

Welcome to the Jovial Family Portal!

What is Jovial?

Jovial is a web-based preschool management software program. It was designed specifically for non-profit cooperative preschools, like ours. In fact - it was designed by a local Seattle family! LCP has been using Jovial to accept applications during enrollment for the past several years. This school year, LCP is expanding its use of Jovial to include family access and for tuition/fee billing and online payments.

How do I access Jovial?

The family component of Jovial is called the Family Portal. On the 8th of every month, LCP will send a tuition reminder email. The email will be from Lakewood Cooperative Preschool (via Jovial) and will contain a link to your Family Portal. The link will be active for 30 days. Please save the email or bookmark the page. If your link becomes inactive (or lost), go to <https://www.jovial.org/lakewoodcoop/family> and enter your email address for a new link.

What can I do with Jovial?

The Family Portal contains your family information, such as caregiver names and contact info, your child's class roster and your billing information. It also contains the requirements your family must satisfy for your child to attend class and for caregivers to work in the classroom. Families also have the option of paying tuition/fees online via echeck or credit card.

I'm looking at my family information in Jovial, what should I see?

Your information is listed in several areas. From your Family Portal homescreen, you will see your family details at the top and detailed information for all individuals in your family if you scroll to the bottom.

For your student:

- verify their personal information is correct and that their allergies are accurately listed
- verify you can view/print their class roster

For the caregivers:

- make sure all caregivers are listed and their contact information is correct.
- for caregivers working in the classroom, an apple and "works in class" should appear by their name.
- verify family portal access and emails are turned on for all caregivers who wish to access the family portal (including billing/payment details) and receive the monthly tuition email reminders.
- if a serious allergy exists, please list that information; while LCP is a nut-free environment, parent meetings and all-school events take place outside of the classroom

How do I update my family information?

You can submit a form to update your family information by going to Forms > Update Family Information > Submit new form. When updating your information, keep these things in mind:

- Your family must have at least one person listed as working in the classroom

- Your family must have at least one person with access to the family portal and family portal emails turned on
- In general: all primary caregivers should be listed as either “in-class working caregiver” or “pickup/dropoff” as these roles allow for family portal access. If you are listed as an “in-class working caregiver”, you will need to attend Risk Management Training. If you just want access to the Family portal but will not work in the classroom, change your role to “pickup/dropoff”.
- If you want to be/not to be visible on the class roster viewed by other class families, toggle the Visibility: Class Roster button appropriately.

How do I view my billing information?

There are two ways to view your billing information from your Family Portal homescreen. The upper right portion of the homescreen is titled Billing. It lists your payment amount and due date. You have the option of clicking “Make Payment” or “View Details”. If you select to view details, a detailed invoice of your current billing will be displayed. From that screen you can view your full billing history or all future billing and can print off your transaction history. You can also view a detailed invoice by selecting Billing from the left hand menu.

How do I make a payment through the Jovial Family Portal?

1. Click “Make Payment” from your Family Portal homescreen or detailed billing invoice.
2. A page with payment instructions will load. Please read through the instructions when making your first several tuition/fee payments. All online payments incur a processing fee and that fee is paid by the family.
3. Click on the “E-Payment” button to proceed.
4. Enter your payment amount (your total amount due will auto-load) and select echeck or credit card.
5. Enter your payment information
 - a. For echeck you will need your bank’s routing number and your checking account number from your check. For your first echeck payment, you will need to verify two small deposits from Jovial - detailed instructions will be emailed to you.
 - b. For credit card you will need your credit card information including the CVC code and you must select yes to donate the cost of processing your payment.
6. Click next and finalize your payment. You will be emailed a receipt.

Are there fees for paying online through the Jovial Family Portal?

Yes. All online payments incur a processing fee and that fee is paid by the family. LCP receives no portion of this fee. Family payment of the processing fee allows LCP to continue to offer online payment as a tuition/fee payment option. Echecks are automatically charged a \$2 processing fee. Credit cards are charged a processing fee equal to 3.4% of the transaction plus \$0.35. The processing fee varies with payment amount but will be calculated and displayed before you submit payment. When you enter your credit card information, you will be asked to “donate the cost of processing your payment”. Select yes - credit card payments that do not donate the cost of processing the payment will be rejected.

Please direct additional questions to Heather Koelsch at lcptreas@gmail.com