

Please see the **FAQ's** below for clarification!

- Can I register at any time?
 - After September 25th, you will have to register a week in advance of attendance. This allows us to get the required emergency forms for your child's file as well as prepare for them to be in the program.
 - Our programs do have max capacities, so if you are on a waitlist for any particular day, you cannot join the program on that day(s). You can call our office to get more information.

- The login says it cannot verify that I am over 13 years old...what do I do?
 - You'll have to call our Registration Department at 913.831.3359. There have been a couple accounts that need this verified, and we can edit your account setting with your actual birthday to correct this.

- Is anything due at the time of registration?
 - Your \$25 registration fee will be due today when you register.
 - The "total" you see in your cart is what the cost would be for the entire year, not what is actually due upon checkout. Recurring payments come out weekly on the Friday before care, as usual. We understand the school's schedule/learning model could change, so we recommend not paying multiple weeks in advance.

- Can I change my program option later in the school year?
 - You can add or drop program options at any time, based on availability. Some of our programs are typically full, some programs are smaller. We do require a week's notice for any program changes (including drops), and a \$15 change fee will be assessed after September 28th.

- What if I filled out forms last year?
 - After you register in OST, the email invitation sent to you via **ePACT** will ask you to complete *Child File Forms* that are required by the Kansas Department of Health and Environment. These forms are required to be completed each year to make sure all important information is up to date. By using this new software, it should help when you re-register next year too. These must be done before your child can attend!

- How do I attached the PDF Forms to my ePACT account?
 - After completing your information on the KDHE PDF Forms, you must save them to your desktop first! Then, you can upload them into your ePact account as a file/attachment.
 - You will also upload any FREE/REDUCED LUNCH letters here provided to you by the school if you qualify for the discounted rate.