



OFFICE OF EXTENDED LEARNING OPPORTUNITIES AND PROGRAMS

920 N. Highland • Memphis, TN 38122 • (901) 416-4709 • Fax (901) 416-5829

FREQUENTLY ASKED QUESTIONS

ELOP Registration & Payment

1. How do I access the online registration site for Extended Learning Opportunities & Programs (ELOP)?

- Go to <https://scs-eloponline.scsk12.org/> using any computer, tablet or smartphone with reliable Internet capability.
- If you do not have access to a device with reliable Internet capability, please visit your child's school, or see question #10 of this document for other options.
- If you have never completed online registration for Extended Learning Opportunities & Programs (ELOP), you must create an ELOP account using a personal email address.

2. What information is needed for online registration and payment?

- To avoid mistakes, please have the following information available when registering online:
 - State ID number (a 7-digit number beginning with either 3 or 4)
 - Student-specific information, such as unique medical information and emergency contacts/approved pick-up list

3. Where can I find my child's State ID number?

- Please contact the ELOP site supervisor at your school or contact your school's main office.

4. How can I make an electronic payment?

- Payments can be made electronically on the ELOP webpage: <https://scs-eloponline.scsk12.org/>

5. When is the earliest and latest I'm allowed to post a payment?

- All payments should be made any time prior to Monday at 11:59 p.m., or a late fee will be charged.

6. What forms of electronic payment are accepted?

- Visa, MasterCard, Discover and American Express
- Credit Cards, Debit Cards, or Pre-Paid Cards

7. Will I receive a receipt for my online payment?

- Once a payment is made electronically, a receipt will be sent to the email address specified in your account profile.

8. Where can I find tax information for electronic payments?

- After signing into your ELOP account, click your profile name and choose 'Tax Statement' from the dropdown menu to download your tax statement as a PDF file.

9. Is translation assistance for non-English language speakers?

- Support for ESL (English as a Second Language) families is available by visiting our Northeast Regional Office, located at 920 North Highland Street, or calling (901) 416-1750.
- Families may also call the ELOP office for additional assistance, (901) 416-4709.

10. What if I do not have access to a device with Internet capability?

- If you do not have access to a device with reliable Internet capability, please visit your child's school, or consider one of the options below:
 - ELOP Office | 920 North Highland, Memphis, TN 38122
 - ESL Support | 920 North Highland, Memphis, TN 38122
 - Grays Creek Office | 2800 Grays Creek, Arlington, TN 38002
 - SCS Parent Welcome Center | 2687 Avery Avenue, Memphis, TN 38112