

**CHAMPIONS**

# DISCOVER CHAMPIONS™

## FREQUENTLY ASKED QUESTIONS

### GETTING STARTED

#### Why can't I sign in to my account?

First, make sure you're using the email address you registered with as your username. Check that Caps Lock is off, then try entering your password again. Still having trouble? Click "Forgot Password" to reset it or call Family Support at 800-246-2154—we'll help you get back in.

#### How do I sign out?

Click the three dots in the top right corner of any page, then select "Log Out." That's it!

### BILLING AND PAYMENTS

#### How does billing work?

We bill for the days you reserve, whether or not your child attends. This helps us plan staffing and materials, so we can't offer credits for absences. You'll receive your weekly invoice every Thursday, and AutoPay processes on Monday for the week ahead. AutoPay will also process additional charges, such as drop-in days or fees.

#### How do I get a copy of my payments for taxes or reimbursement?

Sign in at [my.discoverchampions.momentpath.com](https://my.discoverchampions.momentpath.com) and go to Manage > People > Transactions > Payment Statement. Choose your tax year or pick a custom date range, then click "Generate Report." You can download or print it from here. You can reach out to Family Support for a tax statement.

#### Can someone else make payments for me?

Yes! You can add other family members as authorized users who can make payments. After receiving the upcoming week's invoice on Thursday, other family members may choose to make a one-time payment before AutoPay is processed on Monday. Just keep in mind that the primary account holder is still responsible for all charges.

#### Can I pre-pay?

Yes! After invoices are sent on Thursday and before AutoPay runs on Monday, you or another family member can make a one-time payment. If you choose to pay more than the invoice amount, the extra funds will remain as a credit and be applied before future AutoPay payments.

#### Do you offer tuition discounts or financial assistance?

Some families qualify for tuition discounts or financial assistance, including employer benefits, military programs, or public assistance. If this applies to you, talk to your site director **before enrolling** to confirm eligibility and receive any required discount code. Some programs also require documentation or an authorization number, which must be entered during registration.

### SCHEDULES AND ATTENDANCE

#### Can I change my child's schedule week to week?

Yes, you can make changes up until Wednesday before the upcoming week. After that, changes depend on available space and will include a drop-in fee.

### **How can I make a change for just one week or a few days?**

You can set up a custom schedule online for specific dates. Just remember to re-enter your regular schedule afterward so your child keeps their spot. If you do not need care for an entire week, please contact our Family Support team for assistance at [ChampionsHelp@KC-Education.com](mailto:ChampionsHelp@KC-Education.com) or 800-246-2154.

### **What if I need last-minute care?**

We get it! Life happens. You can request a drop-in day for emergency or unexpected care needs. Just know that requests may include a drop-in fee and depend on whether we have space available.

### **Will I be charged if I'm moved off the waitlist?**

You won't be charged while you're on the waitlist. When your site director has a spot available and moves you into the program for one day or more, that's when charges begin. You'll be able to review any fees before they apply.

## **PICK-UP AND SAFETY**

### **How do I add or update authorized pick-ups and emergency contacts?**

Go to Manage > People > +New Relationship, add their information, and choose their role:

- **Primary Caregiver:** This is your main family contact with full access to the account.
- **Authorized Pick-Up:** This person can pick up your child and will get their own PIN code.
- **Emergency Contact:** We'll call them in an emergency, but they can't pick up unless you also mark them as Authorized Pick-Up.

### **How does check-in and check-out work?**

Every authorized adult has a unique PIN code to check your child in and out. Our staff will verify their identity with a photo ID if they haven't met them yet. Your child's safety is our top priority.

### **Can I change my PIN code?**

No. PIN codes are assigned individually and can't be changed or shared. This helps us keep track of who's picking up which child.

## **DOCUMENTS AND ENROLLMENT**

### **How do I print or review my enrollment agreement?**

Sign in and go to Manage > People > [Child's Name] > Profile > Scanned Documents. You can view or save any completed forms from there.

### **What if my child attends programs at different schools?**

No problem! Just register once for each school location. Make sure you use the same email address each time so we can link your accounts. Once that's done, you can easily switch between schools using *Switch Communities* in the top-right menu.

### **What if I have multiple children at different schools?**

Register separately for each school but use the same email address for all of them. We'll link everything together so you can switch between schools with Switch Communities.

### **Need a tax statement?**

Email Family Support at [Championshelp@kc-edcuation.com](mailto:Championshelp@kc-edcuation.com). Please tell us all the years you want tax statements for, the children you want included, the primary account holder's first and last name, and if you need a summary or details. We will provide the information within 72 business hours.

**NEED MORE HELP?** If you can't find what you're looking for, visit our How-To Guides or contact Family Support at 800-246-2154 or [ChampionsHelp@KC-Education.com](mailto:ChampionsHelp@KC-Education.com). We're here to help!