

EXCEL Online Application Guide 2021-22

To access the EZChildTrack Parent Portal landing page, please visit: <https://ca.ezchildtrack.com/excel/parent> using the most up-to-date version of your web browser on a device larger than a cell phone.¹

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.

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 be taken to the parent registration form. When you enter your email address into the first required field, 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 [Continue] to complete the application. Only when your registration is approved will an account be created and a password sent by email to enter the Parent Portal.

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 in the first field in the parent registration form. 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 Continue. 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.

When completing the parent registration form, please note that mandatory fields (information) have a red line beside them. You will not be able to move forward until these fields are populated.

Section	Category	Required Information
My Account	Parent/Guardian 1	Email Address Name (Last Name/First Name) Home Address Phone Number(please provide at least one phone number at which the Parent/Guardian 1 can be reached)

Section	Category	Required Information
		Check the “Do not have Work Phone/Home/Cell Phone” box under the number field as applicable
	Cost Share – indicate if you will be sharing the cost of tuition with another person and provide the required information. ²	Name Phone Number Email Address Percentage/Amount for each Payer Cost share account holders will receive individual Income Tax receipts.
	Upload Documents	If you have a document(s) you would like to provide during the application process such as a court order, confirmation of financial assistance from an outside agency, or a form required by an outside agency confirming EXCEL tuition, you can upload it here. Only one form per category can be uploaded. This is not a mandatory field.
	Parent/Guardian 2 - If not including a Parent/Guardian 2, check the “Do not have a secondary Account Holder” box	Name Home Address (or check “Address same as Primary Account Holder”, if applicable) Phone Number (please provide at least one phone number at which the Parent/Guardian 2 can be reached) Check the “Do not have Work Phone/Home/Cell Phone” box under the number field as applicable Email Address
	Emergency Contacts – must provide at least one emergency contact. This individual will automatically be authorized for pick up, but do not include the Parent/Guardian 1 or 2.	Name Phone Number (please provide at least one phone number for each Emergency Contact) Check the “Do not have Work Phone/Home/Cell Phone” box under the number field as applicable
	Authorized to Pick Up - You can enter up to 5 authorized individuals to pick up your child from the program. This is optional as your Parent/Guardian 2/Emergency Contacts are authorized to pick up your child(ren).	Name Phone Number (please provide at least one phone number for each individual listed) Check the “Do not have Work Phone/Home/Cell Phone” box under the number field as applicable

Section	Category	Required Information
	DO NOT enter primary/ secondary account holder or emergency contacts.	
My Children	Child	Name Date of Birth Gender (Optional)
	Relation/Pickup ³	Indicate from the drop down menu the child’s relationship to the list of parent(s)/guardian(s), emergency contact(s), individual(s) authorized to pick up. Check the “Authorized to pick up” box where appropriate Check the “Lives with” box where appropriate The list can be rearranged in order of priority Child’s Address (optional)
	Medical Information	Check Yes or No boxes to indicate if your child has: 1. Life Threatening Allergies 2. Disabilities 3. Requires additional support to participate 4. Medical Concerns/Conditions If you check yes, you will be asked to provide a brief description.
	School Information	From the drop-down menu, choose the school your child will be attending in September 2021-22. From the drop-down menu, choose your child’s grade for the 2021-22 school year. If you know your child’s student number, please provide it. This is not a mandatory field. <i>Please note: If your child(ren) participated in an EXCEL 2020-21 Program, their grade field will be populated with the grade they will be in when the program starts in September and cannot be changed. If your child’s grade is incorrect, continue completing the application, if possible, and contact the EXCEL Office (902-464-2000 ext. 2787 or excelregistrar@hrce.ca) so the error can be corrected.</i>

Section	Category	Required Information
	Enroll	<p>Until the program begins in September, the start date will be populated for the first day of school. Registration during the period leading up to the beginning of the program is intended for children starting the EXCEL Program on the first day of school in September. If you indicate a later start date, you will be billed for the days/months of service leading up to that start date.</p> <p>If registering after the beginning of the program in September, the preferred start date must be within two weeks of the date of submission of your application. Spaces will not be held longer than this two-week period without payment of tuition fees.</p> <p>A list of activities will then be shown for which the child is eligible for enrollment. Carefully select all desired activities.⁴</p>
	Add Child	<p>If you wish to add another child, click on Add Child button. Only when all desired children have been registered should you move on to the Terms and Conditions section of the application.</p>
Terms and Conditions	Releases/Waivers	<p>Check Yes or No and initial each release/waiver. Checking “No” does not stop you from continuing.</p>
	Releases/Waivers – <u>Parent Handbook</u>	<p>Please review the EXCEL Parent Handbook prior to signing in to the registration system as you are required to initial that you understand and agree to abide by the policies therein. The Parent Handbook can be found on the HRCE website on the following page: https://www.hrce.ca/about-our-schools/parents/excel-child-care/fees</p>
	Terms and Conditions⁵	<p>You will be required to initial that you understand the terms and conditions and agree to abide by them.</p>
Review Fees	Registration Fee	<p>Parents/guardians must pay a registration fee of \$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 using Visa, MasterCard, Visa Debit or MasterCard Debit.</p>

Section	Category	Required Information
		<p>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 the back of the card) are required. 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. The address provided must match the address provided to your credit card company or financial institution.</p> <p>Families who wish to pay monthly tuition fees online can 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 payment card entered on the 20th of the month preceding the month of service. 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.</p> <p>If you choose to pay later by cash, cheque or money order, please visit the EXCEL Administration office at 25 Alfred Street, Dartmouth, NS to make payment in order for the enrollment process to be completed.</p> <p>The \$37.00 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 your child(ren) are placed on the waitlist, you will not be required to pay the \$37.00 registration fee until such time as space is available for your child(ren) to enroll.</p>

Section	Category	Required Information
	Financial Assistance ⁶	<p>If you will be receiving financial assistance for EXCEL tuition, you will be required to click yes to this question and click on the agency providing this assistance. If the agency who will be assisting is not listed, please choose Other.</p>
Payment Set up	Payment Information	<p>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.</p> <p>Online Payments</p> <p>If paying monthly tuition fees online, families can set up auto payment at the time of registration with the payment card used to pay the registration fee (see Registration Fee section) or prior to the first billing date through the Parent Portal.</p> <p>To set up autopay later through the Parent Portal, go to the Payment and Statements section of the Parent Portal Home Page and click on “Enroll in Autopay”. Select Payment Method. Credit Card will be the choice presented. Select a payer from the “Paid by” drop down menu and complete the remaining mandatory fields. 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. The address provided must match the address provided to your credit card company or financial institution. Click on “Enter Credit Card” and enter your payment card details. Click on “Enroll in Autopay”. If successful, an automatic payment confirmation screen will be displayed. An email will be sent to the Primary account holder and payer (if different than the Primary account holder). 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.</p> <p>Payments will begin to be processed on the 20th of the month preceding the month of service (e.g., August 20th for the month of September) using the payment information</p>

Section	Category	Required Information
		<p>provided. Once enrolled in the program, payment card information can be changed through the Parent Portal.</p> <p>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.</p> <p>Post-Dated Cheques</p> <p>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 20th 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. Enrollment will be completed once payment is received.</p> <p>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.</p> <p>Cash or Money Order</p> <p>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 20th 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. Enrollment will be completed once payment is received.</p>
Submit Application		<p>Once you have completed each step, you should receive a message indicating that: “Registration was submitted successfully” and see your child(ren)’s enrollment requests.</p> <p>We suggest that you click “Download your complete application” and save it for your records.</p>

Section	Category	Required Information
Follow Up		<p>You should receive a confirmation and/or waitlist notification email within ten business days. <i>Please check your junk/spam folders in case the emails do not get delivered to your Inbox.</i></p> <p>Applications submitted throughout the remainder of the summer and new school year should be processed and confirmed by email within a few days.</p> <p>If you do not receive a confirmation email, please contact the EXCEL Administration office by calling 902-464-2000 ext. 2787 to ensure that your application was received.</p>

¹ Please note: While larger devices are more user-friendly, the application can be completed on tablets and smartphones that can be switched to desktop version.

² If anyone is prohibited from access to your child(ren) or there are other custody arrangements related to EXCEL, you will be asked to provide a signed, stamped copy of the custody agreement upon approval of your application. This can be uploaded or sent by email to excelregistrar@hrce.ca.

³ MUST BE at least 19 years of age to pick up children. If you list a person(s) under the age of 19 years to pick up your child, you are required to consent to this later in the application form and will be required to submit a Sign In/Sign Out Exception Request Form for approval once enrolled in the program.

⁴ Given the demand for the EXCEL program, it is critical that you enroll your child(ren) in the correct activities. If you wish to change your child's enrollment, please contact the EXCEL Administration office (902-464-2000 ext. 2787) or excelregistrar@hrce.ca to request the change. The date and time of the change being made will become the new date and time for acceptance consideration.

⁵ The terms and conditions include the following: "The information provided herein will be stored in Canada and this information may be accessed outside of Canada for the purpose of technical support". All student data must be stored in the online system to ensure accurate attendance records and security of personal information.

⁶ If you will be receiving financial assistance for EXCEL fees, written confirmation of acceptance of financial responsibility by an agency representative must be uploaded during the application process or emailed to the EXCEL administration office (excelregistrar@hrce.ca) within one week of the date of registration to ensure that your application can be fully processed. It is the responsibility of the parent/guardian to obtain this written confirmation. As spaces will not typically be held beyond the one-week timeframe, please contact the EXCEL office (902-464-2000 ext. 2787) if there is a delay in obtaining this written confirmation.