

2024 Fall Start Onboarding Email Campaign

- Registration Before First Day of School
 - 1. Update Your Payment Information in the RAS Family Portal
 - 2. Schedule Change & Absences (Bi-Weekly Billing)
 - 2. Schedule Change & Absences (Monthly Billing)
 - 2. Schedule Change & Absences (District Paid)
 - 2. Schedule Change & Absences (ELOP/ASES)
 - 3. Cancellation & Refund Policy
 - 3. Cancellation & ELOP/ASES Attendance Policy
 - 4. NO CA: Enrolling in Additional Programs & Camps & Switching Between Schools
 - 4. CA ONLY: Enrolling in Additional Programs & Camps & Switching Between Schools
 - 5. Document Upload Reminder
 - 6. RAS Welcome Info Page
 - 7. Reminder: RAS Welcome Info Page
 - 8. Reminder: RAS Welcome Info Page
- Registration After First Day of School (Coming Soon)
- Mid-Year Program Start (Coming Soon)
- Welcome Info Pages

Registration Before First Day of School

Registration Before First Day of School

1. Update Your Payment Information in the RAS Family Portal

Audience:

- Parent Paid
- All Billing Types

Email:

- [Update Your Payment Information in the RAS Family Portal](#)

Registration Before First Day of School

2. Schedule Change & Absences (Bi-Weekly Billing)

Audience:

- Parent Paid
- Bi-Weekly Billing

Email:

- [Schedule Changes & Absences in the RAS Family Portal](#)

2. Schedule Change & Absences (Monthly Billing)

Audience:

- Parent Paid
- Monthly Billing

Email:

- [Schedule Changes & Absences in the RAS Family Portal](#)

Registration Before First Day of School

2. Schedule Change & Absences (District Paid)

Audience:

- District Paid (Non E-LOP/ASES)

Email:

- [Schedule Changes & Absences in the RAS Family Portal](#)

2. Schedule Change & Absences (ELOP/ASES)

Audience:

- CA Schools with E-LOP/ASES Funded Programs

Email:

- [Schedule Changes & Absences in the RAS Family Portal](#)

Registration Before First Day of School

3. Cancellation & Refund Policy

Audience:

- Parent Paid
- All Billing Types

Email:

- [Cancellations & Refunds in the RAS Family Portal](#)

Registration Before First Day of School

3. Cancellation & ELOP/ASES Attendance Policy

Audience:

- CA Schools with E-LOP/ASES Funded Programs

Email:

- [Cancellations, Refunds & Attendance in the RAS Family Portal](#)

4. NO CA: Enrolling in Additional Programs & Camps & Switching Between Schools

Audience:

- Parent Paid
- District Paid
- All Billing Types

Email:

- [Cancellations & Refunds in the RAS Family Portal](#)

4. CA ONLY: Enrolling in Additional Programs & Camps & Switching Between Schools

Audience:

- CA Schools with E-LOP/ASES Funded Programs

Email:

- [Cancellations & Refunds in the RAS Family Portal](#)

Registration Before First Day of School

5. Document Upload Reminder

Audience:

- All Payment Types
- All Billing Types

Email:

- [Document Upload Reminder](#)

6. RAS Welcome Info Page

Audience:

- All Payment Plans
- All Billing Types

Email:

- [Get Ready for Your First Day with Right At School!](#)

7. Reminder: RAS Welcome Info Page

Audience:

- All Payment Plans
- All Billing Types

Email:

- [Reminder: Get Ready for Your First Day with Right At School!](#)

8. Reminder: RAS Welcome Info Page

Audience:

- All Payment Plans
- All Billing Types

Email:

- [Your First Day with Right At School is Almost Here!](#)

Registration After First Day
of School (Coming Soon)

Mid-Year Program Start (
Coming Soon)

Welcome Info Pages

Customer Operations Notes to Field Leaders:

- The information below will be what is showing on your **Welcome Info Page** for each school
- You **do not** need to send this to your families. They will receive a series of three emails with the information prior to the first day of school. This will also be posted as an announcement in the RAS Family Portal for the entire school year.
- Anything highlighted in **YELLOW** will be information specific to that school. This information is pulled from Fedoras, so it is important to ensure it is always up to date.
- **Before School Program Details** will be hidden if the school does not have before school
- **After School Program Details** will be hidden if the school does not have after school
- **E-LOP/ASES Attendance Policy** will be hidden if the school does not have any E-LOP/ASES programs
- To find your Welcome Info Page links, navigate to Fedoras → Schools → Welcome Info Page

The screenshot shows the Fedoras system interface. The top navigation bar includes 'Home', 'Districts', 'Schools', 'Programs', 'Finance Team', 'AmRdMap', 'Admin', 'HR Team', 'Implementation Team View', 'Marketing Team View', 'Subsidy Attendance', 'Students with Special Needs', 'Non School Day', and 'AM Listing'. Below this, there are more navigation options like 'Enrollment Caps', 'Tech Team', 'Customer Service Team', 'Recruiting Team', 'Safety and Joy Assessment', 'Incident/Injury Reports', 'Licensing Visits and Citations', 'Program Closures', 'Waitlist Updates', and 'Leadership/Alignment'. The main content area is titled 'Schools' and features a search bar and a table of schools. The table has columns for State, Area, District Name, School, Type, Status, Enrollment Platform, JumbulaLink, School Page Link, and Welcome Info Page Link. The first three rows of the table are highlighted in yellow, and a pink arrow points from the 'School Page Link' column to the 'Welcome Info Page' link in the first row.

State	Area	District Name	School	Type	Status	Enrollment Platform	JumbulaLink	School Page Link	Welcome Info Page Link
Arkansas	AR - eSTEM Public Charter	eStem Public Charter School	eStem Downtown Elementary	Host	Upcoming	LineLeader			Welcome Info Page
Arkansas	AR - eSTEM Public Charter	eStem Public Charter School	eStem East Village Elementary	Host	Upcoming	LineLeader			Welcome Info Page
Arkansas	AR - eSTEM Public Charter	eStem Public Charter School	eStem Downtown Jr. High	Feeder	Upcoming	LineLeader			Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Baker Elementary	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Chenal Elementary	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Clinton Elementary (AR)	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Crystal Hill Elementary	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Joe T. Robinson Elementary	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Sylvan Hills Elementary	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page
Arkansas	AR - Pulaski	Pulaski County Special School District	Sherwood Elementary (AR)	Host	Returning	Jumbula	Jumbula Site	School Page	Welcome Info Page

Welcome Info

Thank you for choosing Right At School at **[School Name]**! We can't tell you how excited we are to be providing care for your family this school year.

Communication

Our dedicated Program Manager is available with an on-site cell phone throughout program hours, ensuring you have a reliable point of contact while the program is in session.

To reach our on-site cell phone: [Program Phone]

To report your students' absence or for program questions: Send email to [Program Email].

For program questions or concerns:

[Area Manager Name]

[Area Manager Phone]

[Area Manager Email]

Did you know you can easily manage your child's after-school program through our Right At School Family Portal? Visit <https://www.rightatschool.com/portal> to change your child's schedule, make payments, view invoices, and manage your account.

**Please note that California families who attend our E-LOP and ASES programs will need to contact Customer Support for schedule changes or cancellations.*

If you need additional assistance please use the **Contact Us** page to reach our Customer Support team.

Child Paperwork

Right At School follows all applicable state and local childcare licensing regulations and adheres to district policies and procedures. Therefore, parents/guardians may be required to complete additional state- or district-specific paperwork prior to a child's first day of attendance. All families regardless of their state will have required documents to sign off/complete prior to the first day of program. Visit <https://www.rightatschool.com/portal> to [Acknowledge and Upload Required Documents](#).

Download the **Family Handbook** for detailed information on Right At School's policies & procedures.

After School Program Details

- Please make sure to inform your child's classroom teacher of their Right At School schedule.
- A snack will be provided daily. You are welcome to send your child with an alternative nut-free snack from home if you prefer.
- If your child will not be in after school, we appreciate an email to our team at [program email]. Our team follows a strict protocol for children who do not show up to our program after school, including calling home, alerting school administration, and escalating to local authorities as necessary. Please help us to be as safe and efficient as possible by letting us know if your child is not attending the program.

- Pick-up is anytime until the end of the program at [\[pick-up location\]](#).
- Right At School will not release a child to a person who does not have custody or guardianship of the child or who has not been authorized by a parent or guardian to pick up the child. **When an authorized pick-up arrives, the authorized pick-up person is responsible for signing the child out. Please make sure that any authorized pick-up including the parent/guardian brings a photo ID for identification verification.** To update your account details, please use the *Family Portal Contact Updates* form through your RAS Family Portal Account. This form allows you to add or remove authorized pickups, emergency contacts, or primary caregivers.
- If you are running late to pick up your child, please call our program cell phone at [\[program phone\]](#), so we can communicate this to your child.

Please note: late pick-up fees will apply if your child is picked up after the program ends. This policy is non-negotiable, and your payment method on file in the online portal will be automatically charged. Repeated late pick-ups may lead to suspension or termination from the program.

For full policy details, see the *Enrollment, Tuition, Fees, & Discounts* section in our [Family Handbook](#).

Before School Program Details

- Drop off is any time after the start of the morning until school starts at [\[drop-off location\]](#).
- Parents/guardians are responsible for escorting their child to the Right At School program **(please note for the safety of everyone, participants must be signed in to the program by a parent/guardian, so curbside drop off is not permitted)**. Right At School staff will release children to their appropriate classrooms at the start of the school day.
- If your child will not be in before school, we appreciate an email to our team at [\[program email\]](#).

Electronic Attendance PIN

Right At School uses an Electronic Attendance System, which means we no longer require physical signatures for signing in or out your student. Instead, every authorized pickup on your account will have a unique Authentication (PIN) Code that will act as their digital signature for signing in or out your student each day. It is important that each pickup person uses their personal Authentication (PIN) Code.

After registering for the first time in the new RAS Family Portal, you should have received an email to activate your account. During this process, you should have also received an email with your **Assigned PIN Code. Keep this PIN code handy; you will need it daily during drop-off and pick-up to sign your child in or out.** You can also find your PIN code on the RAS mobile app. Simply click on the person icon at the bottom of the screen, then tap your name.

Anyone listed as an Authorized Pickup or Emergency Contact should receive an email to activate their account, along with a separate email containing their **Assigned PIN code**. Please ensure that these individuals are aware of the need to complete these essential steps.

E-LOP/ASES Attendance Policy

In accordance with California E-LOP and ASES regulations, Right At School's Late Arrival and Early Release Policy ensures student attendance and safety. This policy allows students to arrive late or leave early for valid reasons like transportation schedules, extracurricular activities, emergencies, or court orders. Parents must submit a signed form, and frequent violations can impact program eligibility.

For full policy details, see the E-LOP/ASES Attendance Policy Addendum in our [Family Handbook](#).

Download the Right At School App

Stay up to date and have easy access to your Right At School account right in your pocket! Be sure to enable push notifications to receive announcements from Right At School staff in real time.

- [Get it on Google Play](#)
- [Download on the App Store](#)

Looking for more information on Financial Assistance & Discounts?

Ensuring that all families, regardless of their financial situation, can access Right At School's enrichment programs is central to our mission. From RAS discounts that benefit families from different walks of life, to state-funded Child Care Assistance Programs, to other state and federal assistance programs, there are many ways your family can access Right At School at a reduced price. Head on over to our [Financial Assistance & Discounts](#) page to learn more.

**Please note that discounts vary by location and may not be combined.*

**We are all looking forward to creating a fantastic experience
for your child!**