

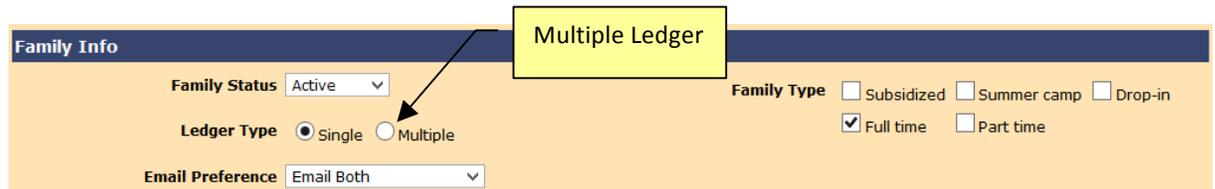
# OTP Frequently Asked Questions

## Q1: How many funding accounts can a family use?

A: One family can only use **one** active funding account at a time.

If you send OTP email invitation to both parents, only one parent per family can enroll in OTP under the first-come first-serve rule. Let's say the first parent registers and enrolls in OTP. When the second parent registers and logs in, he or she will see the hyperlink, which allows him/her to view and change the OTP funding account, but not to enroll again.

The above explanation is true when the family is setup as a Single Ledger family. Each ledger in OnCare can have one funding account. When you have a family that is setup as a Multiple Ledger, then the family can setup 2 funding accounts, one for each ledger. Note: Multiple Ledger is typically used in divorced families. However, if a family (intact/not divorced) insists on using 2 funding account, set the family as a Multiple Ledger as a workaround.



The screenshot shows a 'Family Info' form with the following fields and values:

- Family Status: Active (dropdown)
- Ledger Type:  Single  Multiple (radio buttons)
- Family Type:  Subsidized  Summer camp  Drop-in  Full time  Part time (checkboxes)
- Email Preference: Email Both (dropdown)

A yellow box labeled 'Multiple Ledger' has an arrow pointing to the 'Multiple' radio button in the Ledger Type field.

## Q2: Can I send out an account statement/invoice to all my TPD parents as a reminder that tuition is due?

A: Yes, you can use the batch email function to send out account statements to all your parents. From the OnCare Office home page, go to the Parents Communication section and click on the Batch Email function.

## Q3: Do I need to send out OTP invitation to the new families?

A: Yes, you must send out OTP enrollment email to your new families. That is the only way they can enroll in the OTP program (either TAP+TPD).

**Q4: What if a parent changes their mind and wants to sign up for TAP after signing up for TPD (or vice versa)?**

A: Parents can switch from TPD to TAP and vice versa.

**Switch from TPD to TAP** = Parent has to disenroll from the TPD themselves on the Parent Portal. After that, the Director can resend OTP enrollment invitation email. Parent can then enroll and choose TAP.

**Switch from TAP to TPD** = Director must disenroll the parent from TAP first as a parent can't do this themselves (by design). After that, the Director can resend OTP enrollment invitation email. Parent can then enroll and choose TPD.

**Q5: Can a parent enroll in TAP via the "old school" way, i.e. filling a paper enrollment form?**

A: Yes, but only for the TAP option. To do so, you need to download the form under Online Payment Enrollment as shown below for parents to complete. Once you get the completed form, you can follow the instructions to enroll the family on their behalf.

>> Online Payment Enrollment

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You can send an email to parents to invite them to enroll in online payment via the Parent Portal. Parents can enroll either in the Tuition Auto Pay (TAP) or the Tuition Pay Direct (TPD) program. TAP is center controlled while TPD is parents controlled.

[Send Online Payment Enrollment Invitation Email To Parents](#)

Download forms here

For TAP Enrollment, beside inviting the parents to enroll online by themselves as provided above, the director can also enroll the families into the TAP program on their behalf. To do that, please follow the steps below:

- 1) Click on the link below to download the appropriate TAP Authorization Form (MS Word format):
  - [TAP Authorization Form for ACH and Credit Cards](#)
  - [TAP Authorization Form for ACH Only](#)
- 2) Fill in the TAP Authorization Form with your business name and distribute it to the parents
- 3) Once you have collected the completed form from the parents, [click here](#) to enroll the families into the TAP program.