

## How to Accept Your Child's Seat in a DHSP Afterschool Program Trax and Viewpoint Instructions

### Register your child on Trax

Cambridge DHSP programs use an online registration system (OLR) called TraxSolutions. Each family will need a Trax Account to enroll in a DHSP program.

*To create a Trax account, please start with Step 1 below. (Please only do this if you have never created an account before. Returning participants have an existing account.)*

***If you already have a Trax account, skip to Step 3.***

### 1. Create a New Account

- Click on the Trax URL included in your child's offer letter. It is important that you use the link provided, which will direct you to your child's specific registration site.\*
- On the online registration homepage, click "New Account". Follow the instructions to submit information for the account holder. ***The account holder should be the Primary Guardian or Head of Household.***
  - **Please enter an email address you can access.**
  - **If Google Address is unable to locate your address, please use 51 Inman Street, Cambridge, MA 02139, USA and update your address after account creation.**
- Check your email for a message from [CambridgeDHSP@traxsolutions.com](mailto:CambridgeDHSP@traxsolutions.com) with the subject "Welcome to Trax Online." Click the link in the email to activate your account.
- Complete your Account Information. ***This includes only the adults in your household.*** Questions with an asterisk (\*) are required and must be filled in to submit the form.
- Once you are finished, click "COMPLETE." You will get a message saying "Success". Click "OK".
- Continue to Step 2 below to add your child(ren).

### 2. Add Child(ren) to the Household

- Click "My Account" in the top navigation bar. In the "Account Members" section, click on "ADD NEW PERSON."
- Fill out the information for the child you are registering and click "SAVE."
- Repeat this step to add other household children to your account before moving on to Step 3.

### 3. Enrollment to a DHSP Program (Trax Activity)

- Click on the Trax URL included in your child's offer letter. It is important that you use the link provided, which will direct you to your child's specific registration site.\*
  - If you have more than one child and they were offered seats at different DHSP locations, you will need to enter the site-specific Trax URL (included in each child's offer letter) and follow the steps below for each child.\*
- Click the "ACTIVITIES" tab in the top navigation bar.

- Find the activity (program session or days of week) you want to enroll your child and click “Enroll”.
- Select the child you are enrolling and choose the DHSP Membership from the dropdown menu. Select “NEXT”.
  - If a pop up alerts you that the activity is waitlisted and asks if you want to continue, click “Yes”. **All enrollments in Trax are automatically placed on a waitlist.**
- You will see the activity and membership in the Cart Summary. If you are registering a child for multiple activities or an additional child for one or more activities **at the same site location**, click on “ADD ADDITIONAL ACTIVITIES” to add each child/activity to your cart until your cart contains all activities each child will attend. Click “NEXT”.
- You will be prompted to submit information about the child. *If you have participated in DHSP programs before, please make sure all the information is accurate and up to date.* Once you are finished with the form, click “NEXT.”
- You will return to your cart to check out. Select “I’m not a robot” and then click “COMPLETE”. You will see a screen that says “Completed.” This completes your enrollment submission for DHSP Programs. You will receive a confirmation email from [CambridgeDHSP@traxsolutions.com](mailto:CambridgeDHSP@traxsolutions.com) with the subject “Receipt.”
  - **Note: All Trax enrollments are automatically placed on a waitlist for internal use.**
- Families will be contacted with welcome information by a Site Director or CYP staff member.

#### 4. Housekeeping

Please ensure your household information is current and accurate. To make updates: Click on “My Account”. The ellipsis (...) in the Account Holder category box indicates that more than one option is available.

- Click on the ellipsis and select “Update Account Form”
- Update your household information and click “Complete”

For assistance, please email [askdhsp@cambridgema.gov](mailto:askdhsp@cambridgema.gov) or call 617-349-6200.

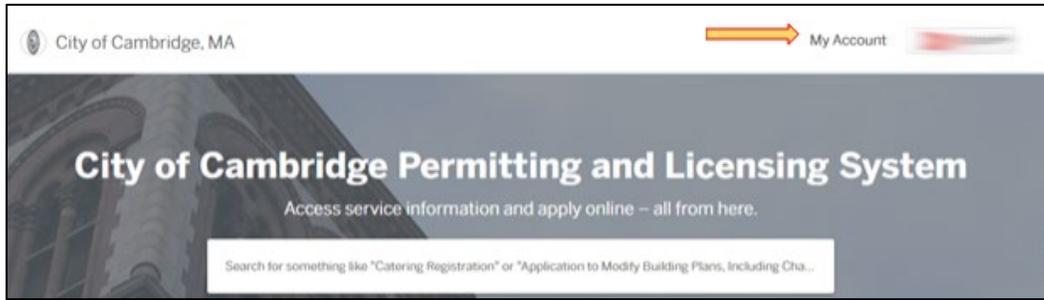
*\*Trax online enrollments are specific to the DHSP program location with different URLs for each location (see upper left corner of Trax Online Registration page for site name). If you are enrolling a child or multiple children to different DHSP locations, you will need to enter (into your browser address bar) the site-specific Trax URL provided to you for each program location you are enrolling your child(ren).*

## Upload Your Documents to Viewpoint

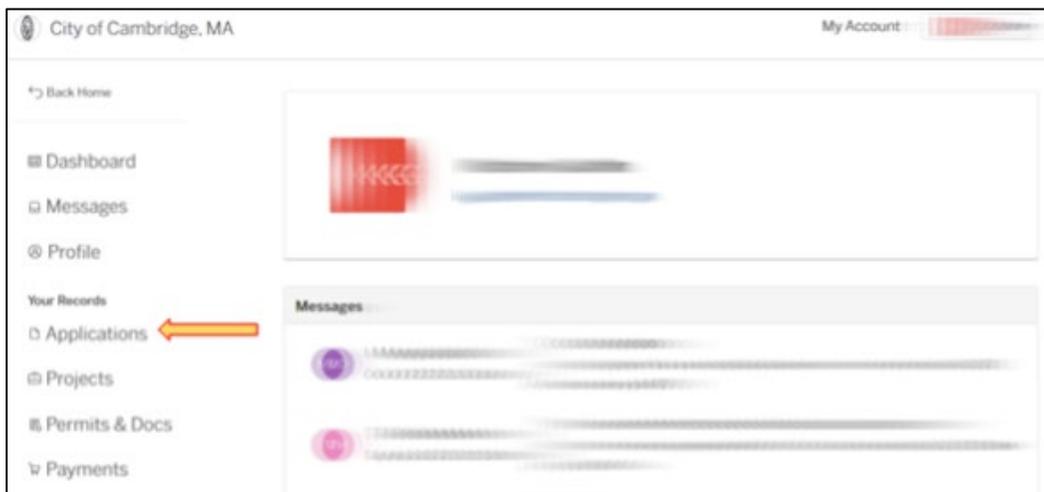
In order to finalize your child’s enrollment and tuition, DHSP needs to verify your household income. Please upload your 2022 Tax return **AND** 4 consecutive pay stubs (or last 30 days) **OR** Current award letters for any benefits you are receiving (TANF, SSI, SNAP, WIC, etc.) by following these steps;

*Note: If your family includes an adult in a fellowship, visiting scholar, graduate or higher education program, we will ask for supplemental documents.*

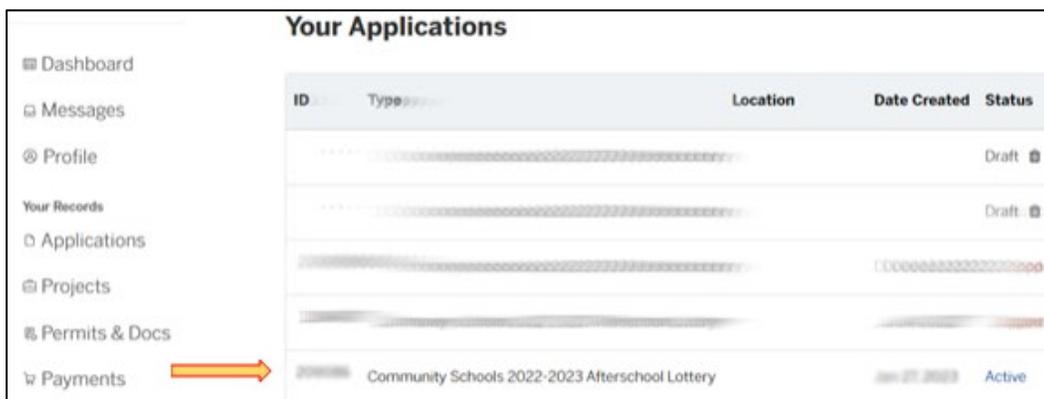
1. Login to applicant’s account: <https://cambridgema.viewpointcloud.com>
2. Select “My Account” at the top of your screen.



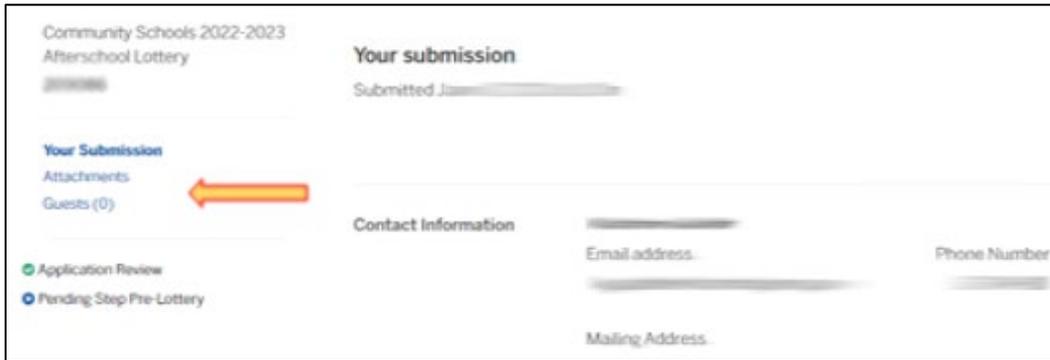
3. Select “Applications” from side bar to view all of your City of Cambridge applications.



4. Select your DHSP application by clicking on the record ID number for your active application.



- This will open your submitted application. Select “Attachments” from the left side bar.



Community Schools 2022-2023  
Afterschool Lottery

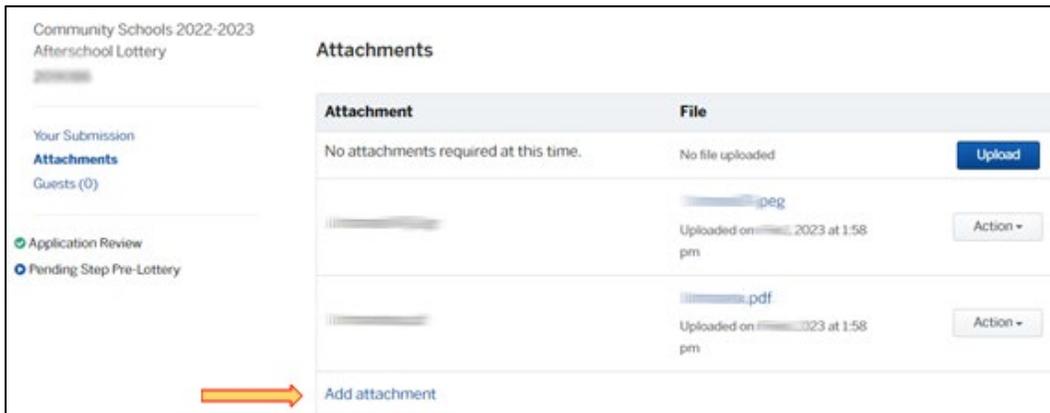
**Your submission**  
Submitted J...

**Your Submission**  
Attachments ←  
Guests (0)

Application Review  
Pending Step Pre-Lottery

Contact Information  
Email address  
Phone Number  
Mailing Address

- Select “Add attachment” and follow the prompts to select the file you want to upload. Name the document and/or provide a brief description of your document and click “Upload”. Repeat this step until all necessary documents are attached to your application.



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**Attachments**

Attachment	File
No attachments required at this time.	No file uploaded
	<input type="text" value=""/> .peg Uploaded on 2023 at 1:58 pm Action -
	<input type="text" value=""/> .pdf Uploaded on 2023 at 1:58 pm Action -

Upload

Add attachment ←