

SCOPE EDUCATION SERVICES

FREQUENTLY ASKED QUESTIONS

Do I need to send in a new contract each year?

Yes. A new contract must be completed for each child every school year. Registration contracts are created online at scopeonline.ce.eleyo.com. **Please note:** you will only set up an account one time. Each school year, you will re-register a new contract only. **You MUST make sure you are registering for the correct school year.**

When do I register?

Pre-Registration: Only existing SCOPE students, incoming pre-k and kindergarten students and students that have been on a waitlist may pre-register. You may only pre-register if your account is current and you have zero balance. Registration begins March 1 and is offered through May 15. Each program will hold an optional open house where you can observe the program and meet the staff. Please visit scoonline.us for your district's registration start date and open house date.

Open registration: Begins May 15. Registration is available to everyone at this time.

Can I get a refund after I register?

The registration fee is non-refundable. You must withdraw your contract before August 10, 2020 for a tuition refund.

What contract schedules are available to me?

Consistent schedule: Your child will attend the SCOPE program every day that school is in session. You do not need to complete a calendar each month. Your child will be sent to the SCOPE program everyday unless you notify the school and the SCOPE Site Director. You are charged same amount month-to-month regardless of school calendar and attendance; unused days are not accrued.

Pick your days: This schedule allows you to pick specific days monthly. Your child will attend SCOPE only on the days you pre-selected. You are charged the monthly minimum and then a daily rate after that. Unused days do not carry over to the next month. You must complete a monthly calendar by the 15th of the month prior. After the 15th of the prior month, calendars are locked. At this point, you are unable to switch days or drop days — all days scheduled are charged. You can however, add days with the approval of the Site Director for an additional daily fee.

Can I switch schedules during the school year?

You may make ONE switch per school year. There is no switching back and forth between rates. You may only make changes to your schedule type prior to the month, changes cannot be made mid-month. If on or before the 15th of the previous month, go to scopeonline.ce.eleyo.com and request to register a new contract starting on the 1st day of the next month, then withdraw your current contract (ending on the last date of the current month).

I have a Pick Your Day Schedule. What if I want my child to attend a day they are not scheduled for?

If it is on or before the 15th of the prior month, sign onto Eleyo and request a change of schedule. If it is after the 15th, let the Site Supervisor know that your child will be attending on the new date, to ensure that they are aware and have the required staff. Additionally, send a note to your child's teacher alerting them of the date they will be attending to ensure child gets sent to correct location. If it is after the 15th it will show up on your invoice as a Drop-In date and you will be charged the daily rate if it is over your minimum allotment.

I have a Pick Your Day Schedule. What do I do if my child is NOT going to attend on a scheduled day?

If it is on or before the 15th of the prior month, sign onto Eleyo and request a change. If it is after the 15th, and in the morning program, you can let the Site Director know. If you are in the afternoon program, let the Site Director know as well as sending a note in to the child's teacher. Please note that if it is after the 15th of the previous month, you will still be charged for the date. No monetary charge if within your allotted days. There will be an additional daily rate charge if your child attends more than the allotted days.

I have a Consistent Day Schedule. What do I do if my child is NOT going to attend a day they are scheduled for?

Please let Site Director know. If in the PM program, send a note in with your child's teacher alerting them of the date they will be not be attending to ensure child is sent to correct location. Please note that you will *not* be credited for the day.

Why am I being charged a late fee for November when the month isn't over yet? Our invoices are due the prior month of attendance. For example, November's tuition was due on October 25th. Payments received after the due dates are subject to a Late Fee of \$20.00.

How do I withdraw my child's contract? If it is before the 15th of the previous month, you must withdraw the contract at scopeonline.ce.eleyo.com. Please note that you will be charged for the full-rate of the current month, regardless of their last date of attendance. There is no withdrawal fee before the 15th of the previous month. If done after the 15th, your account may be subject to a Drop Fee. Please note that if you withdraw, and then wish to re-enroll later, you may be placed on a Waitlist if the program has a Waitlisted status.

How do I schedule days for next month? All full calendars must be submitted by the 15th of the prior month and can only be done at scopeonline.ce.eleyo.com or may be subject to a Late Calendar fee. It is imperative that we have your schedule otherwise your child will not show as scheduled and will be sent home on a bus.

How do I change my scheduled days? You can only change scheduled days if you have a Pick Your Day contract and it is before the 15th of the prior month. This can only be done at scopeonline.ce.eleyo.com. Click the days you want to add, un-click days you wish to remove. After the 15th of the prior month, you can only add days as a Drop-In Day with Site Director approval however, you cannot switch or remove dates.

How do I know when my payment is due? Payments are due on the 25th of the prior month. You will be invoiced on the 16th. Once an invoice is generated for your account, you will

receive an email notification stating that your invoice is ready to view. Due dates are listed at the bottom of the invoice. All invoices can be viewed and printed on scopeonline.ce.eleyo.com.

How do I add a credit card to my account online? Sign onto your account. Scroll to the bottom of the page on the right hand side. Find **Manage Saved Payment Methods**. Once you click on this, you will be directed on adding new payment forms. Please note that we accept all debit/credit cards.

Can I pay with a personal check or with cash? Unfortunately you are not able to pay with cash or a personal check. All payments must be made online at scopeonline.ce.eleyo.com. You are able to pay with your checking or savings account online.

I added my credit card to my account, why is it not showing up on Auto-Pay? All accounts are required to have a Saved Payment Method. This is different than an Automatic Payment. If you are interested in adding an Automatic Payment, sign on to your account, Select Account Management. On the left hand side, you will see an area for Auto Payments. It is here where you can set up an Automatic Payment with your preferred method of payment.

Is there a sibling discount?

Yes. There is a 20% discount for your second child; a 40% discount for your third and a 60% discount for your fourth child in the same family.

What if my child requires medication during SCOPE hours?

If you indicate on your child's contract that your child has any special healthcare needs you will be required to complete additional paperwork detailing your child's needs. Paperwork will be emailed to you after we receive your contract. Paperwork can also be found at scopeonline.us. All completed paperwork must be returned to the SCOPE Operations Center via email scope.healthcare@scopeonline.us to be approved by a District Manager.

Can my child start SCOPE without the medical paperwork?

No. No child under any circumstance can start the SCOPE child care program before paperwork and medication has been brought to the program and signed off by a supervisor.

My child's medication is already with the school in the nurse?

The school nurse is not on duty during SCOPE child care hours. SCOPE MUST have all medications along with the required SCOPE forms at the program site in case of an emergency. Please note that these forms may differ from the school medical forms.

How can I obtain financial assistance?

If your family qualifies for free or reduced lunch through your school district, complete question #24 and fax (631-881-9672) the business office a copy of the letter.

If you are currently receiving child care subsidies through the Department of Social Services, complete question #26.

What is a non-school day and how do I register?

Non-school days are extended SCOPE program days due to an early school dismissal. SCOPE programs will only run if there is sufficient enrollment. You must pre-register online under your account management, click non-school day. There is an additional fee of \$20 for this service. Your child will need to bring a peanut free lunch.

ELEYO FREQUENTLY ASKED QUESTIONS:

HOW TO CHANGE YOUR SCHEDULE/ADD DATES TO YOUR CALENDAR:

- Sign on to Eleyo using your email and password
- Click on the green star in upper left hand corner
- Click on middle Child Care circle
- Click on **Account Management** - blue rectangle on the left hand side
- At this point, you will see **Current and Upcoming Contracts** in the center of your screen
 1. Select the contract you want to add dates to/modify dates (please note that the calendar will be locked by the 15th of the prior month, so it will not show up as accessible) — double click (pls. note you are only able to change Pick Your Days calendar — you cannot modify Consistent Days calendar). Please notify Site Director for any known absences.
 2. Once you do this, your calendars, with any selected dates, will show up in center of screen
 3. If you want to add/modify dates (before the 15th of prior month), double click blue rectangle, **Change Schedule** on the left hand side
 4. This will bring up all of the calendars you are able to access, click on dates you want, double-click dates that you want to de-select and then submit your request

HOW TO WITHDRAW YOUR CONTRACT:

- Sign on to Eleyo using your email and password
- Click on the green star in upper left hand corner
- Click on middle Child Care circle
- Click on **Account Management** - blue rectangle on the left hand side
- At this point, you will see **Current and Upcoming Contracts** in the center of your screen
- 1. Select the contract you wish to end — double click on it
 2. Click **Withdraw Contract** on left hand side - it will prompt you for the last attendance date. *Please note that you are responsible for the full payment of the current month, you are unable to receive any credit for withdrawals mid-month. All withdrawals must be requested prior to the 15th of the prior month in order to avoid a Drop Fee. If it is between the 15th and 31st (30th), please call the office and request the withdrawal, which may be subject to a \$25 Drop Fee.*
 3. Once a contract is withdrawn, and you wish to re-enroll later in the year, you may be placed on a Wait List if applicable

TO MAKE A SCHEDULE CHANGE:

Please note that we allow for one schedule change per school year; also we are only able to accept changes at the beginning of the next month, changes cannot be made in the month of December or mid-month

- Sign on to Eleyo using your email and password
- Click on the green star in upper left hand corner
- Click on middle Child Care circle
- Click on **Account Management** - blue rectangle on the left hand side
- You will be registering a new contract, for the new schedule type and then withdrawing your current contract
- Double click **Register a New Contract** on left hand side in green rectangle
- You will then select your child, and then click **Looks Good. Start Registering.** in the blue rectangle in center of page
- You will confirm information
- Then select the Season (school district) and select the school, and click **Use Location and Continue**
- You will then **Accept Terms and Continue**
- You will then **Choose A Schedule Type**, either Consistent or Pick Your Days
- The new schedule date should be the 1st of the next month
- You will then submit request for approval

TO MAKE A PAYMENT:

- Sign on to Eleyo using your email and password
- Click on the green star in upper left hand corner
- Click on middle Child Care circle
- Click on **Account Management** - on the left hand side
- At this point, you will see **Latest Invoice** on the left hand side, with a green rectangle with a **\$ Pay** option. Once you select the Pay Option, indicate how much you want to pay and Add to Cart, you will then checkout using one of your Saved Payment methods.
- Please note that you are able to make a payment at any time, even if you have zero due. The **View** option shows you invoices, which you are able to download as a PDF in the event that you need to print.
- You can also set up **Auto Payments** at this point. Select that option **Setup Auto Payments** on the left hand side. Automatic payments will run on the Invoice Due date for the balance, typically the 25th of prior month. If there is not a balance, then Auto Pay will not run.

To add a credit card to my account online?

Sign onto your account. Scroll to the bottom of the page on the right hand side. Find **Manage Saved Payment Methods**. Once you click on this, you will be directed on adding new payment forms. Please note that we accept all debit/credit cards.

How do I authorize people to pick up my child on the iPad?

Only the people you have listed in your authorized pickups will show up on the iPad. If you have people that will be picking your child up that are not in your authorized pick up, you need to go into your account and click details next to your child's name. You will need to add them for each child. This is also true to take people off your authorized pick up.

Always – Always SAVE AUTHORIZED pickups in the bottom left corner.

How do I print my tax information?

Sign in to your ELEYO account

Green star upper left

Child care middle circle

Select Account Management in blue rectangle box left hand side

“Download Tax Information” will appear on left side green rectangle

How do I get a Dependent Care Statement?

You may get this information by printing an invoice. If you need further information, please contact the business office at 631-360-0800 x207.

What can I do if I'm having trouble with my account?

-Forgot password

Go to the front page of your account at scopeonline.ce.eleyo.com

Upper right corner, click sign in

Middle of page you will see the sign in box, click forgot password

-Parent not linked to account

If you are not the primary parent/guardian on the account and would like to be added to the Child Care Account, we can add you with the primary account holders' permission. We simply need an email from the primary account holder sent to cereg@scopeonline.us requesting we add you to the account. You will then be able to access the contract information, make payments and make contract changes.