

## Q&As

### 1. When does the registration process begin?

EXCEL Registration is divided into two periods: (1) Early Registration for families with a child(ren) enrolled in the current EXCEL Program and (2) General Registration for families who **do not** have a child(ren) enrolled in the current EXCEL Program. As in previous years, families may only submit an EXCEL application for the school(s) in which their child(ren) is registered for the upcoming school year. Enrollment for available spaces is based on date and time of application submission.

#### **EARLY REGISTRATION**

In order to be eligible for Early registration, families must have children enrolled in a 2022-23 EXCEL program as of April 21<sup>st</sup>, 2023. Siblings of 2022-23 EXCEL participants who will be starting school in September 2023 are eligible to be enrolled during the Early Registration Period.

Using the most **updated version** of your web browser, please visit <https://ca.ezchildtrack.com/excel/parent>. Once you have reached the Parent Portal landing page, please enter your email address and password in the “Returning Parents Sign In” icon to access your account. If you do not remember your password or have not visited the parent portal, please click on the Sign Up button in the “Existing Parents Sign Up” icon and enter your Registered Email Address to receive a temporary password. Please do this prior to the Early Registration period to avoid a delay in the application process.

#### **GENERAL REGISTRATION**

Using the most **updated version** of your web browser, please visit <https://ca.ezchildtrack.com/excel/parent>. Once you have reached the Parent Portal landing page, click on the Register button in the “New Parents Open Account” icon to complete the online application.

**EXCEL 2023-24 registration dates are as follows:**

<b>Program</b>	<b>EARLY REGISTRATION Dates</b>	<b>GENERAL REGISTRATION Dates</b>
EXCEL 2023-24 Unit 1	April 24 <sup>th</sup> (8am) to April 25 <sup>th</sup> (7:59am)	May 8 <sup>th</sup> at 8am to May 9 <sup>th</sup> at 7:59am
EXCEL 2023-24 Unit 2	April 25 <sup>th</sup> (8am) to April 26 <sup>th</sup> (7:59am)	May 9 <sup>th</sup> at 8am to May 10 <sup>th</sup> at 7:59am
EXCEL 2023-24 Unit 3	April 26 <sup>th</sup> (8am) to April 27 <sup>th</sup> (7:59am)	May 10 <sup>th</sup> at 8am to May 11 <sup>th</sup> at 7:59am
EXCEL 2023-24 Unit 4	April 27 <sup>th</sup> (8am) to April 28 <sup>th</sup> (7:59am)	May 11 <sup>th</sup> at 8am to May 12 <sup>th</sup> at 7:59am
All Units	April 28 <sup>th</sup> at 8am to 4pm and May 1 <sup>st</sup> at 8am to May 4 <sup>th</sup> at 4pm	May 12 <sup>th</sup> at 8am onward

**Please note:** Pre-primary students are eligible for registration at EXCEL schools where **all** Pre-primary classes are on site.

**EXCEL 2023-24 programs are based on school/grade as follows:**

**Unit 1**

Astral Drive (PP-6)	Crichton Park (PP-6)	Ocean View (PP-3)
Bel Ayr (PP-6)	Dartmouth South (P-6)	Portland Estates (PP-6)
Bicentennial (PP-6)	George Bissett (PP-6)	RK Turner (PP-6)
Brookhouse (PP-6)	Hawthorn (PP-6)	Seaside (4-5)
Caldwell Road (PP-6)	Joseph Giles (PP-6)	South Woodside (PP-6)
Colby Village (PP-6)	Michael Wallace (PP-6)	
Colonel John Stuart (PP-6)	Mount Edward (PP-6)	

**Unit #2**

Ash Lee Jefferson (PP-5)	Holland Road (PP-5)	Ross Road (PP-6)
Caudle Park (PP-5)	Millwood (PP-5)	Sackville Heights (PP-5)
Cavalier Drive (PP-5)	O'Connell Drive (PP-6)	Shannon Park (PP-6)
Dutch Settlement (PP-6)	Oldfield (PP-5)	Smokey Drive (PP-5)
Harry R. Hamilton (PP-5)	Oyster Pond (PP-6)	Sycamore Lane (PP-5)
Hillside Park (PP-5)	Porters Lake (PP-6)	

**Unit #3**

BLT Jr. (PP-1)	Hammonds Plains (PP-5)	Sunnyside Eaglewood (P-5)
BLT Sr. (2-5)	Kingswood (PP-5)	Sunnyside Fort Sackville (PP-1)
Basinview Drive (PP-5)	Rocky Lake (6)	Tantallon Jr. (PP-1)
Beaver Bank Kinsac (PP-5)	Sambro (PP-5)	Tantallon Sr. (2-5)
Beaver Bank Monarch (PP-5)	Shatford (PP-6)	Waverley Memorial (PP-5)
Broad Street (PP-6)	St. Margaret's Bay (PP-5)	

**Unit #4**

Bedford South (P-5)	J.W. MacLeod Main (PP-4)	Sir Charles Tupper (PP-6)
Burton Ettinger (P-6)	LeMarchant-St. Thomas (P-6)	Springvale (PP-6)
Elizabeth Sutherland (PP-6)	Oxford (PP-6)	St. Joseph's-Alexander McKay (PP-6)
Grosvenor-Wentworth (PP-6)	Park West (PP-6)	St. Stephen's (PP-6)
Harrietsfield (PP-5)	Rockingham (P-6)	Westmount (PP-6)
J.W. MacLeod Fleming Tower (P-2)	Saint Mary's (P-6)	William King (PP-5)

2. Where can I register?

The EXCEL program uses EZChildTrack, a 'Childcare Management' Software as a Service (SaaS), to support our registration and payment process. EZChildTrack offers a secure, convenient, web-based system on which clients can register their child(ren) **online** for the EXCEL program. Using the most **updated version** of your web browser, please visit

<https://ca.ezchildtrack.com/excel/parent>. In accordance with the Personal Information International Disclosure Protection Act (PIIDPA), all client data will be stored in Canada.

Returning families can register by signing into their account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) using the “Returning Parents Sign In” icon. Please contact the EXCEL Office well ahead of registration if you do not remember your sign in information.

**New families** can register by visiting the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) and clicking on the Register button in the “New Parents Open Account” icon.

Application Guidelines are available on the EXCEL Registration page of the HRCE website (<https://www.hrce.ca/about-our-schools/parents/excel-child-care/registration>) to assist with using the online registration system.

**Please call 902-464-2000 ext. 2787 or email [excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca) if you require assistance with registration.**

### 3. How do I register?

If you **already have an account**, enter the Parent Portal by providing your registered email address and password in the ‘Returning Parents Sign In’ section. If you have forgotten your password, click on “Click Here” beside ‘Forgot Password’ in the ‘Returning Parents Sign In’ section.

If you have an account but do not have a password yet, select the “Sign Up” button in the ‘Existing Parents Sign Up’ section. Enter your registered email address in the box provided and click the [Sign Up] button. An email will be sent to the email address you provided with instructions to create a password. The link provided is valid for a limited time.

In the Registration section of the Parent Portal Home Page, click on the Register button of the desired program. If you have children attending schools in different units, simply enter the EZChildTrack Parent Portal on the specified registration dates for each child and register for the appropriate program.

Click on [Review My Account] to enroll returning children, add new children, and make any necessary changes to the Primary Account Holder and Secondary Account Holder.

**Only when all desired children have been registered should you move on to the Terms and Conditions section of the application.**

Continue to complete each step of the online application process as outlined in the Application Guidelines document found on the EXCEL Registration page of the HRCE website (<https://www.hrce.ca/about-our-schools/parents/excel-child-care/registration>).

If you **are new to EXCEL**, you can register for a program by clicking on the [Register] button in the ‘New Parents Open Account’ section of the Parent Portal landing page. Once you select the desired program for registration, you will enter your email address. An email verification screen will open indicating that a validation code has been sent to your email address. Enter the

validation code and click on [Add Primary Account] to begin the application process. On the Instruction page, you can click on [View Detail by Site] to see the sites that have a limited number of seats or are already on the waitlist. If you have already entered the parent portal and started the application process, click on [Review My Account]. You will be required to enter a validation code. You can then click on [Validate and Copy my Information] to keep the information you have already entered or click on [Never mind! I will just re enter all information to continue].

If you have children attending schools in different units, simply enter the EZChildTrack Parent Portal on the specified registration dates by clicking on the Register Button in the New Parents Open Account box and click on the register button for the desired program. When you are registering for a second or third time, you will enter the Primary Account Holder's email address. After you enter your email address, a pop-up will prompt you to retrieve a Validation Code from the recognized email address. Enter the Validation Code and click on [Validate and Copy my Information]. The system will automatically populate the current parent registration form with all previously submitted adult and child data. You can then register/add the child(ren) for the specified program.

Application Guidelines are available on the EXCEL Registration page of the HRCE website (<https://www.hrce.ca/about-our-schools/parents/excel-child-care/registration>) to assist with using the online registration system. Please review carefully before applying.

4. How do I get assistance if I encounter problems using the system?

Parents are asked to contact the EXCEL office by calling 902-464-2000 ext. 2787 or by email at [excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca) if there are any issues with the registration process.

5. When and how will I know if I've been accepted?

Once you submit the Parent Application in EZChildTrack, you should receive an email indicating that your registration submission was successful. **Please check your junk/spam folders in case the emails do not get delivered to your Inbox.**

Your application will typically be processed within 10 business days but may take longer depending on application volume. When your application is being processed, you will receive two emails: the first will indicate approval of your Program registration (i.e. EXCEL 2021-22) and the second will indicate which activity(ies) (i.e. Before and/or After) your child(ren) have been enrolled in. If your child(ren) have been added to the wait list for one or more of your requested activities (i.e. Before and/or After), you will receive an email to indicate this. **Please check your junk/spam folders in case the emails do not get delivered to your Inbox.**

6. What is the registration fee? How and when do I pay it?

All account holders must pay an annual registration fee (2023-24: \$37.00). This fee is non-refundable even if the child is withdrawn from the program, regardless of whether or not they attended. Payment can be made online during the application process or later through the Parent Portal. EZChildTrack partners with Payroc Canada, a secure online payment platform to

accept online payments. All payments are processed in Canadian dollars. Personal information you provide during a payment card transaction may be stored, accessed from or disclosed outside Canada for payment processing. When you complete a payment card transaction, you consent to this use and disclosure of your personal information. For information on how payment card companies protect your information, please refer to your card company's cardholder and privacy policies.

For online payment, under the heading, **"Pay Now: Select Payment Method"**, Credit Card will be the choice presented. The following payment cards are accepted: Visa Credit or Debit, MasterCard Credit or Debit. The system will recognize the different cards based on the card number. The name of the payer, address, expiry date and CVV (3 digit number on back of card) are required. The address provided must match the address provided to your credit card company or financial institution. **Please note: the payer must be a person listed on the application form as primary or secondary account holder, emergency contact, or authorized to pick up.**

Families who wish to pay monthly tuition fees online can also set up **auto payment** at the time of registration with the payment card used to pay the registration fee. On the "Make Payment" screen where you are required to enter your payment card information, there is a section that says, "Enroll in Recurring Autopay". Below, it will say "Use this card for autopay" and will provide Yes or No as your options. Simply click Yes if you would like to set up for autopay, then click the "Make Payment" button. Tuition payments will be applied to the designated payment card on the 20<sup>th</sup> of the month preceding the month of service beginning on August 20<sup>th</sup>.

By enrolling in Autopay, the Payer authorizes the Halifax Regional Centre for Education to process payments on a recurring basis for the amount of the Account Balance on each Payment Due Date. If the payment fails for any reason, the payer has until the end of the Payment Due Date to post a one-time payment to cover the Account Balance. A Late Payment Fee of \$18.50 will be posted to the Account on the day following the Payment Due Date if the balance has not been remitted.

If you choose to **pay later by cash, cheque or money order**, the registration fee will be due immediately by visiting the EXCEL Office (25 Alfred Street, Dartmouth, NS, B3A 4E8). Please call ahead to ensure that a staff member is available to receive your payment. Please make cheques and money orders payable to HRCE/EXCEL.

The registration fee will be applied even if your child(ren) are only enrolled in one of your desired activities (i.e., Before or After). If the capacity has been reached for all program activities in which you wish to enroll and you are waitlisted for all desired program activities, you will not be required to pay the registration fee until such time as space is available for your child(ren) to enroll.

## 7. What are the program fees?

EXCEL tuition fees are calculated by multiplying the applicable daily rate by the total number of instructional days each month. Parents/guardians are not charged for holidays, scheduled breaks, Professional Development days, Assessment and Evaluation days, or report card day, as service is not provided on these days.

**EXCEL Daily Fee rates with sibling discounts (if applicable) are as follows:**

<b>Program Activity</b>	<b>1st Child</b>	<b>2nd Child (10%)</b>	<b>3rd and subsequent children (15%)</b>
<b>Before</b>	5.38	4.84	4.57
<b>After</b>	13.48	12.13	11.46
<b>Before and After</b>	18.86	16.97	16.03

**EXCEL does not offer part-time participation.**

If you withdraw your child partway through a month, your refund will be calculated by multiplying the applicable **daily rate** by the total number of service days used in the final month of enrollment and subtracting that from the applicable monthly rate.

When enrolling partway through a month, the first month's fees will be calculated by multiplying the number of service days to be used by the applicable **daily rate**.

8. What are my payment options?

Monthly tuition fees can be paid online through the Parent Portal using Visa, MasterCard, Visa Debit or MasterCard Debit, in person/by mail using post-dated cheques or money order, or in person using cash.

**Online Payments**

If paying monthly tuition fees online, families can make payments manually each month or set up **auto payment**. EZChildTrack partners with Payroc Canada, a secure online payment platform to accept online payments. All payments are processed in Canadian dollars. Personal information you provide during a payment card transaction may be stored, accessed from or disclosed outside Canada for payment processing. When you complete a payment card transaction, you consent to this use and disclosure of your personal information. For information on how payment card companies protect your information, please refer to your card company's cardholder and privacy policies.

**Manual Online Payments**

To make manual online payments, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Pay Now] button in the 'Payments & Statements' section of the Home Page. Select the desired payment method (i.e., credit card). You will be taken to a page wherein you can select the payer and specify the payment amount. **Please note: the payer must be a person listed on the account as primary or secondary account holder, emergency contact, or authorized to pick up.** If you wish to use another payment method, click on the [Change Payment Method] button. The 'View Current Invoice'

link can be used to view details linked with the current invoice. There is also an option to view the refund policy. If no credit card details have been saved for the account, you can specify payer information and click on [Enter Credit Card] button. A form is shown where you can enter payment details and, if you wish, use the card details for autopay. The address provided must match the address provided to your credit card company or financial institution. Click on [Make Payment]. If the transaction processed successfully, a payment receipt will be emailed to the payer and the Primary Account Holder (if different). A screen will appear indicating that the payment was successfully processed and provide the option to print the receipt. A Late Payment Fee of \$18.50 will be posted to the Account the day following the Payment Due Date if the balance has not been remitted.

### **Autopay**

Enrolling in autopay can be completed at the time of registration with the payment card used to pay the registration fee. On the "Make Payment" screen of the application where you are required to enter your payment card information, there is a section that says, "Enroll in Recurring Autopay". Below, it will say "Use this card for autopay" and will provide Yes or No as your options. Simply click Yes if you would like to set up for autopay, then click the "Make Payment" button. Tuition payments will be applied to the payment card entered, on the 20<sup>th</sup> of the month preceding the month of service.

To enroll in Autopay later, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Enroll in Autopay] button in the 'Payments and Statements' section of the Parent Portal Home Page. Select the desired method for automatic payment (i.e., credit card). In the next screen, after selecting the payer from the 'Paid By' drop-down and agreeing to the terms and conditions (please review carefully), click on the [Enter Credit Card] button. A payment form is displayed where you can enter all card details. If the enrolment is successful after you click on the [Enroll in Autopay] button, a confirmation email will be sent to the payer and a confirmation message will come up. Once the confirmation message comes up, you can click on the [Close] button to exit. Any payment due prior to the autopay start date must be made manually.

By enrolling in Autopay, the Payer authorizes the Halifax Regional Centre for Education to process payments on a recurring basis for the amount of the Account Balance on each Payment Due Date. If the payment fails for any reason, the payer has until the end of the Payment Due Date to post a one-time payment to cover the Account Balance. A Late Payment Fee of \$18.50 will be posted to the Account on the day following the Payment Due Date if the balance has not been remitted.

To update/change the payment card used for autopay, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Change Autopay] button in the 'Payments & Statements' section of the Home Page. Click on the [Change Payment Method] button to choose a different payment method. Select the desired payment method. You can also delete the existing saved automatic payment method at this time. Changes to payment cards must be made through the parent portal at least five business days prior to the 20<sup>th</sup> of the month. ***Please note: If you are set up for autopay and make a one time manual payment with a different payment card, this will not change the payment card set up***

***for autopay. You must complete the steps outlined above to update or change the payment card for autopay. Autopay will be set up on your account from year to year unless you choose to cancel it.***

If you wish to cancel autopay, sign into your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Change Autopay] button in the 'Payments & Statements' section of the Home Page. Click on the [Cancel Automatic Payment] button to cancel autopay and make payments manually.

If you register partway through the month, payment is required immediately for the days that will be used for the first month of service. You can use the payment card on file (if provided during the registration process) or another of your choosing. Enrollment will be completed once payment is received.

If you have difficulty setting up your online payment information through the Parent Portal, please contact the EXCEL Administration office by calling 902-464-2000 ext. 2787 or emailing [excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca).

### **Post-Dated Cheques**

If paying monthly tuition fees by post-dated cheques (payable to HRCE/EXCEL), they must be received at the EXCEL office (25 Alfred Street, Dartmouth, NS, B3A 4E8) at least five days prior to the 20<sup>th</sup> of the month preceding the month of service. If you register partway through the month, payment is required immediately for the days that will be used for the first month of service by visiting the EXCEL Administration office. Please call ahead to ensure that a staff member is available to receive your payment. Enrollment will be completed once payment is received.

Receipt of post-dated cheques for the remaining months of service are required five days prior to the next monthly Payment Due Date to avoid interruption in service.

### **Cash or Money Order**

Payment by cash or money order (payable to HRCE/EXCEL) must be received by the EXCEL Administration office (25 Alfred Street, Dartmouth, NS, B3A 4E8) on or before 4:15pm on the 20<sup>th</sup> day of the month preceding the month of service. If you register partway through the month, payment is required immediately for the days that will be used for the first month of service by visiting the EXCEL Administration office. Please call ahead to ensure that a staff member is available to receive your payment. Enrollment will be completed once payment is received.

## **9. Can I apply for the EXCEL Program at more than one school for the same child?**

Given the demand for our programs, parents may only submit an application for one school during the registration period. You will need to provide us with the name of the school in which your child(ren) will be registered and will attend in September 2023. You may only register your child(ren) for an EXCEL program operating at the school in which they are enrolled. Should there be factors resulting in a change of schools following the submission of the initial



application, parents may contact the EXCEL office (902-464-2000 ext. 2787 or [excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca)) to request a transfer of their application from one EXCEL program to another. **The date of the request to transfer the application would become the new date/time for acceptance consideration.**

10. Are there spaces in the EXCEL program dedicated to children who may require additional support to participate?

All applications are treated equally. Applications are processed based on the date and time the application is received. When completing the application form, you will need to provide details of any medical concerns, allergies, conditions, disabilities, and related needs your child may have in order to actively participate. Parents will be contacted by the EXCEL Management Team for a pre-assessment conversation to discuss specific supports that may be required. Some of the factors for consideration may include:

- Does your child require assistance such as washing, toileting, or changing clothes?
- Does your child require assistance with feeding or drinking?
- Does your child have any mobility issues and require assistance to move from one location to another?
- Does your child exhibit aggression or violence towards others?
- Does your child pose a risk of injury to him or herself?
- Is your child a flight risk?

The EXCEL Management Team may deem it necessary to meet with you at your child's school to provide an opportunity to explore the EXCEL environment and collaboratively develop a potential accommodation plan, if appropriate. Your position in the queue will not be impacted during this process.

If, after acceptance to the EXCEL program, it is determined that a child has needs beyond those that can be supported within the standard staff to student ratio, the child's participation may be suspended until such time as the necessary staffing can be put in place.

11. What happens if the program is full when I register?

If the EXCEL program at your child(ren)'s school is at capacity, you will receive an automated email message indicating that your child(ren) have been added to the waitlist. If/when space becomes available, you will be contacted by the EXCEL Registrar's office to determine if you are still interested in enrolling your child(ren).

12. What if I'm away during the registration period?

In an effort to ensure that clients' personal information is protected, registration must be completed online through EZChildTrack. EZChildTrack is a secure, web-based system that can be accessed from anywhere with an internet connection. If you do not have access to the internet/appropriate technology, you are encouraged to establish a designate who can complete the application on your behalf.

***Please call 902-464-2000 ext. 2787 or email [excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca) if you require assistance with registration.***

13. I share the costs of EXCEL with another person. How is this handled through EXCEL's registration system?

If you are eligible to register during the early registration period, the parent/guardian who registered the child(ren) for the 2022-23 school year must register the child(ren) for the 2023-24 school year as your child(ren)'s information is on your account. When registering for the 2023-24 school year, you will indicate that you will be sharing the costs with another individual and provide the required information. Both accounts are subject to the non-refundable \$37.00 registration fee. All account holders will receive individual Income Tax receipts.

For new families, only one parent needs to complete the actual registration process. On the online registration form, the registering parent will indicate that this is a cost-share arrangement. They will include the cost-share details (i.e., %) and the contact information of the second person, including their name, email address and phone number. The EXCEL office will then contact the second person and provide a link for that person to provide their payment information and complete the process. Both accounts are subject to the non-refundable \$37.00 registration fee. All account holders will receive individual Income Tax receipts.