

# Out-of-School-Time ActiveNet Account FAQ's

- **Can I register at any time?**
  - You will have to register a week in advance of attendance (five business days). 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 at 913.826.3067.
  
- **How do I access my Active Net account to see my transactions, enrollment, and payment receipts?**
  - Login to your ActiveNet account  
[https://anc.apm.activecommunities.com/jcprd/home?onlineSiteId=0&from\\_original\\_cui=true&locale=en-US](https://anc.apm.activecommunities.com/jcprd/home?onlineSiteId=0&from_original_cui=true&locale=en-US)
  - Under the Family's tab, click "View Family Members Schedule"
  - Select the "Monthly Layout", add your child(ren) to the "Selected Family Members" and search FlexReg Schedule Details. Click "View Schedule".
  - The days your child(ren) will be attending will show up for the first week of school
  
- **The login says it cannot verify that I am over 13 years old...what do I do?**
  - You will have to call our Registration Office 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. This occurs because the system wants to be sure all family members are linked appropriately.
  
- **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. To request a program change, please complete this form:  
<https://jcprd.com/FormCenter/Out-of-School-Time-7/CHANGE-in-Programming-Request-238>
  
- **Is anything due at the time of registration?**
  - Your \$50 non-refundable registration fee will be due the day 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. Reoccurring payments come out weekly on the Friday before care, as usual.
  
- **How do I enroll multiple siblings when I'm enrolling for OST?**
  - Select your first participant, select the days you want to attend for both Before School and After School. Then select "**Register another participant**" (blue font under 'add to cart' button).
  - That will add your first child to your cart automatically, and then let you add your second child without taking you to the "cart". (Saves some time)

- When you select the days you want to attend for both Before School and After School for the second child, select “Register another participant” again if you have another child.
  - After you select days for the last child, you can then click “**add to cart**”
  - It will redirect you to your cart at that time, and you should be able to see all children in your cart. From there you can checkout! (you only pay the registration fee at the time of registration).
- **What happens if only one or two days are available at the time I’m enrolling my child?**
- If a particular day is full, it will give you the option to be added to the waitlist. You will be contacted if/when a spot becomes available for any of the other days you have added your child to the wait list.
- **What if one of my children gets into a program and the other sibling is placed on a waiting list?**
- You can choose to wait and see if a spot will open for your other child. We cannot guarantee that a spot will open.
  - You can choose to withdraw your children and your registration fees will be refunded to you.
- **What if I filled out ePACT forms last school year?**
- After you register for OST, an email invitation will be sent to you via **ePACT** asking you to complete/reconfirm *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 ePACT software, we can ensure that your child’s forms are updated and accurate for the year. These must be done before your child can attend.
- **How do I attach 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 need to make sure that you have completed all sections and hit submit.
  - You will also upload any FREE/REDUCED LUNCH letters here provided to you by the school if you qualify for the discounted rate. Please also **email** FREE/REDUCED LUNCH letters to [registration@jocogov.org](mailto:registration@jocogov.org).