

# FREQUENTLY ASKED QUESTIONS:

## Where is .....

### **Q. Where is Forest Hill Dance?**

A. We are located in the Forest Hill/Hickory Activities Center. Our physical address is **Forest Hill/Hickory Activities Center, 2213 Commerce Road, Forest Hill, MD 21050**. Please do not park in the drop off/pick up area. When entering the building use the door marked "OFFICES." Studio A will be on your left off of the lobby. Studio B is down the hall on the right in the back of the building. All studios are clearly marked. All parents/guardians are asked to wait in the lobby when their dancer is in class.

## How do I .....

### **Q. How do I pay my class fees (registration, tuition, costume, performance fee)?**

A. Log into the Parent Portal for Studio Director.

Go to the section: **MY ACCOUNT** to the **Pay Now** button. If you want to see your full account go to the bottom tab and look at **View Financial History**. Please use **Edit Student Info** to update your dancers account. **We need all dancer accounts updated - especially medical information**. Make sure that you have put an emergency contact (Name and Phone Number) using **Edit Account Contact Info**. <https://app.thestudiodirector.com/foresthilldance/portal.sd>

- **Pay Now**
- Edit Account Contact Info
- View Account Pictures
- Edit Student Info
- Add Student
- Change Password
- Edit Payment Info On-file
- View Financial History

### **Q. How do I pay with a check?**

A. Make your check payable to FHRC. Write your dancers name in the memo. Mail the check to:

Forest Hill Dance

c/o Christine Boessel, Chair

1115 Pericles Drive

Bel Air, MD 21015

\*\* A bounced check fee will apply if your check bounces. That fee will be added as a charge and entered in your parent portal in Studio Director on your account.

### **Q. How do I reset my password for the Parent Portal – Studio Director?**

A. If you have taken classes before with Forest Hill Dance and you have given us your e-mail address, try the [forgot your password](#) link. Once you enter your email address you will see this message: "An email has been sent to -----xxxxxxx@xxxxxx.com. Please check that email and open the message from xxxxxxx@xxxxxx.com that contains the subject line "Reset Password for Forest Hill Dance". Click on the link in the email to reset your password. The link will be valid for \_\_\_ hours and \_\_\_ min. Thank you." Note – the link will expire after 24 hours.

# **FREQUENTLY ASKED QUESTIONS:**

**Who do I contact if .....**

**Q. Who do I contact if I accidentally deleted my dancer's pre-approved class?**

A. First log out of the Parent Portal. Try logging back in to the Parent Portal from a website – not the mobile site. Check your email if go through the link provided in your pre-approved class email. If after you have tried all of this – go to the open registration and register your dancer.

**Q. Who do I contact if I have a question about what my dancer needs to wear to class? What kind of shoes to buy my dancer?**

A. Please read the Class Descriptions & Dress Code found on the website. If you cannot find the answer to your question then contact the instructor for the class you have a question about. The instructor's email can be found in the Introduction to Forest Hill Dance and also at the bottom of the website. If you do not know your dancer's instructor check the 2018-2019 Class Schedule on the website – find the day and time of your dancer's class and you will see the name of the instructor for that class. Do not contact the Chair – the Chair of the program will only request that you to contact the dancer's instructor.

**Q. Who do I contact if my child is sick or late to class or will miss class?**

A. Email that dancer's instructor. Do NOT email the Chair of the program. The instructor's email can be found in the Introduction to Forest Hill Dance and also at the bottom of the website. If you do not know your dancers instructor check the 2018-2019 Class Schedule on the website – find the day and time of your dancer's class and you will see the name of the instructor for that class.

**Q. Who do I contact if my dancer has lost their shoes?**

A. Contact the instructor. Most of the time the instructors find lonely misplaced shoes that have been left in the studio. The instructor places the lost shoes in the Lost & Found box (located outside of Studio B). \*\*\* To avoid any confusion you should always have your dancers name in all of their dance gear – especially their shoes.

**Q. Who do I contact if I want to volunteer?**

A. Contact the Chair, Christine Boessel at [christineboessel@gmail.com](mailto:christineboessel@gmail.com).