

Q. When do I renew the wait list application?

A. On September 30 the system does a “roll over” it will deactivate all wait list application. On October 1st parents will receive an email reminding them it is time to renew. Parents can log in to their family profile any day during the month of October to reactivate their family profile. Students who are waiting for grade level admissions, will advance to the next grade for the next school year. For example, if your child was on the grade one list, the system will now show them on the grade two wait list.

Q. When I renew the application does it affect my original entry date?

A. Original entry date remains the same if the application is renewed during the month of October.

Q. What happens if I don't renew my application in the month of October?

A. Expired applications are removed from the system. Parents will have to submit a new wait list application, and their new entry date becomes the day the new application is entered into the system.

Q. How will I know if my application was renewed?

A. You will receive a confirmation by email that your application has been renewed. You can also log back into the system, and read the message that is located just above your children's names that reads “**your application has been renewed**”

Q. I think I have renewed my application, but I cannot see the message “**your application has been renewed**” on my family profile.

A. Your application has not been renewed. Please log into the system, and from the family profile, click on the “**RENEW**” button located to the left of your children's names. This will RENEW your application.

Q. I did not receive a confirmation by email.

A. Please log back into the system and verify that you entered the correct email address. If there was an error in the email address, enter the correct information, and click on the UPDATE button to save the information.

Q. How do I renew my application?

A. Applications can be renewed online from the FFCA website. Under Parent Information, click on Wait List Access. Scroll down to find the hyperlink to the **Wait List Online System**. Enter your username and password, followed by email address. You will then see your family profile. Verify all the contact and personal information, updating any phones numbers. To save the

changes click on UPDATE; then click on the **RENEW** button (located to the left of your child's name). Confirmation of your renewal will be sent by email.

Q. What is my username and password?

A. Parents with a child on the wait list have a system generated username and password. Parents can gain access to their family profile by entering the following information for the username and password:

Username:

Use the first initial of the first name of the primary parent (usually the father), then full last name of the primary parent

Password:

Use the first initial of the primary parent (same as above) then first two letters of the same primary parent's last name, followed by the last four digits of the home phone number and then F for Father (or M for mother if the mother is listed as the primary parent)

Q. I followed the login instructions provided but still cannot access the wait list.

A. Please contact Wanda Olson by email wanda.olson@ffca-calgary.com

Q. Why is an email address required to renew?

A. Email is how you will be notified when a spot becomes available in the school for your child.

Q. Can I change my personal and contact information?

A. Parents can add/change/edit their own phone numbers. Double click on the area, enter the numbers. Click the UPDATE button and the system will save the information.

Q. How do I change my address?

A. Please email your new address to wanda.olson@ffca-calgary.com

Q. Do I submit a new application to renew?

A. No. Renewals are done online through the Wait List Online System. Renewing online will maintain your spot on the waiting list. Submitting a new application will start you all over again at the bottom of the wait list.

Q. I want to add another child to the wait list.

A. Please download the wait list application (found under the link to Registration) fill it out, and mail to Central Office, along with a copy of the birth certificate and report card, if already in school.

A. Why has my rank increased?

Q. The main reason your child's rank may have increased is because a sibling has been identified on the wait list. Siblings always get first priority on the FFCA wait list.