JOVIAL FAMILY PORTAL QUICK GUIDE

This quick guide is intended to provide quick and easy directions for navigating Jovial. Please review the Jovial Family Portal Guide _before_ submitting questions to **Membership** and **Health and Safety** Chairs. **Accessing Jovial**:

1. Go to https://www.jovial.org/explorer/family to access the Family Portal.
2. Enter email > Get Access button > Check personal email for link

Submitting tuition contract or forms:

1. Look at the list of **Requirements** at the bottom of the **Home** page specific to your family (e.g., tuition contract, In-Class Volunteer Health and Safety Forms Packet, etc.) to determine what needs completion (color coding key: yellow –need to submit/expiring, red - overdue, green - complete).
2. Click on the form **Button** to the right of the requirement and the form will open.
3. **Select the correct individual** within the form by clicking on the **"+" sign** next to their name (Ex: **+ Joe**). Multiple individuals may be submitted together on one form (e.g. both children may be submitted on the same tuition contract if both are enrolled in the preschool programs; NOTE: Together Time is considered an enrichment program not a preschool program and has separate forms and requirements).
4. Follow the directions listed in the requirement **AND** within the form, download the forms to save to your computer, and fill-in the appropriate fields. If you need to reference the requirement again, you may access it by clicking **Home** in the left-hand pane.
5. If you have separate files to upload, place all the files into one folder on your computer. Select **Upload** button and browse to open the computer folder with all the files for upload. Select one file and then select the control button before clicking on the second, third, and additional files. Click the **Open** button, and all the files should upload. If there is an error, try reducing the file size. If there is a notification for insufficient storage space, contact membership@explorerpreschool.org or healthandsafety@explorerpreschool.org.
6. Use the free app **Genius Scan** to scan and upload forms in Jovial.
7. Fill-in any fields to complete the form, upload files, and **Submit**.
8. If a form is returned to you for corrections, you can edit the previously submitted form and resubmit it.
9. If you need to update in-class working/volunteer individual assignments in Jovial, please contact membership@explorerpreschool.org.
10. Videos to aid with submissions: General form submission and Troubleshooting Jovial (file size, submitting separate files).

Submitting Payment:

First Time Users (or entering a NEW account)
1. Select **View Details** to see a breakdown of your bill.
2. Select **Make E-Payment,** enter payment amount, and select **ACH** button.
3. Fill-in bank information and click the **Next-Review Payment** button.
4. **Check the box** on the final transaction summary page and select **Submit Payment**.
5. If this is your first time making a payment in Jovial, you must complete an ACH confirmation which will take 1-2 business days. ***Please do not delay in completing the confirmation***.
6. Once your account is tied to your Family in Jovial, you may submit payments for classes.

Returning Users
1. Select **View Details** to see a breakdown of your bill.
2. Select **Make E-Payment,** enter payment amount, and click on drop-down arrow next to **Saved Bank Account**.
3. Select **Make Payment with this payment Method** and click the **Next-Review Payment** button.
4. Review your payment and select **Agree & Submit Payment** button.