



## Frequently Asked Questions

### How do I access my enrollment agreement?

Log into your SIS account through <https://webb.myschoolapp.com> and click the Enrollment Agreement. Look for the link in the yellow banner at the top of the screen.

If this is your first time logging in, you will need to follow the prompts to set up a Webb account with Blackbaud. Remember to use the same email address which you received the invitation to enroll. For returning families, the log in will be the email address used for previous log in attempts.

### Who can I contact if I need help completing my enrollment agreement?

Webb's Enrollment Team

[enrollment@webb.org](mailto:enrollment@webb.org)

909-482-5201

### Can I save and come back later to complete the enrollment agreement?

Yes, the enrollment agreements are automatically saved. Though you may resume your enrollment agreement later, the enrollment agreement due date will remain the same.

### What are my enrollment deposit payment options?

Payments will only be accepted through the Blackbaud Tuition Management module. Payments may be made by credit card, ACH transfer, wire, and Flywire transfer (for international students only). Wire instructions are saved as "BBTM Payment Information" under the Files & Forms section of the SIS.

### I do not have a bank account in the United States, what are my payment options?

(INTERNATIONAL ONLY)

Blackbaud Tuition Management has partnered with Flywire for families who do not have a bank account in the United States. Payments made using Flywire must be made through the Blackbaud Tuition Management (BBTM) family account. For steps on how to create a Flywire payment please see the "Flywire Payment Instructions" under the Parent Resources section of the SIS.

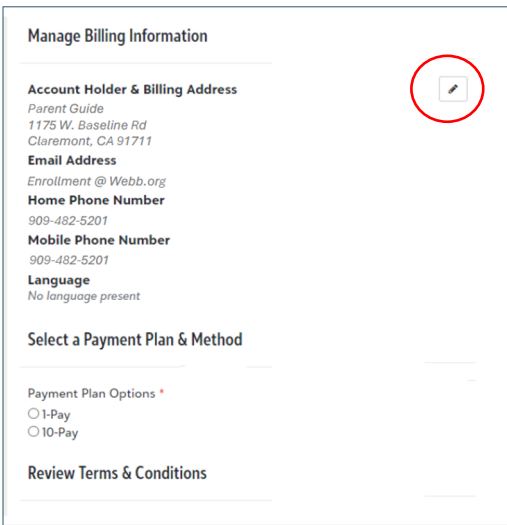
When completing the enrollment agreement, you must select pay by invoice in the drop-down menu. This will generate an invoice in your BBTM account. After completing your enrollment agreement, log into BBTM to pay your enrollment deposit.

You will receive an email, 24 hours (*estimated*) after completion of the enrollment agreement, to access your BBTM account to make a payment. You will not be able to make a payment until you receive the BBTM email.

NOTE: Enrollment agreements are not considered complete until an enrollment deposit is paid.

## How can I update my billing information?

Billing Information updates can be made directly on the enrollment agreement by clicking the edit button.

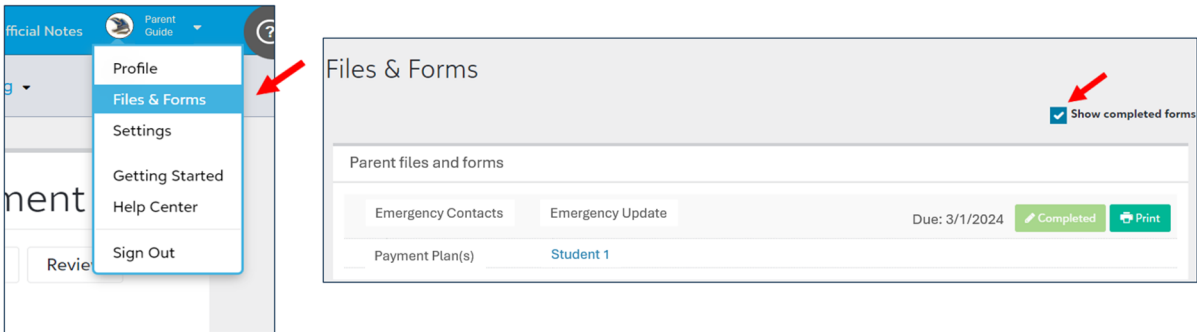


## I've completed my enrollment agreement; can I go back into the agreement?

Yes, once you click “submit” you may still return to your enrollment agreement, however you will not be able to make any changes.

## Where can I find a copy of my completed enrollment agreement to save for my records?

Once enrollment agreements are signed and the enrollment deposit is paid, completed enrollment agreements are automatically saved in the Files & Forms section of the SIS. Click the drop-down menu under your name in the top right corner of the screen. Select Files & Forms.



## Where can I find other important forms?

Important forms and resources are saved under the Parent Resources section of the SIS. This can be accessed by clicking “Resources” in the menu banner at the top of the screen and selecting the “Parent Resources” button.

