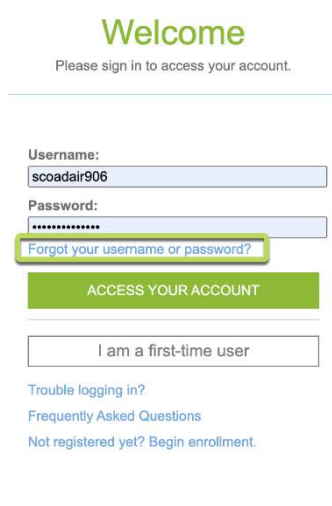


Parent Site (PARENT)FAQ:

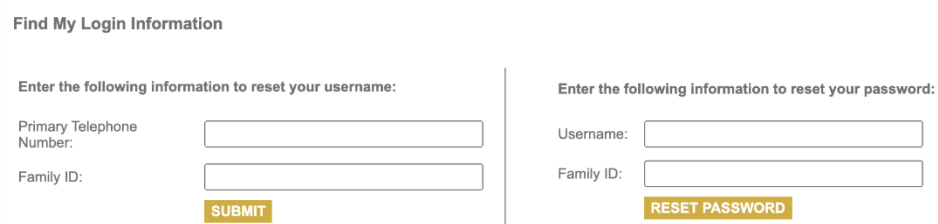
Will there be a new URL?

- Parents who navigate to parent.smarttuition.com and enrollwithsmarttuition.com will automatically be redirected to the new URLs. It is recommended you update your bookmarks to reflect the new URLs.
 - parent.blackbaud.school
 - Enroll.blackbaud.school
- Parents who have previously saved their username or password will need to reenter their login credentials. If you do not remember your username or password, please click on the “Forgot Username or Password” link.



The screenshot shows a login page titled "Welcome" in green. Below the title is the instruction "Please sign in to access your account." The login form includes a "Username:" field with the text "scoadair906", a "Password:" field with masked characters, and a link "Forgot your username or password?" highlighted with a green box. Below the password field is a green button labeled "ACCESS YOUR ACCOUNT". At the bottom of the form is a link "I am a first-time user". Below the form are three links: "Trouble logging in?", "Frequently Asked Questions", and "Not registered yet? Begin enrollment."

- Your Family ID, Username and Primary Phone Number on your account will be needed to retrieve your login credentials



The screenshot shows a page titled "Find My Login Information". It is divided into two columns. The left column is for resetting the username and contains fields for "Primary Telephone Number:" and "Family ID:", with a "SUBMIT" button below. The right column is for resetting the password and contains fields for "Username:" and "Family ID:", with a "RESET PASSWORD" button below.

Will there be training available for the new payer portal?

- As we get closer to the release date of the updated, rebranded payer portal there will be informational videos available for both payers and school administrators.
- Will support still be available to assist with questions? The Parent Contact Center can be reached using the chat option or by calling 888-868-8828.

- Phone support is available Monday – Friday 7am EST-1am EST and Saturday – Sunday 9am EST-5:30pm EST.
- Chat support is available Monday – Friday 8am EST-10pm EST

What is getting rebranded with Blackbaud Tuition Management?

- Payer Portal
 - Blackbaud Tuition Management will be replacing Smart Tuition
 - Reference of Smart Tuition will now be referred to as Tuition Management.
 - URLs will be updated to reflect the rebranding
- Payments Sent by Mail
 - The Lockbox Address and Overnight addresses for mailed in payments have been updated
 - We will still process mail sent to and checks/money orders made payable to Smart Tuition
- Invoices
 - Both paper and e-invoices
 - Communications
 - Emails (including the 'To' and 'From' email addresses).
 - Text Messages
 - Automated Phone System at the Parent Contact Center
- Transaction Descriptors on Bank/CC Statements
 - Will now show as BBTM instead of Smart LLC
- Resource Board
 - Families that are used to seeing the Smart Tuition logo on their school's resource board will now see a Blackbaud Tuition Management logo

Why are we changing the names?

- We're moving to Blackbaud Tuition Management to be more cohesive with the rest of Blackbaud's Cloud Solution for K-12 Schools and to make it easier for schools and families to understand what we do by using descriptive naming.

When will the changes go into effect?

- Changes will be seen by your families by the end of November 2021. We will alert both schools and families to the exact date as we get closer to release

What action should parents take?

- Parents may want to resave the new URL if they have the current site bookmarked
- Although, we are not anticipating any issues with the new "send from" emails, parents should check their Junk and Spam folders to make sure communications are not directed there
- If a parent is using their online bill pay directly from their banking institution, they should update the Lockbox address if their bank is mailing us a check

