

Frequently Asked Questions

Index

Questions

Answers

Where do I start the re-enrollment process?	<i>page 2</i>
Nothing happens when I click “reenroll”. What next?	<i>page 2</i>
Where’s my password for Student Account Center?	<i>page 3</i>
My email invitation from AFFORD.com has expired. What do I do?	<i>page 3</i>
How do I get into the payment portal?	<i>page 4</i>
What type of payment is accepted?	<i>page 4</i>
Can I pay by phone?	<i>page 4</i>
How do I pay for siblings?	<i>page 5</i>
What are the installment payment options?	<i>page 5</i>
How do I activate my payment plan?	<i>page 6</i>
Can I setup automatic payments?	<i>page 6</i>
Can I share payment responsibility on the payment plan?	<i>page 6</i>
Where’s my payment CONFIRMATION #?	<i>page 7</i>
How do I return to the PAYMENT portal from this FAQ?	<i>page 7</i>
How do I return to the FORM?	<i>page 8</i>
How do I know I’m done?	<i>page 8</i>
When will the automated emails come?	<i>page 8</i>

Where do I start the re-enrollment process?

Step 1 Go to the FORM: <https://enroll.theaileyschool.edu/jr-reenroll>

Step 2 Enter the username & password sent by email from juniordivision@alvinailey.org. (Subject:)

Step 3 Proceed as prompted, review, and click **SUBMIT**.

Step 4 Pay as prompted at aileyjunior.afford.com. Enter your other username (email address) and password for the payment portal.

Step 5 Find your automated confirmation emails to confirm no more action is needed:

FORM confirmation - from [Juniordivision@alvinailey.org](mailto:juniordivision@alvinailey.org)

PAYMENT confirmation - from Theaileyschool@afford.com

Nothing happens when I click “reenroll”. What next?

If you’ve logged into the FORM and nothing’s happening when you click “Reenroll” as shown here, ask the other parent if they opened it earlier. Once one parent starts the form, the same person must finish it.

If you are coming back to finish your form, scroll down to your saved forms and select “RESUME” when “start” is not clickable.

(Son) Reenroll

(Daughter) **Reenroll**

Where's my password for Student Account Center?

Passwords are created by parents through a special email invitation from AFFORD.com.

One parent was invited per family. For additional parents to join the account, the first parent can invite others by logging-in and adding "authorized users".

Do not pay until all instructions are read on the online "re-enrollment" form mentioned above.

There is a "reset password" feature for returning users.

My email invitation from AFFORD.com has expired. What do I do?

Request another emailed invitation by emailing your child's name & ID number to Bursar@alvinailey.org.

How do I get in the PAYMENT portal?

See yellow box with instructions...

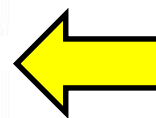


Login with Student Account Center Credentials

Email Address/Username

Password

[Reset Password](#)



Go to the upper-right corner & enter the credentials you created when setting-up your account from the noreply@afford.com email.



Need Help?
800-722-4867

Outside U.S. and Canada
401-921-3999

[Back to index](#)

What type of payment is accepted?

No cash for Biannual or Quarterly enrollment payments. Instead, use your bank account routing # for the e-check option or use a Credit/debit card.

Cash is only accepted for in-full annual payments, in person.

Can I pay by phone?

Initial payments are best paid online. Follow-up payments are accepted by phone. If initial payment is made by phone for a plan, additional action will be needed to make future payments online.

Unfortunately, the automated self-service line is no longer available.

The customer service line is **ONLY open: MONDAY – FRIDAY 8:00am-10:00pm**

How do I pay for siblings?

Each sibling has their own account and therefore each needs to be paid separately. One username can share multiple students. To add a student to your online view, use the link in the emailed invitation email for each student, and enter the same password when prompted. When multiple students are accessible online, switch between the accounts by changing the “Viewing Account” option as shown here.

THE AILEY SCHOOL

OFFICIAL SCHOOL OF ALVIN AILEY AMERICAN DANCE THEATER

Viewing Account:

Student Name

What are the installment payment options?

Biannual and Quarterly payment options are available, and are referred to as “Payment Plans”. If you select this option, there is a \$55 plan fee due when joining (in addition to The Ailey School’s \$50 annual Registration Fee). Both are non-refundable. For further information about payment plans, refer to the terms & conditions at afford.com.

How do I activate my payment plan?

Step 1 Choose number of Installments & enter the plan owner's Information. Lower amount in green box to match discounted school-year rate (shown in Discount Wizard) only if Corporate or Sibling discount apply.

Plan Information

Payment Plan Amount	No. of Payments
\$ <input type="text" value="4000.00 x"/>	<input checked="" type="radio"/> 4

Step 2 Accept/decline the automatic option for future payment processing.

Step 3 Confirm the amount for today's payment.

Step 4 Enter today's payment card/checking account details.

Step 5 Confirm the plan is active by viewing the Home page of your student's account. An amount will appear under "Remaining Budget under Plan" as highlighted blue in the image below. If discounts were requested, it will take time to confirm eligibility. Once eligibility is confirmed, the remaining balance will be adjusted to reflect applicable discounts.

Term	Term Sum	Pending	Remaining Budget under Plan	Sub Total
2019-2020	\$0.00	\$0.00	(\$840.00)	(\$840.00)

Can I setup automatic payments?

Yes, accept the automatic option when prompted and enter payment details TWICE (once for future payments and once for enrollment payment).

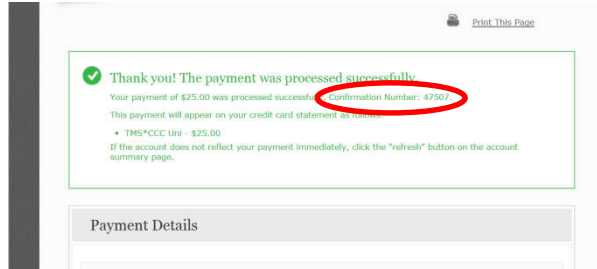
Can I share payment responsibility on the payment plan?

If two parents split the bill, the first parent to make a plan should agree to the full school-year rate and pay the full first installment. Email Bursar@alvinailey.org with request to share plan responsibility, including the other parent's name and the total amount each will pay for the rest of the year. We will reply with steps on how to build individual plans for each parent. A plan fee will apply to each parent.

To avoid extra plan fees, one parent can be responsible to coordinate guest payers. The plan owner can login and view account activity to confirm guests have paid.

Where's my payment confirmation #?

Successful payments display a confirmation # in a green box.

**How do I return to the PAYMENT portal from this FAQ page?**

Close the current tab and return to the tab/window that is still open.

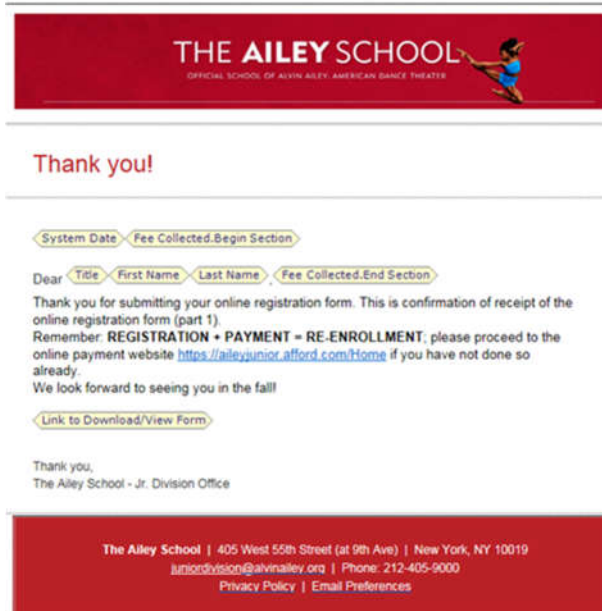
How do I return to the FORM?

Close the current tab and return to the tab that is still open with the FORM.
If necessary, go back to <https://enroll.theaileyschool.edu/jr-reenroll>

How do I know I'm done?

Two automated emails will confirm that all necessary steps have been taken. One email confirms the FORM was received (from JuniorDivision@alvinailey.org) and the other confirms PAYMENT was received (from noreply@afford.com).
If both automated emails have not been received, action may still be needed. See next question for further direction.

FORM confirmation email:



When will the automated emails come?

Most emails should be received immediately after the final submit button has been selected on each portal. However, you may need to wait 10 minutes OR check your “junk” folder.

If you do not see a PAYMENT confirmation in your email, please check the account activity tab for transaction details. If information is not available there, please contact 800-349-7789.

If you do not see a FORM confirmation in your email, contact Juniordivision@alvinailey.org