**Online Family Application: Family FAQs**

### How can I access the Online Family Application?

You can access the Online Family Application by clicking on the Enroll button from the Child Focus website or just use the link below to navigate there directly
https://familyapplication.shineinsight.com/childfocus

### What information do I need to create an account?

To set up an account, you'll need your name, your child's name, birthday, phone number to contact you, and an email address. If you don't have an email, our staff can assist you to set one up in less than five minutes!

### How can I be sure that the information I share in the Online Family Application is secure?

Your sensitive data is encrypted, which means it cannot be read by anyone who does not have the secret key. The website is secured with a TLS security certificate - you can tell by the 's' in the "https" at the start of the web address. Your access to the Online Family Application is secured via your password as well as token-based authorization used to verify your account authenticity. Your data will never be shared with third party vendors.

### I'm having trouble logging in and creating an account. Can someone help me?

Yes, just call our main office at 528-7224.

### I don't have an e-mail address; how can I access the application without one?

We do require an email address to ensure that you are able to securely save your information and recover your password as needed. If you'd like to create an account, our staff can work with you to get you set up.

### How can I get help with my Online Family Application?

Reach out at any time by calling the number listed in the Online Family Application for the location you're interested in, and our staff will get back to you right away. If you need help setting up an account, please go to our website https://www.child-focus.org/early-learning/

and call the main center at 528-7224.

## Can I complete the application in Spanish? Or any other languages?

Yes, you can complete the application in Spanish--just use the menu at the top right of your screen to change the site language. We hope to have the application available in other languages soon.

## What should families do first after creating an account?

Use the site orientation that pops up to get familiar with the site and the process -- it will walk you through the process and tell you where to get started!

## What are the key steps for submitting an application through the OFA?

Create guardian profile(s) for yourself and any other person who is a guardian for your child(ren) (Add Guardian button) Create an application for each child (Add Child) Complete information in application steps 1-7 for each child Click Submit Application to review submission information, check the to submission agreement and submit each child's application to program staff That's it! Staff will be in touch with you to review the information you've submitted and walk you through the next steps.

## Do I need to submit an application before getting help?

No, you can call our program at any time for assistance. And if you're not comfortable completing your application online, no problem! Our staff can assist you with completing your application remotely.

## Can I pause, and complete my application at a later time? Or does it need to be completed in one sitting?

Yes, you can save your application and come back and complete it at a later time.

## How do I edit my own information as a guardian?

On your dashboard, you'll see your name first under the Guardian List. Click on the pencil to the right of your name to edit your information.

## How do I create another guardian and edit their information?

On your dashboard, you'll see an orange Add Guardian button. Click that button and fill in the guardian's First and Last Names and Date of Birth. After you save, they will appear below you in the Guardian List. Click on the pencil to the right of their name to edit their information.

### What if I'm not comfortable uploading documenting or sure what documents I need to upload?

Documents are NOT required to submit your application for review by program staff. You will be able to talk to staff either before or after submission to clarify the document requirements, and they can walk you through the process of submitting through the online application. If you're more comfortable submitting your documents in person, you are welcome to do so.

### How do I submit an application?

Certain information is required before you can submit an application:

1. Guardian(s): Name, Date of Birth, Gender, Address and Phone Number (Guardian Profile & Step 3)

2. Applicant: Name, Date of Birth, Gender and Address (Step 1)

3. Program Type, Year and Center Preferences (Step 2)

4. Availability for Application Review Meeting (Step 4)

After you've filled in the required information, you can submit your application at any time to continue the application process with our staff. The more information you fill in before submitting your application, the less time it will take us to complete the application with you, so take your time! You can always save your application and return to finish at another time. Click the Submit Application button once you've completed everything that you want to complete on your own.

### Why is the Submit Application button not working?

Please check and see if there are any fields that are highlighted in red--these fields are required for submission. Click the pencil to update any missing information, then navigate back to your Submission window, ensure that you've checked the Submission Agreement box, and try again. If you still are having a problem, please call the phone number listed in the Need Help? section, and our staff will be happy to assist you.

### What happens after I submit my application?

After you submit the application, you will no longer be able to edit it, except to upload documents as needed. A staff member will call you to set up an appointment to complete the application process.

**I already have a child in the program, but recently had a daughter who has come of age to attend EHS. Does participant information from the child already in the program come up when a new child is added?**

In order to protect your private information, that information will not appear in the Online Family Application. When you submit your new application, that information will be linked to the information that is already in our system.

**I would like to enroll both of my children in the program, but they have different biological fathers. Will the online application allow me to list different fathers for my children?**

This won't be a problem at all -- all guardians can be set up and then assigned to each child individually.

**I am a parent who lives in Amelia, but I am interested in your Eastgate center because I work near there. Will the online application allow me to choose that center?**

As long as you live within 30 miles of the Center you're interested in attending, you'll see it listed in the Center menu when you get to Step 2 - Preferred Location & Program Options.

**I live in Milford but I am going to move next month to New Richmond. Can I put in the New Richmond zip code when I process my application?**

Yes. If you know approximately where you'll be moving, fill out your Guardian address fields with your future zip code so that you can select a Center near your new address.

**I am currently living in a homeless shelter. I have been told that I am moving next month, but I'm not sure what my address will be. How should I complete the address field in the online application?**

If you know approximately where you'll be moving, fill out your Guardian address fields with your future zip code so that you can select a Center near your new address. Once you submit your application, our staff will be able to assist you in determining the best Center for your child.

**I am a family who needs to add a child to the program, but the application for my other child has already been approved. Do I need to complete a new application or should I speak with a staff person?**

You will need to complete an application for each child you would like to enroll in the program. When you submit your new application, that information will be linked to the information that is already in our system.