



Parent Facing Messaging

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When setting up a new enrollment season it is Best Practice to review all parent facing communications.

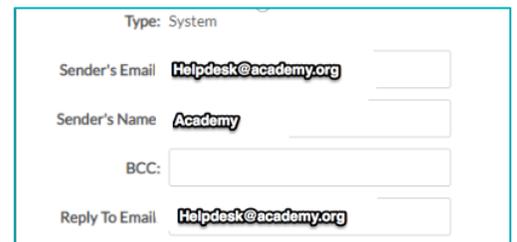
- Have you had any staff changes? Check for personnel, dates and email addresses.
 - ADMINISTRATION: Communication Templates
- Have you changed your enrollment process? Check the details in your instructions.
 - ADMINISTRATION: Business Units | Enrollment
 - ADMINISTRATION: Business Units | Re-Enrollment
- Have you changed payment methods or convenience fees?
 - ADMINISTRATION: Setup | Payments | General Billing
 - ADMINISTRATION: Setup | Payments | Enrollment/Re-Enrollment

Communication Templates

Administration | Communications | Communication Templates

Have you had any staff changes? Do any templates include dates?

- Check body of message for changes to dates, staff, process, etc.
- Sender's Email and Reply to Email fields must be filled or your recipients will receive their email from "Postmaster".



The screenshot shows a form for configuring a system email. The fields are as follows:

Type:	System
Sender's Email	Helpdesk@academy.org
Sender's Name	Academy
BCC:	
Reply To Email	Helpdesk@academy.org

System emails directed to Radius Users have unique URL links relative to the audience. Although school messaging may be the same for all audiences, please take care not to overwrite the properly formatted links contained in system messages.

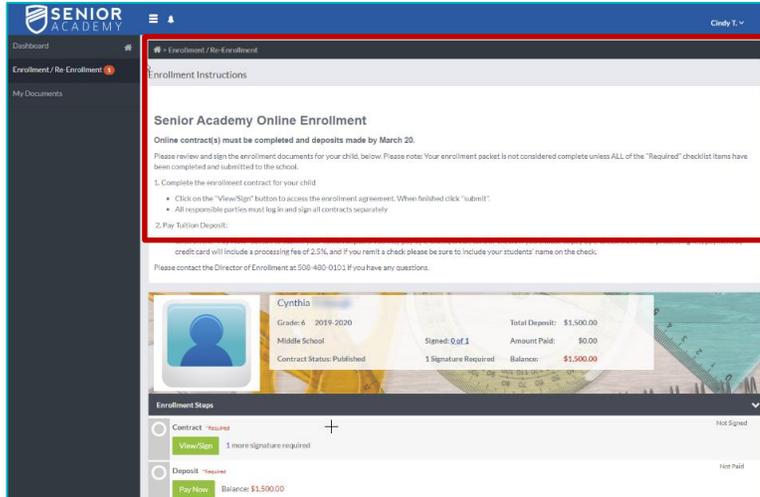
Please review the [Communication Template Requirements](#) in Help Guide

Enrollment / Re-Enrollment Instructions

Administration | Business Units | [School] | Enrollment

Administration | Business Units | [School] | Re-Enrollment

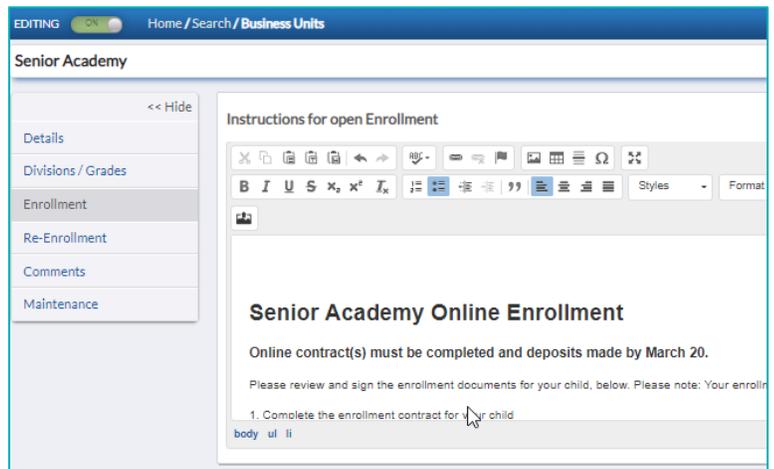
- Instructions appear at the top of the Enrollment/Re-Enrollment page in the portal.



- This message must be set up for both audiences.
 - Enrollment
 - Re-Enrollment

From the **Administration** function

- Select Business Units
- Click on school name in search table
 - Select Enrollment and update message
 - Select Re-Enrollment and update message



Sample Enrollment Language

Senior Academy Online Enrollment

Online contract(s) must be completed and deposits made by March 20th.

Please review and sign the enrollment documents for your child, below. Your enrollment packet is not considered complete unless ALL of the "Required" checklist items have been completed and submitted to the school.

1. Complete the enrollment documents for your child
 - Click on the "View/Sign" button to access the enrollment agreement. When finished click "submit".
 - All responsible parties must log in and sign all contracts separately
2. Pay Tuition Deposit
 - Click on the "Pay Now" button to submit your tuition deposit. You may pay by e-check, credit card or check. If you choose to pay by e-check there is no processing fee, payment by credit card will include a processing fee of 2.5%, and if you remit a check please be sure to include your students' name on the check.

Please contact the Director of Enrollment at 508-480-0101 if you have any questions.

Sample Re-Enrollment Language (Only Re-Enrollment has option for Profile Update)

Senior Academy Online Enrollment

Online contract(s) must be completed and deposits made by March 20th.

Please review and sign the enrollment documents for your child, below. Your enrollment packet is not considered complete unless ALL of the "Required" checklist items have been completed and submitted to the school.

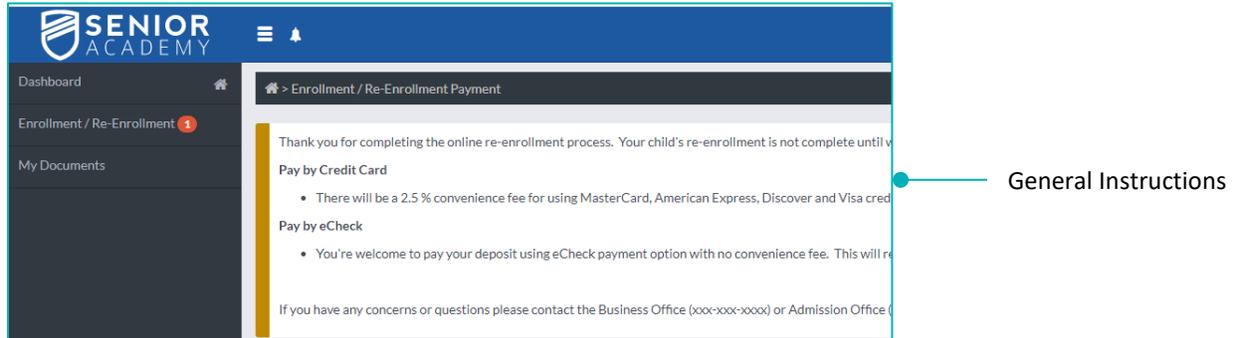
1. Complete your Profile
 - Click on the "Update Profile" button to view information on file
 - Select Edit to make changes and Done to save
 - Select Go Back to Enrollment Page when complete
2. Complete the enrollment documents for your child
 - Click on the "View/Sign" button to access the enrollment agreement. When finished click "submit".
 - All responsible parties must log in and sign all contracts separately
3. Pay Tuition Deposit
 - Click on the "Pay Now" button to submit your tuition deposit. You may pay by e-check, credit card or check. If you choose to pay by e-check there is no processing fee, payment by credit card will include a processing fee of 2.5%, and if you remit a check please be sure to include your students' name on the check.

Please contact the Director of Enrollment at 508-480-0101 if you have any questions.

Payment Instructions

Administration | Setup | Payment Setup | Instructions

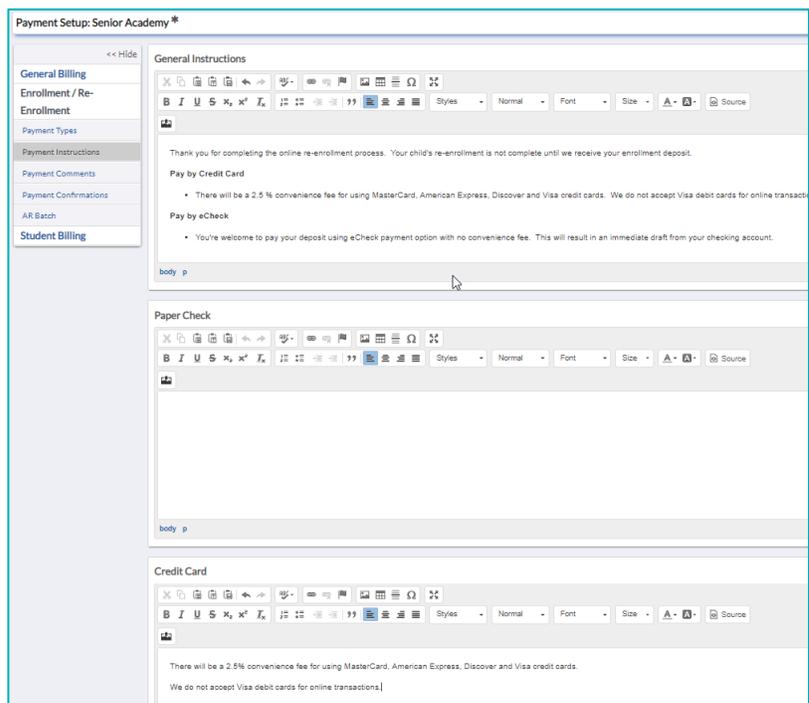
The Payment Instructions (General Instructions) appears at the top of the Payment page.



From Administration | Setup

- Select Payment Setup
- Select Payment Instructions under Enrollment/Re-Enrollment
- Turn Editing to ON
 - Edit General Instructions
 - Edit instructions for each payment type; Paper Check, Credit Card, etc.

Language for individual payment type is repeating specifics that were in General Instructions.



Sample Payment Instructions Language

Thank you for completing the online re-enrollment process. Your child's re-enrollment is not complete until we receive your enrollment deposit.

Pay by Credit Card

- There will be a 2.5 % convenience fee for using MasterCard, American Express, Discover and Visa credit cards. We do not accept Visa debit cards for online transactions.

Pay by eCheck:

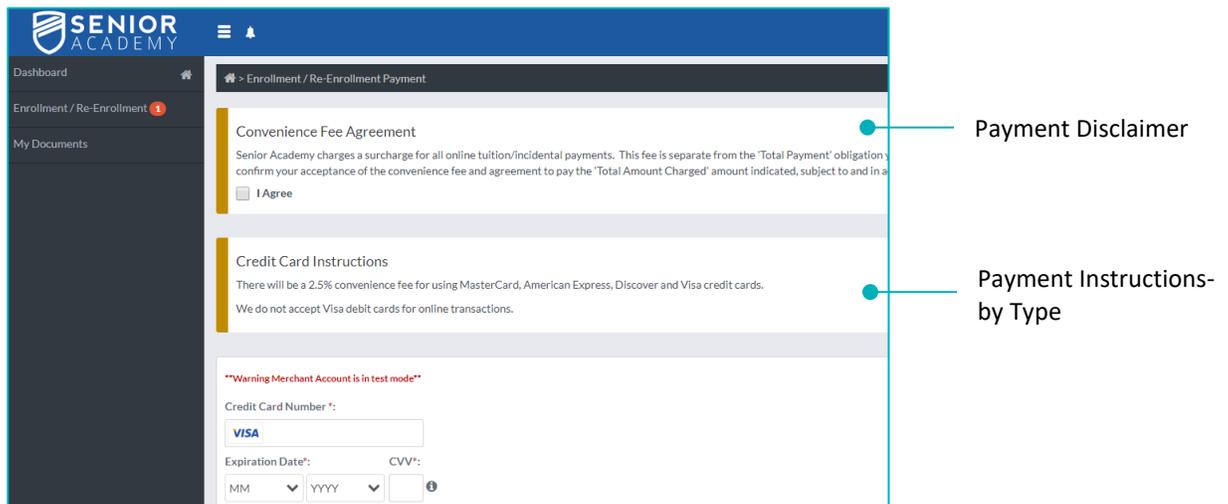
- You're welcome to pay your deposit using eCheck payment option with no convenience fee. This will result in an immediate draft from your checking account.

If you have any concerns or questions please contact the Business Office (xxx-xxx-xxxx) or Admission Office (xxx-xxx-xxxx).

Payment Disclaimers

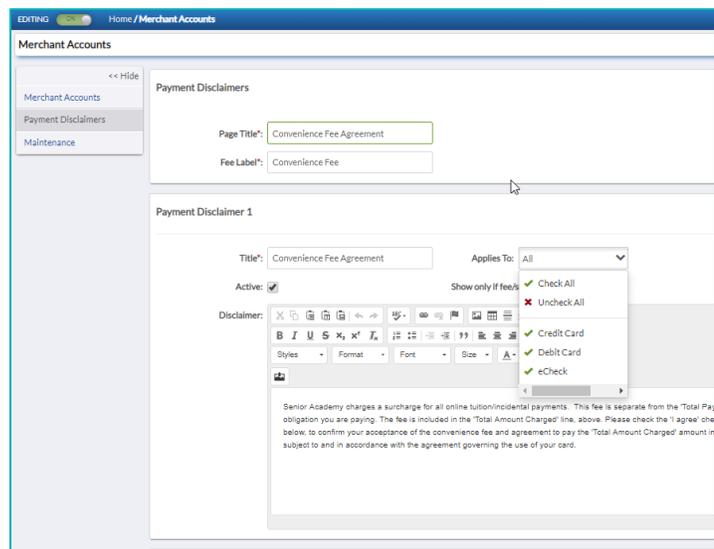
Administration | Setup | Merchant Accounts | Payment Disclaimers

- The Payment Disclaimer, **Convenience Fee Agreement**, appears at the top of the Payment page in the portal if you chose the “Add a convenience fee” to when selecting the Enrollment/Re-Enrollment payment type.



From Administration | Setup

- Select Merchant Accounts
- Select Payment Disclaimers
- Turn Editing to ON
- Edit Payment Disclaimer 1, etc.



Sample Payment Disclaimer Language

Senior Academy charges a convenience fee for all online tuition payments. This fee is separate from the 'Total Payment' obligation you are paying. The convenience fee is included in the 'Total Amount Charged' line, above. Please check the 'I agree' checkbox, below, to confirm your acceptance of the convenience fee and agreement to pay the 'Total Amount Charged' amount indicated, subject to and in accordance with the agreement governing the use of your card.

Update My Back Pack Forget Password Template

Prior to launching portal for first time it is recommended that you update the MBP Forget Password template so that if a parent has bookmarked MBP Login page they are redirected to The Portal.

This email has been sent in response to your request.

If you are a current parent or student, please click [here](#) to go to your Radius Dashboard. Click on "Forgot Your Password?"

Only if you are a faculty/staff member, please use the link below.

%ResetPasswordLink%

Please do not reply to this email. This message was sent by an automated system.

IMPORTANT: Once you move to the Radius Portal all student and parent reset password tasks are done IN RADIUS.
