

FAQ's regarding Re-enrollment:

1. Why do I continue to receive email reminders from DocuSign?

If you are continuing to receive email reminders from DocuSign, this indicates that we have not received your electronic signature on the Enrollment and Tuition Agreement.

2. Why have I not received an email from DocuSign?

If you have not received an email from DocuSign, please check the following:

- a. Please check your SPAM folder for the email.
- b. We do require that BOTH parents, legal guardians, or financially responsible adults sign the agreement. Check with other parent to see if they are still receiving email reminders from DocuSign. Once the first parent signs the document, it will be forwarded to the second parent for their signature. **Both parents will be signing the same Enrollment and Tuition Agreement for each child.**

3. How to I confirm that all information has been received and my child is re-enrolled for the 2019-2020 school year?

Please log into your MyBackpack and click on the Enrollment/Re-Enrollment link. If your child's enrollment has been completed, your child's status will be listed as "Re-enroll" and you will see the following information:

Status	Review Profile	View Contract	Deposit Received Date	Online Payment
Re-Enroll			2/1/2019 	PAID

If your child's status is still listed as "Pending", we are missing an item from the re-enrollment process. You should see a green check under the following items:

"View Contract" - If there is not a green check, you have not selected your tuition payment options and optional addendums. Please click on the magnifying glass and complete your selections. You will receive an email confirmation from Shelle Montgomery when the completed form has been received.

"Deposit Received Date" - If there is not a green check mark and a date, the re-enrollment deposit has not been paid. Once an online payment has been received, you will receive an email confirmation from Lily Garza in our Business Office.

4. I have checked MyBackpack and my child's status is still listed as "Pending" and the "View Contract" and "Deposit Received Date" both have a green checkmark.

If your child's status is still listed as "pending", we are still missing both parent signatures on the Enrollment and Tuition Agreement via DocuSign.

Once all items have been submitted, please allow 24 hours for processing.

5. What if I still have questions about the re-enrollment process?

Additional questions regarding the re-enrollment process can be directed to Shelle Montgomery at montgomerys@esdallas.org