

SOUTHWESTERN

Global Academy

Frequently Asked Questions

Question: What devices will the apps work on?

Answer: The apps currently work on **Android**, **Apple**, and **Amazon** mobile devices.

Question: One of the apps is not responding/not opening when I try to select it on my device?

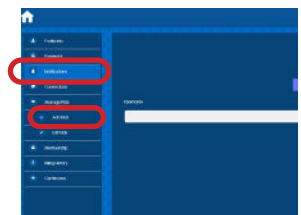
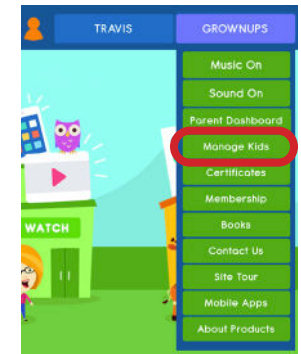
Answer: In most cases, deleting and re-downloading the app will resolve this issue. Start by completely deleting the app from your device, and then restart your device. When your device is back on, download the app again from your device's app store. If you are still having issues logging in, please contact our Customer Contact Center at customercontact@southwestern.com

Question: How do I set up a student profile?

Answer: Below is a list of instructions with screenshots on how to create a student profile on the different sites.

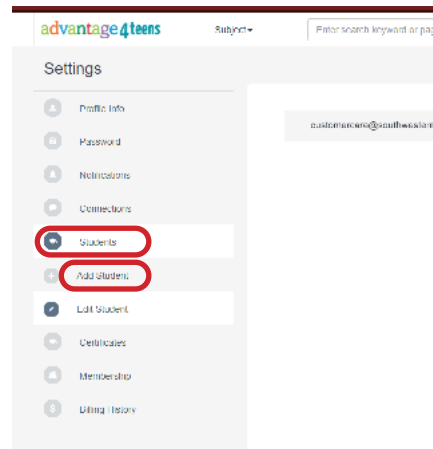
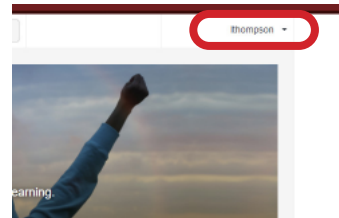
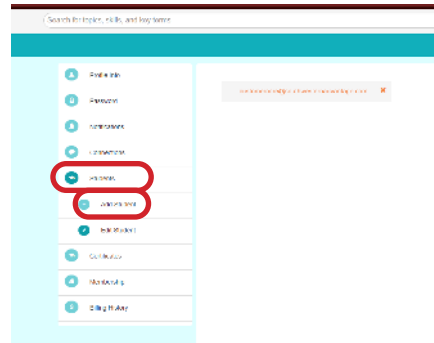
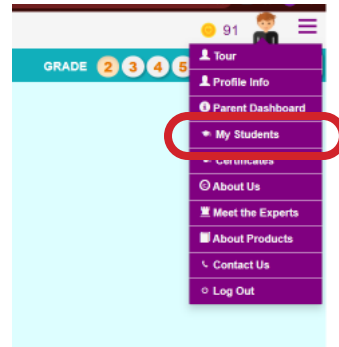
Skwids

- After logging in with the parent account, click on '**GROWNUPS**' in the top right corner of the site.
- Then click '**Manage Kids**' from the dropdown menu—this will bring up your account page.
- In the menu section on the left, click '**Manage Kids**' and then click '**Add Kids**'.



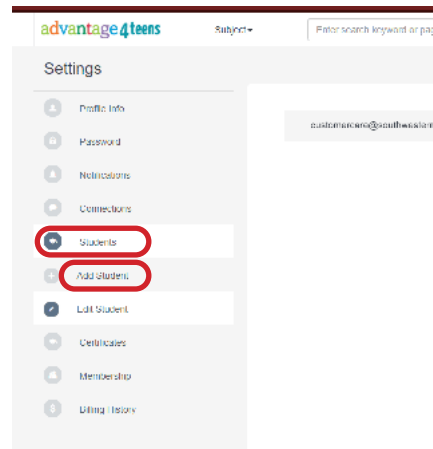
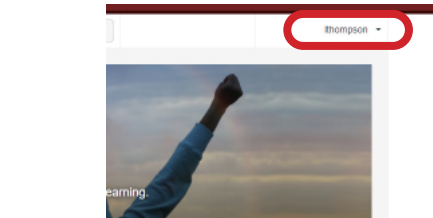
advantage4kids

- After logging in with the parent account, click on the **three horizontal lines icon** in the top right corner of the site.
- From the dropdown menu, click **'My Students'**.
- In the menu section on the left, click **'Add Student'**.



advantage4teens

- After logging in to the parent account, hover your mouse over your username in the top right corner of the site to display the dropdown menu.
- From the dropdown menu, click **'Students'**.
- In the menu section on the left, click **'Add Student'**.



Question: Why can't I sign in using my student profile?

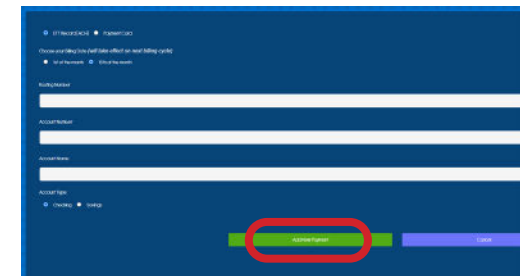
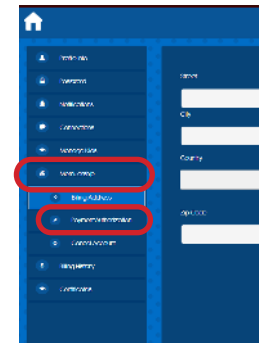
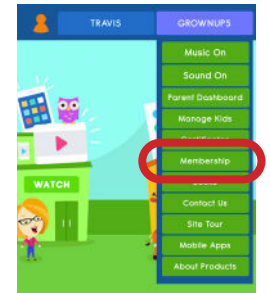
Answer: You will need to verify that you are signing into the correct site using the correct profile. An example of this would be trying to sign into Advantage4teens using a profile for Advantage4kids. If you are still having issues signing in, please contact our Customer Contact Center at **customercontact@southwestern.com**

Question: How can I update my payment information?

Answer: Below is a list of instructions with screenshots on how to update your payment information on the different sites.

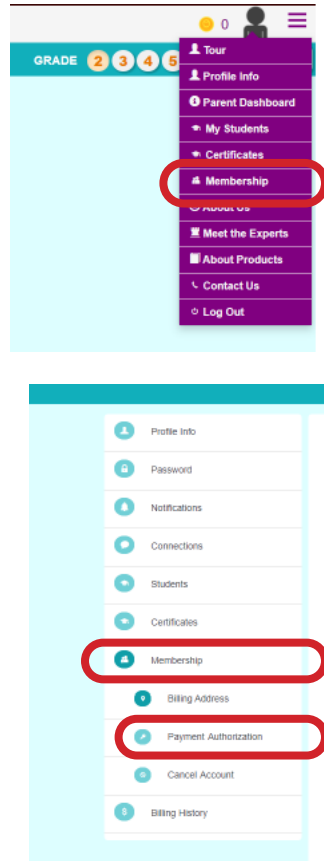
Skwids

- After logging into the parent account, click on the **'Grown Ups'** button in the top right corner of the screen.
- Then click **'Membership'** from the dropdown menu—this will bring up your Account page.
- In the menu section on the left, click **'Membership'** and then click **'Payment Authorization'**—this will bring up your current payment information.
- Click on the button to **'Add New Payment'**.
- Enter your new payment information and then select **'Add New Payment'**.



advantage4kids

- After logging in with the parent account, click on the three horizontal lines icon in the top right corner of the site.
- Then click **'Membership'** from the dropdown menu—this will bring up your Account page.
- In the menu section on the left, click **'Membership'** and then click **'Payment Authorization'**—this will display your current payment information.
- Click on the button to **'Add New Payment'** and then enter your new payment information.
- Enter your new payment information and then select **'Add New Payment'**.



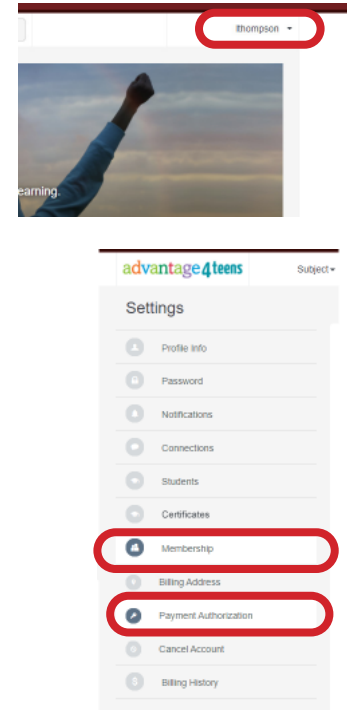
This screenshot shows the 'Payment Authorization' form. On the left is a sidebar menu with 'Payment Authorization' selected. The main form area includes:

- Payment Method: ☒ EFT Record (ACH) ☐ Payment Card
- Billing Date: Choose your Billing Date (will take effect on next billing cycle). Options: ☐ 1st of the month, ☒ 15th of the month
- Routing Number: [Text input field]
- Account Number: [Text input field]
- Account Name: [Text input field]
- Account Type: ☒ Checking ☐ Savings

 At the bottom, there are two buttons: 'Add New Payment' (highlighted with a red circle) and 'Cancel'.

advantage4teens

- After logging in to the parent account, hover your mouse over your username in the top right corner of the site to display the dropdown menu.
- Then click **'Membership'** from the dropdown menu—this will bring up your Account page.
- In the menu section on the left, click **'Membership'** and then click **'Payment Authorization'**—this will display your current payment information.
- Click on the button to **'Add New Payment'** and then enter your new payment information.



This screenshot shows the 'Payment Authorization' form in the advantage4teens website. On the left is a sidebar menu with 'Payment Authorization' selected. The main form area includes:

- Payment Method: ☒ EFT Record (ACH) ☐ Payment Card
- Billing Date: Choose your Billing Date (will take effect on next billing cycle). Options: ☐ 1st of the month, ☒ 15th of the month
- Routing Number: [Text input field]
- Account Number: [Text input field]
- Account Name: [Text input field]
- Account Type: ☒ Checking ☐ Savings

 At the bottom, there are two buttons: 'Add New Payment' (highlighted with a red circle) and 'Cancel'.