

Frequently Asked Questions
**Smart Support – For all Archdiocese of New York’s (“ADNY”) Global
Regional School System (“GRSS”) Schools listed on Appendix A**

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Billing Accounts

- **Why is my Smart account not opened for the 17-18 school year? When will I get my first bill?**
- **If you have already completed online enrollment/registration** and paid your registration fee via TADS for the 2017-2018 school year, within the next few weeks you will receive an email from Smart Tuition welcoming you to tuition billing for 2017-2018.
- **If you have not yet completed online enrollment/registration** or paid your registration fee via TADS for the 2017-2018 school year, please contact the Archdiocese of New York Parent Call Center at 646-794-2885.
- **Why can't I pay my tuition for school year 17-18?**
- **If you have already completed online enrollment/registration** and paid your registration fee via TADS for the 2017-2018 school year, within the next few weeks you will receive an email from Smart Tuition welcoming you to tuition billing for 2017-2018.
- **If you have not yet completed online enrollment/registration** or paid your registration fee via TADS for the 2017-2018 school year, please contact your school.

Registration

- **I'd like to register/enroll in[School Name].**
- **Registration/Enrollment is handled for ADNY by TADS for school year 17-18.** Please contact your school or the Archdiocese of New York Parent Call Center at 646-794-2885 for assistance with Registration/Enrollment.

Scholarship/Financial Assistance Awards

- **I received an award notification/email for a scholarship/financial assistance for school year 17-18, but I don't see the award in Smart. When will this be reflected in Smart?**
- **If you received an award notification/email for school year 17-18, please allow 2-4 weeks for the award to be posted in your Smart billing account.**
- **I had an award for scholarship/financial assistance last year, but it's not in Smart for 17-18 billing, where is my award?**
- **If you received an award notification/email for school year 17-18, please allow 2-4 weeks for the award to be posted in your Smart billing account.**
- **If you have not received an award notification/email for school year 17-18, please contact the Archdiocese of New York Parent Call Center at 646-794-3318.**
- **Why is my award amount different from last year?**
- Please contact the Archdiocese of New York Parent Call Center at 646-794-3318.

Discounts

- **I was told I would receive a grant/discount (i.e. Parishioner Grant, Family Grant, etc.), but I don't see it in Smart.**
- Please contact your school.

Tuition

- **I was told I would receive a different tuition rate than what is reflected in Smart.**
- Please contact your school.

Appendix A – ADNY GRSS/Regional Schools