

KASEP

FREQUENTLY ASKED QUESTIONS

How do I change my address or contact information?

Click on “My Account” and update your family profile information: child’s grade, emails and telephone numbers.

Change your child’s grade each year to current school year. System edits son grade not age.

How do I know my registration or credit card transaction is complete?

Once you registered and paid with credit card, the system generates a receipt and mails a receipt to you as confirmation of your enrollment.

I get the error message “grade to low” or grade to high” and cannot register my child

Go to your profile and change your child’s grade to current year. The class has age restrictions – check the class description.

Can I view classes that I have taken in the past?

Click on “My Account” and then click on “Account History”.

What can I do if I sign up for the wrong class?

Please call the KCC office at 525-0292 Monday – Friday (10:00 – 3:00 pm) and we will be happy to transfer you to the correct class if there is space available.

I want to change pick up information – from parent to self on the prompt questions. How do I change or update this info?

You can access this information to change/update during registration. After you complete your registration, you cannot access this information and need to call KCC to change. Contact KCC at 510-525-0292.

What is KCC Federal Tax IDS childcare and flexible spending account reporting

KCCs Federal Tax ID # is 94-1491933

Kensington Community Council