The Pillars Enrollment Guide

Below you will find important information regarding what to expect when enrolling at The Pillars. This includes The Pillars registration and enrollment process, apps you will need to download, and important information regarding how to pay your tuition and how to securely access your child's school.

Before Your Child's First Day

Step 1: Tour The Pillars Christian Learning Centers

The first step in determining if The Pillars is a good fit for your family is to take a tour of one of our schools. During the tour process you will have the opportunity to see our facilities, visit your child's potential classroom, review our academic and spiritual development curriculum, and address any questions to the center Director.

Step 2: Complete your Child's Registration Form and Pay Registration Fee

The next step in the process is completing your child's Registration form and paying the registration fee. The Pillars uses Intelliforms for Registration forms.

Please note: If your child's start date is within four weeks of the registration date, your Registration form may be combined with the Enrollment packet (see Step 3).

1. The Enrollment Team will email you a link to access your registration form. If you do not receive this email – please check your junk mail.

2. Complete the fields required in the link and your Registration form will be emailed to you.

3. You will receive an email from no-reply@intelliforms.app.This email will contain your Registration form. The Registration form requires basic information about you and your child and requires payment of the registration fee.

   Please note: you will not be able to submit your Registration form without making your registration fee payment.

Step 3: Complete Your Child's Enrollment Packet

The next step in the process is completing your child's Enrollment packet. The Pillars uses Intelliforms for all enrollment paperwork.

Please note: If your child's start date is within four weeks of the registration date, your Registration form may be combined with the Enrollment packet (see Step 2).

1. At least four weeks prior to your child's start date, the Enrollment Team will email a link to access your Enrollment Packet. **If you do not receive this email – please check your junk mail**.

2. Complete the fields required in the link and your Enrollment packet will be emailed to you.

3. You will receive an email from no-reply@intelliforms.app. This email will contain your Enrollment packet. The enrollment packet includes several forms required for your child's enrollment. This process will take 15-30 minutes to complete.

   Please note: Due to the volume of forms in the enrollment packet, we recommend using a desktop computer to complete this step.

4. After submitting your enrollment packet, you will have the ability to Download or Print your documents. **Please download/print for your records.** The enrollment packet contains important information including The Pillars Operational Policies, classroom supply lists, class schedules, menu, etc. which you will need to reference.

5. After completing your Enrollment packet, you will receive an email confirming completion.

Step 4: Add a Payment Method for Tuition Billing

Once you have completed your Enrollment packet, you will need to set up your billing account. The Pillars requires auto-draft payments for all tuition. The Pillars uses Procare Payment Services for tuition and other billing.

1. The Procare "Recurring Payment Authorization Form" must be completed prior to your child's first day with The Pillars.

   Please note: This is separate from the one-time registration fee billed during the registration process and requires a RECURRING payment method to be added to your account for tuition billing.

2. Within 1 business day of receiving your enrollment packet, you will receive a separate email from Procare Payment Services <notifications@procaremessagingservice.com> with a link to the "Recurring Payment Authorization Form." If you do not receive this email – please check your junk mail. **This link is active for 4 days**. If not completed within 4 days, you must request a new link from the Billing Department by calling 210-640-9544 or email billing@thepillars.com.

3. Click the link in the email to complete your "Recurring Payment Authorization Form."

   Please note: Procare Payment Services adds a 3% fee for all credit/debit card transactions. There is no fee for ACH auto-draft. If you need multiple payment methods added to your account, please contact the Billing Department by calling 210-640-9544 or email billing@thepillars.com.

4. You will receive an email confirmation once your form is successfully submitted.

Please note: Payment methods cannot be changed in the Procare app or online. If at any time you need to change your recurring payment information, please contact the Billing Department by calling 210-640-9544 or email billing@thepillars.com.

Step 5: Accessing the "Procare: Childcare" App

The Pillars uses the "Procare: Childcare" App for all parent communication, important child information (including allergies) and for student check-in/check-out.

1. On your child's first day at The Pillars, you will receive an email from Procare (connect-hello@online.procaresoftware.com with your personal invite code. Follow the instructions in the email to create your username and password.

2. Once you have set up your username and password via the link, download the free Procare: Childcare App on your phone from the App Store or Google Play store. **Please do not download the app and set up a username and password UNTIL you have received the Procare link. If you do not follow the link instructions, your child's account will not be linked to our school, and you will have to start the process over.**

3. Login with the username and password you created.

Please note: it can take 1-2 business days for your Procare account to sync with our school. During this syncing period, you will not receive messages from your school through the Procare app; instead, you will receive a hard copy log of your child's daily activities.

Step 6. Install the Kisi App on Your Phone

The Pillars uses the "Kisi" App for secure entry into your child's school.

1. Download the free Kisi App on your phone from the App Store or Google Play store.

2. On the home screen of the Kisi App, you will enter the email provided on your child's Secure Entry and Communication Access Form (completed as part of your Enrollment packet) and click "Continue."

   Please note: Follow these steps for each parent/guardian who was added to your child's Secure Entry and Communication Access Form.

3. Next, you will receive an email from Kisi to verify your account. Click "The Pillars CLC (domain: thepillarsclc)" in the email to complete verification process.

4. Next, create your password, confirm your password, agree to Kisi's Terms and Conditions, and click "Create account."

Please note: Your access will not be available until your child's first day of attendance as designated in the enrollment packet.

On Your Child's First Day

Using Kisi Secured Entry App to enter your Child's School

1. Open your Kisi App on your mobile device.

2. Click on the door you wish to unlock.

3. Once the door is unlocked the lock icon will appear unlocked and turn green.

4. Make sure the door closes behind you.

5. The safety of our students is of utmost importance to us. Please do not hold the door for others to enter. Each person must use their Kisi App separately to unlock the door and gain access.

6. If you need assistance with the Kisi app, please contact your school Director.

Please note: *Exterior doors remain locked at all times. If you do not have your phone, you will need to ring the doorbell or knock to gain entry. You will be asked to show photo identification.*

How to Check-in/Check-out at Your Child's School

You will use your 4-digit Pin or QR code at the Parent Kiosk to check your child in and out each day.

1. Locate your 4-digit pin code in the Procare: Childcare App under the main menu by clicking on your name. Your 4-digit pin code will be labeled "Sign in-out pin."

2. On the Parent Kiosk screen (located at the front desk) enter your 4-digit pin code (or scan the QR code and follow the instructions in your app).

3. Once you enter your pin on the kiosk, you will see the child(ren) that you are authorized to Sign-In/Out.

4. Press the Sign-In or Sign-Out button.

Access your Billing History and Tax Statements Via www.MyProcare.com

Billing history and tax statements can only be accessed via www.MyProcare.com. They cannot be retrieved in the Procare:Childcare app.

1. Go to www.myprocare.com.

2. Enter your Email Address and click Secure Login.

3. You will receive an email with a confirmation code.

4. On the next screen, you will enter this code and create your password.

5. This should take you to the main screen (if not, you will need to log in).

6. Billing information can be found under the "Account Balance" section or by clicking to "View Account" Ledger."