

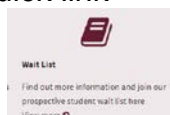
# Renew Your Wait List Application

## NOVEMBER 1-30, 2020

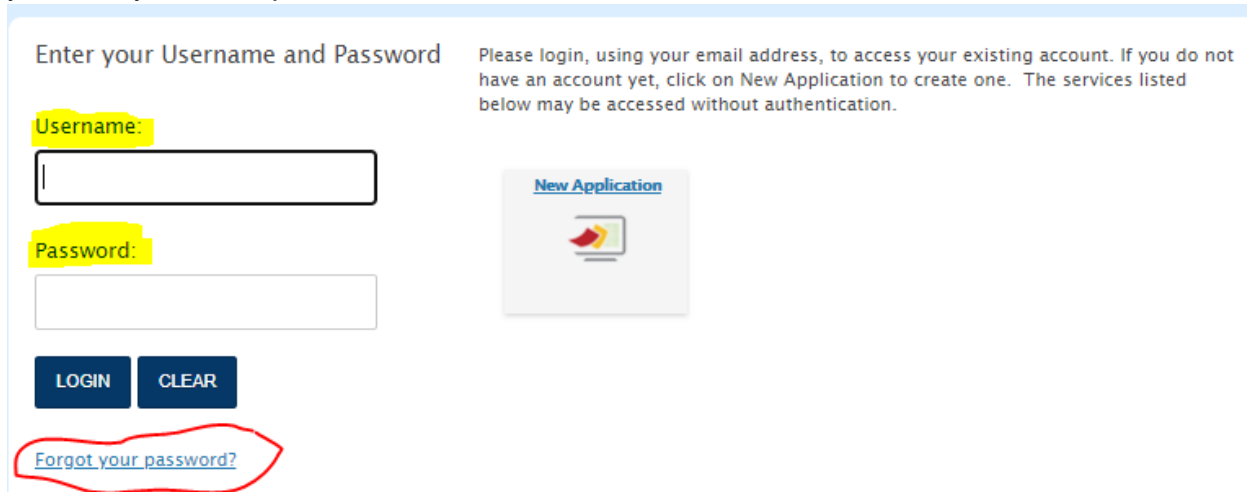
To read through the Renewal FAQs, [click here](#). There have been significant changes to some of our processes now that we have a new system. If you have an address or grade change to make SEE THE [RENEWAL FAQs](#) BELOW!

You can renew your application by following these steps:

- Go to the FFCA website, [www.ffca-calgary.com](http://www.ffca-calgary.com). Scroll down and click on the Wait List Quick link



- Go to the [Online Wait List System](#) link
  - Enter your email address (ID) and your password
  - If you cannot remember your password, click on “Forgot Your Password?”, enter your email address and answer your challenge question. An email will be sent to you with your new password.

A screenshot of a web login page. The title is "Enter your Username and Password". To the right, there is a paragraph: "Please login, using your email address, to access your existing account. If you do not have an account yet, click on New Application to create one. The services listed below may be accessed without authentication." Below the title, there are two input fields: "Username:" and "Password:". Below these fields are two buttons: "LOGIN" and "CLEAR". At the bottom, there is a link "Forgot your password?" which is circled in red. To the right of the login fields, there is a button labeled "New Application" with a red and white icon.

- Click on the Update and Renewal Gateway.




- You should see your child/ren listed next. The Status on this page does NOT mean anything. Each time you login, it will likely reset to “Your Action Needed”. **Please ignore it!!**

## Your Students

### Waitlist Update and Renewal Gateway

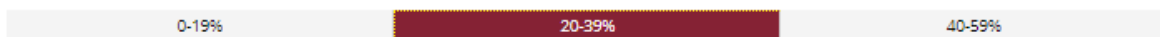
This page displays all records this user has access to view/edit. If your record is not yet finalized you can click edit to update information. Please make sure you have read and saved information from the Checklist after this Gateway process.

First Name	Last Name	Status	 Update/Renew
[REDACTED]	[REDACTED]	Your Action Needed	

- Click on the Update/Renew link
- You will go to the Primary Parent Information page (20-39%). The page 0-19% was where you created the account. It is not accessible.

## Primary Parent or Guardian

### Waitlist Update and Renewal Gateway



[BACK](#) [SAVE AND NEXT](#)

Only a parent/legal guardian is allowed to apply to wait list a student. The student must reside with this guardian.

*You can click on each question or tab. Fields shaded gray are read-only; you cannot type in them. Required fields have a red asterisk. A are filled in. Click it to go to the next page. If you click it and cannot move to the next page, then a required field is not filled in. Scroll up*

- Go through each screen, confirming that your information is up to date.
  - Fields with a red asterisk are required.
  - You cannot change your child's name, date of birth or gender. These fields are greyed out. You'll need to email a picture of either the birth certificate or name change certificate if you need those fields updated.
  - To update your address, click Yes below your old address

Do you need to update your address information? \*

Yes

No

Click yes if you need to update your mailing address or add your physical address.

- Enter your new address then upload an Address Verification Document

Upload Home Address Verification document here

- You are required to provide Home Address Verification. All documentation must be uploaded to complete the renewal. Acceptable documents for Home Address Verification are driver's license, utility bill, property tax bill, offer to purchase, or offer to lease.
- To update your student's grade, click No below the listed grade and enter the grade you are applying for.

Next year's grade or if it's September/October, current grade (grade will be rolled over on Oct 31 for the following year) \*

Is the above grade correct? \*

Yes

No

Grade applying for \*

- Upload a report card for grade verification

Please upload a report card here

- You are required to provide a copy of the report card/proof of grade level if your child is in school. All documentation must be uploaded to complete the renewal.
- Enter the sibling information IF the students are actual siblings and one student currently attends an FFCA campus. Cousins and neighbours/friends are NOT considered siblings. Parent names will be confirmed with the birth certificate.

- Now that you have confirmed all the information on your account, you will do the actual renewal on page 60-79%.

The screenshot shows a progress bar at the top with four segments: 0-19%, 20-39%, 40-59%, and 60-79%. The 60-79% segment is highlighted in dark red. Below the progress bar are two dark red buttons: "BACK" and "SAVE AND NEXT".

Text below the buttons: "This will only be open November 1 - 30. The rest of the year it will be read-only."

Confirmation text: "I confirm that my information is correct. Renew my student's application for the coming school year."

Radio button selection: "I confirm" (selected).

Instructional text: "Please click 'Save and Next', confirm you have completed this student, and navigate to the end of the gateway to complete your renewal."

Bottom buttons: "BACK" and "SAVE AND NEXT".

- Click "I confirm" to agree that all your account information is correct, and you want to Renew the application for the coming school year.
- Click Save and Next
- Confirm that you have completed this student

I have completed this student. \*

Yes

- If you would like to download a PDF of the application, click Download PDF

The screenshot shows a header "Final Checklist / Download PDF" and a sub-header "Waitlist Update and Renewal Gateway". Below this is a progress bar with five segments: 0-19%, 20-39%, 40-59%, 60-79%, and 80-100%. The 80-100% segment is highlighted in dark red.

Text: "Congratulations! You have completed the first step in the registration process. To view or print a PDF of these instructions, scroll to the bottom of the page and click on the 'Download PDF' button."

Text: "You need Adobe Reader installed on your computer in order to open a PDF file. If it is not installed, please install before clicking the 'Download PDF' button."

Buttons: "BACK", "DOWNLOAD PDF", and "CONTINUE".

- Now click Continue
- You will see a pop-up, as follows:

The screenshot shows a pop-up dialog box with a close button (X) in the top right corner. The text inside reads: "You have completed your update and/or renewal. You will receive a confirmation email if you updated your address or renewed your application once it is confirmed."

At the bottom of the dialog box is a dark red button labeled "OK".

- You will receive a confirmation email shortly from [registration.FoundationsAB@registrationgateway.net](mailto:registration.FoundationsAB@registrationgateway.net)
  - Please add that email to your safe sender/receiver list so that it isn't sent to your junk mail or blocked entirely (especially if you use Gmail)
  - Each student will receive an individual email
  - If you change your address or student's grade, you will receive an email once the documents have been verified. That could take weeks. The date/time that you complete the renewal will be recorded in the timestamp, not the date/time that the documents have been verified.
- You will now be redirected back to the list of your students. The status will say "Pending" but that does not mean you haven't completed the renewal. Additionally, if you log back in right away or later, it will likely say Your Action Needed. **Please ignore the status!**
- If you have more than one child, continue to the next child to renew the application until all your children have been renewed.

## Your Students

### Waitlist Update and Renewal Gateway

This page displays all records this user has access to view/edit. If your record is not yet finalized you can click edit to update information. Please make sure you have read and saved information for it after this Gateway process.

First Name
Last Name
Status
Update/Renew

[REDACTED]	[REDACTED]	Pending	
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CHECKLIST

- Click Logout
  - If you had no updates to make, you have completed the renewal once you receive a confirmation email for EACH OF YOUR STUDENTS.
  - If you updated the address or grade, and you have already uploaded the supporting documents, you have completed the renewal process and will receive a confirmation email once the documents have been verified.
  - If you updated the address or grade, and you have NOT already uploaded the supporting documents, you have NOT completed the renewal process and will NOT receive a confirmation email until you have uploaded the documents. If it's after November 30<sup>th</sup> when you upload them, **your student will not be included in the admission process of the coming year. Once we run the updates after renewal, the wait lists are SET. Those students will be placed at the end of the list and only accessed IF the ranked and/or lottery list is exhausted and there are seats remaining (depending on whether your student is ranked or lottery).** The following year, your student will be returned to the wait list according to their status, either ranked or lottery, as before and considered for a seat either in their ranked order or by lottery result.

## Renewal - Frequently Asked Questions

[Back to top](#)

### **What if I don't have a computer?**

You can borrow a computer at any Calgary Public Library. Renewals will not be done via phone, email, or in person. They must be done online, by you, a friend, or a relative.

### **To renew, do I create a new application online?**

No. Renewals are done through the Online Wait List System only. New applications are not accepted from October 15 to December 15.

### **Does it matter what day in November that I renew?**

No. Students are not sorted on the Wait List by renewal date. They are sorted by the original application date, if ranked. For lottery students, one entry will be applied to the application for every November renewal that is completed on time.

### **What if my child is showing in the wrong grade? Or is already in Kindergarten?**

When you login to renew in November, you should see that your child has been moved to the correct grade for 2021/22. If your child is on the wait list for Kindergarten, it will show his/her eligible year of kindergarten. If your student's grade is incorrect, click No below the listed grade and enter the grade you are applying for. Upload a report card for grade verification. You are required to provide a copy of the report card/proof of grade level if your child is in school. All documentation must be uploaded to complete the renewal. The grade will be confirmed by the campus during pre-registration.

If you updated the grade, and you have already uploaded the supporting documents, you will receive a confirmation email once the documents have been verified. If it's after November 30<sup>th</sup> when you upload them, **your student will not be included in the admission process of the coming year. Once we run the updates after renewal, the wait lists are SET for both ranked and lottery. Any students without grade verification will be placed at the end of the list and only accessed IF the ranked and/or lottery list is exhausted and there are seats remaining (depending on whether your student is ranked or lottery).** The following year, your student will be returned to the wait list according to their original wait list, either ranked or lottery and considered for a seat either in their ranked order or by lottery result.

### **How do I update my home address/phone number/email address?**

You can update your own phone numbers, home address and email address on the Online Wait List System. You will also need to upload a picture of your updated driver's license or offer to purchase/lease in order to finalize an address change. We will check the document and address then update the designated school, if applicable. You will need to have your 21/22 kindergarten child on the correct list by the end of November because we will begin the registration process in December. The home address will be confirmed by the campus during registration.

If you updated the address, and you have already uploaded the supporting documents, you will receive a confirmation email once the documents have been verified. If it's after November 30<sup>th</sup> when you upload them, **your student will not be included in the admission process of the coming year. Once we run the updates after renewal, the wait**

lists are SET for both ranked and lottery. Any students without address verification will be placed at the end of the list and only accessed IF the ranked and/or lottery list is exhausted and there are seats remaining (depending on whether your student is ranked or lottery). The following year, your student will be returned to the wait list according to their original wait list, either ranked or lottery and considered for a seat either in their ranked order or by lottery result.

### **What if I know I'm moving in the coming year, but do not have any supporting documentation yet?**

You can renew with your current address. If a seat becomes available for your student at a campus that is no longer in your designated area, you can choose to attend that campus and apply for an Internal Transfer for the following year. New students may apply for the transfer to take effect in their second year at FFCA. Students will transfer internally at the start of each school year, if there is space at the requested campus. Transportation will not be provided to students living outside of the campus boundary. **The fulfillment of Internal Transfers is dependent upon available space at the desired campus.** There are no guarantees of a transfer to the desired campus.

### **What if I forget to Renew in November?**

You CANNOT renew after the deadline; however, your account will remain in the system and you may login the following year to re-activate the account. In fairness to the thousands of people who DO renew on time, there are no exceptions to this policy. If your child was ranked, he/she will be moved to the lottery. If your child was in the lottery, he/she will have zero entries into the weighted lottery system.

### **What if I forget my password?**

If you cannot remember your password, click on "Forgot Your Password?", enter your email address and answer your challenge question. An email will be sent to you with your new password. That password will be permanent unless you reset the password again. You will not be able to create your own password after resetting it.

### **What if I forget my ID?**

Your ID is an email address. Try all your email addresses as well as your significant other's email addresses, if applicable. After you have tried all of them without success, email the wait list coordinator to have your ID changed to a current email address.

### **Questions?**

If you have any questions or concerns, please read through the above information as well as the [Wait List FAQs](#). The wait list website also has a lot of helpful information near the bottom under Documents/Websites of Interest, [click here](#) to go to the site. Include your full name and your child's full name in any correspondence. I receive approximately 3000 emails per day during renewal, so please wait a week or two for a response before following up. No phone calls will be accepted or returned during the renewal period. I will prioritize emails that are time sensitive as best as I can.