RAS Family Portal (Powered by LineLeader) Email

Hey everyone,

Exciting news! This summer, we're introducing the RAS Family Portal (Powered by LineLeader) a powerful system that combines a Customer Relationship Manager (CRM), a Family Engagement App, and Childcare Management Software (CMS) all under one platform. With the RAS Family Portal (Powered by LineLeader), you'll be able to efficiently manage client relationships, stay connected with families, and streamline childcare tasks—all in one place.

We've been test-driving the RAS Family Portal (Powered by LineLeader) and collaborating with their team to ensure a smooth experience for everyone. This strategic move enhances our ability to provide top-notch service and support. **A big shout-out to the dedicated AMs, SAMs, and RVPs who participated in our pilot program last Fall—this wouldn't have been possible without you!**

Here's a little sneak peek, along with some helpful walkthroughs for anyone running Summer Camp.

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[LineLeader AM Intro (Video).mp4](#)

<mark>**RAS Family Portal - Download the app flyer : PLEASE PRINT**</mark>

What's Next?

- ○ You will receive your invitation to log in to your RAS Family Portal (Powered by LineLeader) sites when your site's Summer Camp registration goes live. Keep an eye out for the invitation email Andrew mentions in the video above.
- ○ You will receive virtual live training in mid-March.
- ○ A weekly RAS Family Portal (Powered by LineLeader) Office Hours will be available to Field Leaders starting in mid-February. Keep an eye out for your invitation in the coming weeks.

If you'd like to learn more and get ahead of the game you can review our LineLeader guides for our Field Staff and Parents:

- ○ The [RAS Family Portal (Powered by LineLeader) Guide](#)
- ○ The [Right At School Parent Guide for the Family Portal](#)
- ○ These resources are also available on the RAS Wiki under "RAS Family Portal (Powered by LineLeader)"

Frequently Asked Questions

Where should parents go to register?

All parents registering for Summer Camp 2024 will need to visit https://www.rightatschool.com/program-finder/ to find their Summer Camp program and register.

What should parents do if their child is already attending a school running in the RAS Family Portal (Powered by LineLeader)?

Summer Camp sites are separate sites from our before and after school programs. Parents should use the Program Finder linked above to register for Summer Camp **using the same email address they use for their home school login**. Using the same email address will ensure the parents can access both their home school and the Summer Camp site from a single login.

Where should I send parents if they have difficulty registering?

Customer Support at https://www.rightatschool.com/contact

Where is my login?

Field Leader logins will be issued after your Summer Camp registration goes live. Please look for an email invitation from donotreply@rightatschool.com with the subject "Right At School - Verify Your Email Address". When you receive this email, it's a good idea to follow along with the video to complete your account setup.

PLEASE REMEMBER TO SAVE YOUR LOGIN IN KEEPER SECURITY so it is safe, secure, and can be easily shared without being compromised.

What about my staff?

During your virtual live training, you will be creating a "site login" for each of your Summer Camp sites for the Program Manager's device to use. **PLEASE REMEMBER TO SAVE THE SITE'S LOGIN IN KEEPER SECURITY so it is safe, secure, and can be easily shared without being compromised.**

You will need to create non-login accounts for your staff before the first week of Summer Camp. This is covered in the RAS Family Portal (Powered by LineLeader) guide above and you will receive additional training before camp opening.

You mentioned a mobile app.

After registering, parents and field leaders will be prompted to download and log in to the new Right At School mobile app from your welcome email.

This will allow you to stay abreast of live program status and will allow parents to see activity streams from our programs, communicate directly with Program Managers and Area Managers, as well as receive prompts for payments, documents due and site-wide announcements.

Once registered, parents will be able to log in, manage their accounts, and communicate with the Program Manager via the mobile app or via the web. **Note:** Not all features are available on mobile, but we should have all parent-facing schedule management features available there by mid-summer.

What about Jumbula?

If your regular Before/After programs are running under Jumbula they will continue to operate under Jumbula until the end of the 23/24 school year, which means some of your families will have Jumbula (for Spring 2024) and LineLeader (for Summer Camp 2024) accounts simultaneously. You

may need to explain this difference to them should they get confused.

You will receive additional LineLeader training for 2024/2025 Before/After School programs & camps in advance of your District's Fall Start

If you have any other questions about the RAS Family Portal (Powered by LineLeader), please use the feedback form that is found in your RAS Family Portal (Powered by LineLeader) Field Guide.

Thanks so much,

The Training Team