Parent/Guardian Registration & Student Enrollment
How To Guide & FAQs

Online Registration

1. The first step in the application/enrollment process is registering with Horizons through the online Horizons Community Portal, which is powered by Salesforce.

2. Type or copy and paste the following URL: **https://horizons.force.com** into your web-browser. The Salesforce experience works best on up-to-date versions of Firefox or Google Chrome web browsers.

3. Once the above URL is entered, you will arrive at the **Horizons Community Login** screen.

4. If you are a <u>returning</u> family with at least one student attending in the current program session, log in with your Username (email) and password. If you have forgotten your password, use the "**Forgot your password**" link at the bottom to recover it. *RETURNING FAMILIES NOW SKIP TO THE "ENROLLMENT" SECTION BELOW*

5. If you are a <u>new</u> family that has not had a single student attend Horizons in any prior program year, look for a link for new families to sign up on the bottom of the login box – click "**New Family Sign Up**."

6. You will then be directed to the Horizons Student Registration / Application and Enrollment Form page.

7. The registration form requires basic contact information such as the name of the primary parent/guardian user, an email and phone number for that primary user, the student's full name, the student's date of birth, and the state and name of the affiliate the student is enrolling to attend. **All fields marked with an * are required throughout the system**.

8. <u>NOTE</u>: Spanish speaking families may choose "Español" from the language dropdown, which will translate the entire parent facing system to Spanish.

9. To choose the affiliate, first select the appropriate state from the dropdown menu. Only the affiliates located within that state will populate in the Affiliate dropdown - be careful to choose the correct affiliate from that list.

10. Click the "**Register**" button. Check the inbox of the email, which was used during registration for a Welcome Email containing a link to the login page and your Username information. Your Username is the email address you entered during registration.

11. When you click the link within the Welcome Email, you will be prompted to create a new password - please be sure to select a password that will be easy to remember, but is also secure. Any password requirements will be noted on the password creation page.

12. Upon filling out the password, and clicking "**Change Password**", you will automatically be logged into the Horizons Community Portal and see your family dashboard. From within the Community Portal, you can complete and submit the enrollment form for the first student and add additional students and siblings.

APPLICATION AND ENROLLMENT FORM

Fields marked with an * are required

Language/Lengua	English ▼
Parent/Guardian First Name*	
Parent/Guardian Last Name*	
Parent/Guardian Email*	
Confirm Email*	
Parent/Guardian Phone*	

Required format: (999) 999-9999 or +1 (999) 999-9999

Please add your child's First/Last name and add his/her Date of Birth below. If you have multiple children to register, you will be able to add them later in the process.

Student First Name*	

Please enter the child's full first name as seen on his/her school report card

Student Last Name*	

Please enter the child's full last name as seen on his/her school report card

Student Date of Birth* (mm/dd/yyyy)	
Affiliate*	--Select State-- ▼
	--Select Affiliate-- ▼

Register

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13. **NOTE**: If you wish to enroll multiple students or siblings, just choose one student to use to complete the student related fields on the initial registration page. You will have the ability to add more students and siblings *after* you complete registration, login, and begin the enrollment process.

Enrollment

Once you have registered and are logged into the Horizons Community Portal, you can enroll your student(s) using the online enrollment and application form.

1. **NOTE**: The Enrollment Dashboard is used to complete and submit the Horizons application and view all enrollment submissions for a given household.

2. As you first login, you will see a box for the student you entered during registration with the assigned Student ID next to the student's name in parenthesis. You will see a button that says "**Application In Process**." Click that button to continue with enrolling your first student.

3. **NOTE**: The assigned Student ID number will be your student's unique ID for all future enrollments.

HORIZONS APPLICATION AND ENROLLMENT DASHBOARD

New Student Applicant (0053369)

STATUS: Application In Process

DATE SAVED: 2022-02-17

1   APPLICATION IN PROCESS   >

+ ADD ANOTHER STUDENT

4. The application form consists of seven (7) sections, each of which allows you to save your progress, and return to complete the form later if necessary.

5. When you reach the section about siblings, select the number of siblings for the student. The maximum number of siblings that can be entered is four (4).

6. **NOTE**: Horizons suggests that if there are more than four (4) siblings of the student enrolling, only enter the four (4) siblings with the most potential to be involved with Horizons - those siblings that will be enrolling as a student, future student, former student, or serve as a current student's emergency contact.

7. Once you have finished registering your first student (or at any point in time), you can click the "**Add Another Student**" button to create an application for another student or sibling. This form is identical to the first and can be used as many times as necessary until you have submitted applications for each student you wish to be enrolled in Horizons. It is recommended that you complete and submit applications and reenrollments in order as common data can and will carry over from submitted forms to your newly created forms.

8. **NOTE**: If you have students you wish to register and enroll at **different** sites, please contact your affiliate for more information to ensure you enroll students accurately. The system does support and allow for students within the same family to attend different program sites and locations.

9. Returning families can enter the Horizons Community Portal by entering their Username (email) and password. Student who are eligible for re-enrollment will appear within the dashboard.

HORIZONS APPLICATION AND ENROLLMENT DASHBOARD

Second Student (0046679)	
STATUS:	Ready to Re-enroll
END DATE:	2022-09-30
1	BEGIN STUDENT APPLICATION ❯

+ ADD ANOTHER STUDENT

10. To return to the Horizons Community Portal and enrollment(s) in the future, type **Horizons.force.com** into your web browser. Type in your Username and Password in the login screen to enter the system and continue working on, or to submit student enrollment(s).

11. Upon submission of an application form, you will receive a brief confirmation email informing you that the application was successfully submitted. The email will be sent to the email address used during the registration process.

12. **NOTE**: Submission of any student application and enrollment is **not** a guarantee that the student is accepted to the Horizons program. A different email will be generated when the student has been accepted to the program by the Horizons staff.

Documents Required to Upload
<List of documents the Affiliate requires, if applicable>

Help? Contact Your Affiliate

If you are having difficulty with logging in, registration, or have questions about the enrollment form, please first reach out to your local affiliate for assistance.

<Affiliate Name> , <Affiliate Point of Contact>
<Affiliate Email> , <Affiliate Phone>

Frequently Asked Questions

I have enrolled a child(ren) in a previous year and want to create a new enrollment for one of them, all of them, or a new student(s) for the current year. How do I access my family account?

If you are already in the system from a previous enrollment from an earlier year, begin to fill out the registration page. The system will recognize you based on using the same email from the prior year, and will provide a prompt explaining that your information has been found in the system. You will be guided to access your account, or to reset your password if necessary. If you do not remember what email you used in the prior year to establish your account, please reach out to your affiliate for that information. Do not create another family account with a different email if you have forgotten what email you used.

I created Username and login information in the past, but I no longer remember them, how do I access the system?

Your computer may have auto saved your Username and Password information on the website when you try to login. If your information is auto filled, you should be able to click the login button and gain access. If you remember your Username (which is your email), but not your Password, you can use the Forgot Password link to recover your Password. You will be sent an email with a link and prompts for entering the system. If you have forgotten what email you used in the prior year to establish your account, <u>please reach out to your affiliate for that information</u>. <u>Do not</u> create another family account with a different email if you have forgotten what email you used.

I have already submitted an application - can I go back and edit information on the form?

No. Once the form is submitted, you will need to contact your affiliate if you wish to change or update any information you have already submitted. You can always access the system to view your submitted form and information, or to upload new documents, but will need to contact your affiliate to make any changes on the enrollment form.

Can I upload a document after I have already submitted my enrollment application form?

Yes! You can log into the Horizons Community system to check on the status of the enrollment(s) you have submitted as well as to submit any new documents.

Am I able to complete part of the application form, and come back to it at a later date?

Yes! This form has the ability to save your work as you go through the form pages. You can return to the login page, login, and continue working on the application form at a later date. Be sure to always save your work before exiting the system. You will only be allowed to submit the enrollment forms once all of the required information has been entered.

Why do I keep getting an error when I try to enter a phone number on the application form?

Horizons requires specific formatting for all phone numbers. In order to save phone number information in the system without getting an error, all phone number fields must be formatted as (999) 999-9999 or +1 (999) 999-9999. See the help text in those fields to guide you.