the option of paying with a debit card, credit card, or electronic check.

Is the system secure?

Yes. Recommended security technology and procedures are used throughout our system, and all financial transactions are encrypted and processed through state-of-the-art financial networks. These are the same networks used when you make a payment at many retail locations. For more information about our secure payment gateway services provided by Ea\$yDraft, please refer to their privacy policy at: <http://www.easydraft.com/EasyDraftPrivacyPolicy.htm>.

How secure is my account information when I process a payment online?

We do not store your financial account information (debit card, credit card, prepaid debit card, checking or savings account) on our servers. If you choose to set up a stored payment account, your payment information is maintained by Ea\$yDraft on their secure servers embedded within

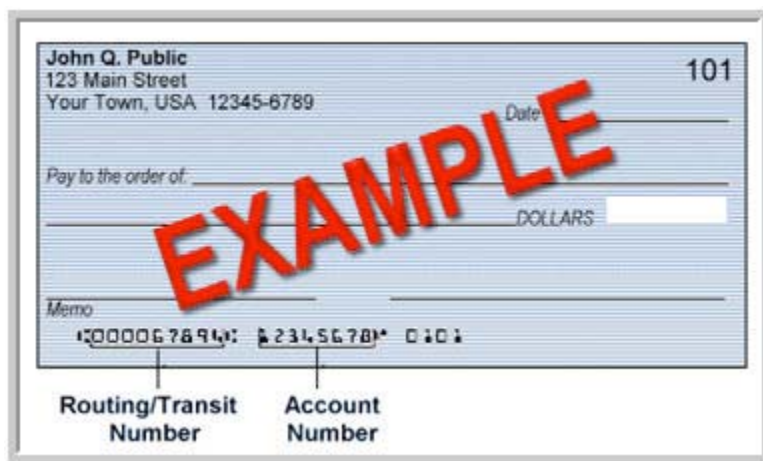
Online Account Management. Ea\$yDraft is our independent electronic processor, and they fully comply with federal regulations.

What method of payment is accepted online? Are money orders still accepted?

We accept electronic withdrawals from your checking/savings account, debit cards and Discover, Visa, and MasterCard credit cards or prepaid debit cards. Money orders **cannot** be used as a form of payment. Prepaid debit cards are easy to acquire (just like money orders) at many local discount and convenience retailers.

When I try to make a payment from my online bank account, I get the error message “Your bank routing and transit number is invalid. Please check the number and input it again.” What should I do?

Make sure you’ve entered the correct routing/transit number (it is always nine digits and is not from a deposit slip, but from a check); see below for an example. If you are still having problems, contact your bank.



How are payments processed?

Simply click **Make a Payment** on the Online Account Management home page, and enter the payment method and amount in our online payment system.

When is money taken from my account?

Payments from a checking/savings account, debit cards, credit cards, and prepaid debit cards will clear your bank account within five days of payment initiation.

For recurring payments, if you have set up an additional (secondary) sponsor, their account is processed first every Friday for a flat amount and then the primary sponsor account is charged for the remaining balance due on Monday.

How do I get a receipt for my payment?

Once you've submitted your payment, you can print a receipt by clicking **Printable View**, and selecting **File > Print** from your web browser. If you lost your receipt or need another copy after you've logged off, call the Customer Support Team at 1-800-246-2154, Option 1.

What if my credit or debit card is declined?

Go back online and check to make sure that the expiration date, account number, and address are correct (make sure the address is the billing address of the card). You may also be over your purchase limit. If you are still being declined, please contact your card issuer.

Can I set up recurring payments or store a payment account?

Recurring payments is a convenient, optional feature. Your tuition can be automatically paid with your checking or savings account, debit card, or credit card account. You set up recurring payments online, and the transaction will be automatically processed from the account that you've selected on the date you've selected. As the primary sponsor, the total amount due will be taken from your account; If you have set up an additional (secondary) sponsor, their account is processed first every Friday for the flat dollar amount they have chosen and then the primary sponsor account is charged on Monday for the balance due.

This will continue to occur without further action until your recurring date range ends or you disable or delete the recurring payment. You will receive a receipt through e-mail each time a transaction is made.

Why would I want to use the recurring payment feature?

Recurring payments save people time. You set it up, you decide the duration, and you can turn it off at any time. Recurring payments eliminate the need to initiate a payment each time tuition is due and prevent late payment charges because the payments are made automatically.

Can I use my cell phone to make payments?

The web service must be able to access the Online Account Management website and allow you to login and view the pages as you would on a personal computer.

When is tuition due?

Tuition is due before services are rendered. All payments are due Friday before the week of care. If you don't pay tuition before close of business on Wednesday, you will incur a late fee. One benefit of setting up recurring payments is that your payment is made automatically each week.

What do I do if I dispute a charge or fee?

You may dispute a payment and request a refund anytime you believe you were charged incorrectly. You can either dispute an invoice using your online account, under Invoices and Statements, or by calling the Customer Support Team at 1-800-246-2154, Option 1.

What if I receive a notice regarding a “bounced” electronic check from my bank?

This means your electronic check was returned due to inadequate funds. We will attempt to debit your account up to two additional times, plus two attempts for NSF fees. We will request payment by another means if payment is not accepted through electronic check before we are able to accept any future payments from this account.

What about security?

How secure is my user name and password?

Your password is always “masked” (the letters and numbers display as dots on the screen), and the only time you will ever see it is when you type it in the Password box when you set up your account. After that, it is masked on any screen, and it is encrypted inside the system. Your user name is visible when you type it, but it is always paired with your password. If you spell your user name and password in an unusual way, using non-alphabetic characters, you make it very hard for anyone else to pretend to be you and access your student or financial information.

What can I do to avoid security problems?

Treat your user name and password with the same care you'd use to protect your Social Security number or any other valuable information. Be vigilant about reviewing your account information when you receive e-mails, and immediately report any discrepancies to the Customer Support Team at 1-800-246-2154, Option 1.

Is the payment process regulated and safe for consumers?

Companies that process payments electronically (checks, credit cards, prepaid debit cards, and ATMs) must adhere to government regulations and guidelines; electronic processing is governed under Federal Reserve Board Regulation E.

Where does my data go after I send it?

Your information goes into our secured facilities, and its access and use is bound by Champion's privacy policy.

What does the logo mean to me?

This logo is a Verisign authentication certificate. It makes it easy for you to catch someone trying to copy the Online Account Management web site. Verisign ensures that the web site you opened is the genuine Online Account Management website.

Troubleshooting

System Requirements

To fully utilize all of the areas of the Online Account Management site and further enhance your online experience, we recommend making sure that your PC has the below recommended internet browser and the system recommended configurations.

Internet Browsers

The Online Account Management system fully supports access through the following web browsers:

- Internet Explorer 7 ([Click here to download IE7](#))
- Mozilla Firefox
- Safari browser (MAC)

Note: The Online Account Management system does NOT support the use of the Google Chrome browser.

Web Browser settings

Please make sure that your web browser is accepting "cookie" or temporary internet files to properly logon and access the Online Account Management site.

Note: If your browser can successfully logon to other websites (such as online banking, online e-mail sites, etc.) your browser should be accepting cookie files.

Pop-Up blockers

Please be aware that if you have pop-up blocking software enabled on your PC, some areas of the Online Account Management site may not be fully functional or accessible. We recommend that you disable or adjust your pop-up blocking software accordingly. Please reference your software's reference material for the steps to disable or adjust your settings.

Note: Most browser toolbar add-ons like Yahoo, Google, etc. have their own built-in pop-up blocker.

To see if you have a pop-up blocker on your system, go to www.popupptest.com/, and click the **Multi Pop-up test #2** link. If you do not see all four pop-up windows, you have a pop-up blocker that will need to be disabled.

The following site has directions to disable the most common pop-up blockers available:
www.host.softworks.ca/Agate3/blocker/disable-blockers.htm

I can't log in. I keep seeing the same login screen after clicking the Login button.

Try the following:

- Verify that your username and password are correct.
- Check your browser's security setting; if it is set too high, then cookies are not allowed to pass. For directions on adjusting this option, follow the steps below.

Internet Explorer 7 and above

1. Select **Tools > Internet Options > Privacy** tab.
 2. Make sure the slider bar under the **Settings** area is not set higher than medium-high; if it is, adjust it so it is medium-high or lower.
 3. Click **OK**.
 4. Close and re-open your browser to log in to your account.
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When I try to type in my username (my email address) to log in, the system keeps putting dots in the password window.

This indicates that your browser (Internet Explorer, Firefox, etc.) has saved or "remembered" the password that you previously typed in with that username. If this is your first time logging on to the site, finish typing your username, delete what is in the password window, and retype your password.

If you wish to turn off this feature in your browser, refer to the directions below (only for Internet Explorer 7 or above):

1. Select **Tools > Internet Options > Content** Tab.
2. In the **Auto complete** section click **Settings**.
3. Click to deselect the **User names and passwords on forms** box.

NOTE: If you wish to have your browser remember passwords on certain sites, click to select the **Prompt me to save passwords** box; you will then be asked at each site you log in to if you want to have your browser remember that particular login/password.

When I try to click a button on the site, nothing happens.

First, check your browser's security/cookie settings:

Internet Explorer 7 and above

1. Select **Tools > Internet Options > Privacy** tab.
2. Make sure the slider bar under the **Settings** area is not set higher than medium-high; if it is, adjust it so it is medium-high or lower.
3. Click **OK**.
4. Close and re-open your browser to log in to your account.

If you continue to experience problems, refer to the directions below to clear your browser's cached files. (Please note that this does not remove any necessary information and should be performed regularly to help maintain your browser's performance.)

Internet Explorer 7 and above

1. Select **Tools > Internet Options > General** tab.
 2. Under the **Browsing History** section, click **Delete**.
 3. Under the **Temporary Internet Files** section, click **Delete files**.
 4. When prompted, click **Yes**.
 5. Under the **Cookies** section, click **Delete cookies**.
 6. When prompted, click **Yes**
- NOTE:** It may take several minutes to delete the files.
7. Click **OK**, close your browser window, and re-open it again to log in to the site.

Nothing comes up when I click the help (?) button.

You may have a pop-up blocker enabled on your computer or within your browser/ browser toolbar. To see if you have a pop-up blocker on your system, go to www.popuptest.com/, and click the **Multi Pop-up test #2** link. If you do not see all four pop-up windows, you have a pop-up blocker that will need to be disabled.

The following site has directions to disable the most common pop-up blockers available:
www.host.softworks.ca/Agate3/blocker/disable-blockers.htm

If you do not have a pop-up blocker enabled on your computer, this issue can also be caused by the security setting in your browser. Check your security settings:

Internet Explorer 7 and above

1. Select **Tools > Internet Options > Privacy** tab.

2. Make sure the slider bar under the **Settings** area is not set higher than medium-high; if it is, adjust it so it is medium-high or lower.
 3. Click **OK**.
 4. Close and re-open your browser to log in to your account.
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Why does it take so long to go from one page to the next?

This could be caused by a number of issues:

- Being on a dial-up connection (through your phone line)
 - Having multiple security programs on your system (each security program adds on additional time to your page loads).
 - General internet traffic (typically Sunday nights and nights in general are heavy usage periods)
 - Not using a recommended browser or configuration to access the site.
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Champions Glossary

Below is a list of common terminology used in conjunction with Champions programs and systems.

- ❖ **Bad debt recovery** (as seen on statement screen)
 - **Bad debt recovery** is the invoice type used when a payment has been received for a balance previously sent to collections.
- ❖ **Bill correction** (as seen on statement screen)
 - **Bill correction** is an adjustment (decrease) to the account. These adjustment types are approved by the Area Manager and posted by the Billing and Customer Service team
- ❖ **Communication Board**
 - **Communication Board** is the display you as a sponsor or parent see when first entering your local Champions program. The communication board is typically posted at the entrance to the Champions site and lists valuable information around policies and procedures, important events and activities and announcements you as a sponsors or parent need to know about your student's local Champions program.
- ❖ **CS adjustment** (as seen on statement screen)
 - **CS Adjustment** is a Customer Service adjustment on your online account that was completed by our Customer Support team to correct any sort of billing on the account that resulted from a mistake in the account setup or enrollment. For example if you accidentally enrolled your student twice for the same Champions program a CS Adjustment would be performed to remove the duplicate tuition charge on your account.
- ❖ **Disenrollment** (disenrolled status)
 - **Disenrollment or a dis-enrolled status** indicates that your student currently does not have an active enrollment in a Champions program due to either a withdrawal request on the account or other reasons that led to a disenrollment of a student from the Champions program.
- ❖ **Late payment fee**
 - **Late Payment fee** is a fee of **\$10.00** that will be added to all accounts not paid according to the billing and payment contractual terms. Weekly tuition not paid in full by the Wednesday of the week of tuition will incur a late payment fee. Accounts falling two weeks past due will result in automatic disenrollment.
- ❖ **Late pick-up fee**
 - **Late pick-up fee** is a fee of **\$10.00** /per student for each incremental period of 15 minutes will be automatically assessed when a child is left beyond the sites operating hours, beyond the first 15 minutes. Your online account will reflect the fee.
- ❖ **Manager Adjustment**
 - **A Manager adjustment** is an adjustment (decrease) to the account. These adjustment types are posted by the Area Managers.

- ❖ **Online Account Management System (OAM)**
 - **Online Account Management (OAM)** provides access to online enrollment, your account information, and online payments
- ❖ **Pending disenrollment**
 - A **Pending disenrollment** status under the enrolled students section of your account indicates that student is currently in the process of being disenrolled. Sponsors can initiate a pending disenrollment within their account any day of the week to withdraw their student from their programs. All pending disenrollments due to non-payment will become final after Friday night of the week and the student will be disenrolled from their current Champions program. To ensure continuation of service, you will need to pay your account balance in full and re-enroll your child or contact Customer Support at 1-800-246-2154, Option 1 to determine what steps need to be taken.
- ❖ **Recurring payment account**
 - A **recurring payment account** (which is separate from a **stored payment account**) can be set up to make recurring or future payments from a bank account or payment card. A Stored payment account must be set up prior to set up a recurring payment account.
- ❖ **Re-enrollment fee**
 - If your child has been withdrawn from the program for any reason (including auto-disenroll) and subsequently re-enrolls, a **re-enrollment** fee of \$20/per student is due at that time.
- ❖ **Schedule Change**
 - A **schedule change** is when the addition or removal of a student's scheduled days in a program results in a change of tuition.
- ❖ **Schedule Change (Custom)**
 - The **custom schedule change** feature in your account allows you to set modified weekly schedules weeks in advance all at one time such as during summer when your child's weekly schedule will vary week to week. To access this feature click on the "Change Schedule" link and then click on the "Custom Schedule" link in the upper right hand corner.
- ❖ **Schedule Change Fee**
 - Champions permits up to three schedule changes (resulting in a different tuition) during the School Year (as applicable by site). Champions does not implement **schedule change fees** during summer programs. After three changes, your account will automatically incur a **\$20.00** fee for each change thereafter.
- ❖ **Sign In-Sign Out Code (SISO)**
 - **The Sign-in/out code** lets you sign your student in and out. Additional sponsors and emergency contacts will also be assigned unique sign-in/out codes so they can sign your students in and out if needed. Sign-in/out codes must be at least 8 characters and no more than 15 characters in length. They are case-sensitive.
- ❖ **Site Calendar**
 - **Site Calendar** is a calendar you can view in your online account (click on your site's name in your My Account page) that lists notices and events at your student's site(s).

This includes any changes to the normal schedule such as holidays and early dismissals from school.

❖ **Sponsor**

- **Sponsor** is the term used by Champions to describe the parent/legal guardian for students.
 - **Primary Sponsor** is the sponsor that has completed and signed off on the original enrollment agreement for the student and is solely responsible for making changes on the student account and is ultimately responsible for making sure the entire balance of tuition and fees for the student(s) is paid as well.
 - **Secondary or Additional Sponsor** is someone who has the ability to make payments for assigned student(s) and has their own separate account from the primary sponsor.

❖ **Stored payment account**

- **A Stored payment account** allows you to save your payment account (your credit card, checking account, debit card) information to use to pay your account balance in your online account.

❖ **Subsidy or third party agency:**

- **A Subsidy or third party agency** is an outside organization, usually a state or county child care services agency that may provide tuition assistance for students attending Champions programs. Please check with your local agency to request information regarding qualifications to receive assistance.