



FAQ for Onward We Learn Students/Families

What is this new events system?

Our new events and program module in our Onward Mobile Application (App), will create a seamless experience for families and their children to plan and enjoy the full benefits being an Onward Family provides.

Parents and legal guardians will use our app to register for programs. Notifications will be sent straight to your phone when your student is invited to join a program. Once you register your child for a program, an instant notification will inform you if he or she has been accepted or waitlisted. You can easily monitor program information on the app as well.

What will I need to use this new app?

Moving forward, you will use our Onward App to register your child into our programs. To do this you must:

- Download the mobile application via the Google Play and Apple App Store.
- Register with your existing Onward login information you used during the admissions process.
- For Onward Students, reach out to your Onward Advisor for your login information

After you successfully complete the registration process, you will begin to receive notifications alerting you to enroll in programs your child is eligible to attend. When you sign up for programs, you will receive an instant notification about whether your child has been accepted or waitlisted.

The app also will provide notifications of existing happenings at Onward We Learn, allow you to update or verify your information, and provide you with a comprehensive overview of your child's program participation.

I have more than one student in Onward; what does that look like for me?

You will be linked to each student's profile, be able to view all programs each child is invited to and begin the enrollment process. Students and their parents or legal guardians can download and use the Onward Mobile App; however, students only can submit a request for a program they want to attend, then the parent/caregiver will receive a notification asking to complete the registration.

Will I still be getting phone calls from advisors about programs?

Yes, advisors will still follow up with you regarding our program offerings. You are also welcome to call advisors for further information, just as you normally would! We are always happy to assist.

Why did Onward decide to make this change?

We decided to shift program enrollment to our app to help make our programs more accessible to our families. We have made the change from our paper and digital forms to help centralize all our program invitations to our mobile app.

Where can I find my Onward ID?



Your Onward ID can be provided to you by your student's Onward advisor. If the advisor is unavailable, you can contact Victor Montanez at vmontanez@onwardwelearn.org.

Can I communicate with my child's advisor through the app?

No, you will be able to receive messages via your communication preferences as indicated on the app but not be able to respond. If you wish to communicate with an advisor directly, you can ask for a business card with their contact information.

What if I don't remember the email I used to enroll? What if I no longer have access to the original email account?

You will click on the "forgot username" or "forgot password" button on the main screen of the app. If you are still having trouble accessing your account, you can speak with your child's advisor or contact CRM Project Manager Victor Montanez at vmontanez@onwardwelearn.org.

Can I call an Onward staff member to complete the program registration for me if I am having issues with the app?

Yes, if you are ever having trouble completing registration, we recommend you speak with your student's advisor to assist you.

What languages is the app available in?

The app is available in English and Spanish. You will select your language preference when you register on the app.

Who can I go to for questions regarding the new mobile application?

You can contact CRM Project Manager Victor Montanez, who will be able to answer any additional questions you may have! Email vmontanez@onwardwelearn.org.