

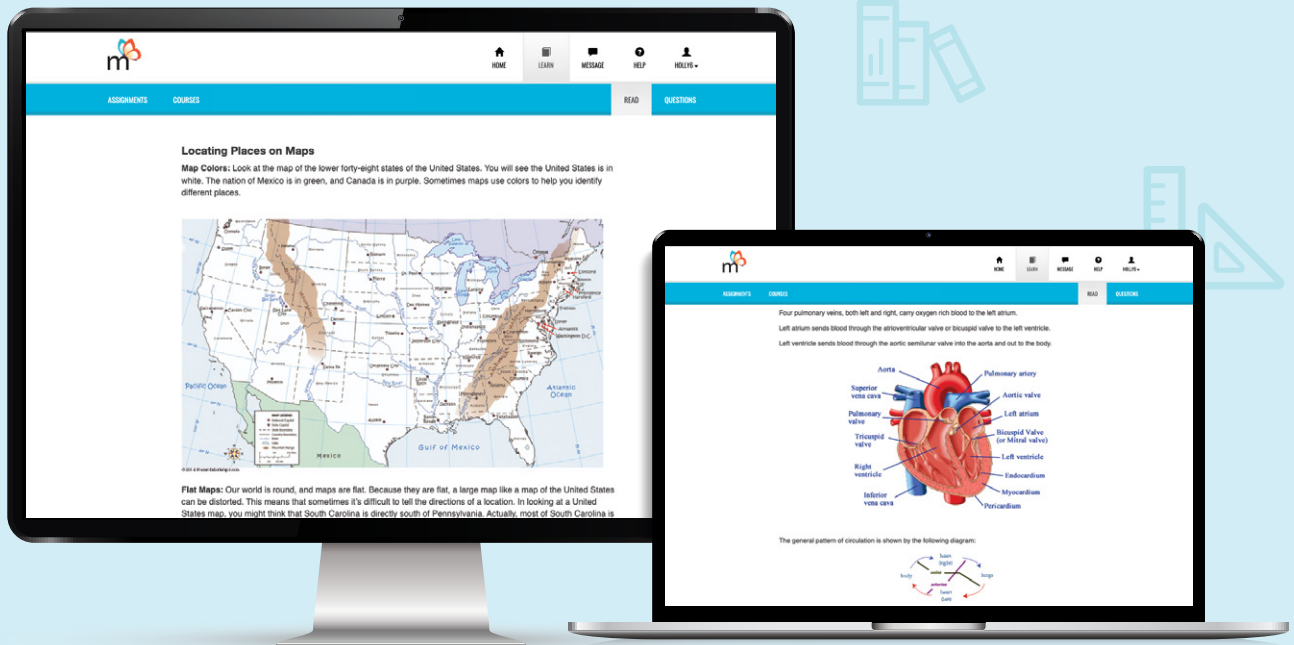


monarch

BY AOP

MONARCH 2024 SPRING ENHANCEMENTS

Commonly Asked Questions



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What's New with Monarch?

We recently upgraded our system and subscription plans to provide an improved homeschool learning experience to all our Monarch families. All Monarch subscribers were sent an email welcoming them to the new enhanced system and providing account activation steps for their new [AOP.com](https://www.aop.com) account.

To provide a smooth transition for all Monarch families, we would like to share this resource that includes an overview of changes related to these upgrades and answers to some of the most frequently asked questions about the changes.

What has changed?

We launched a new shopping experience, which now provides a single location for Monarch families to shop for their curriculum. You can now purchase monthly, yearly, and single course Monarch subscriptions as well as AOP's print curricula, LIFEPAC and Horizons, all from your [AOP.com](https://www.aop.com) account.

Your [AOP.com](https://www.aop.com) account is now your centralized hub.

Logging into your [AOP.com](https://www.aop.com) account not only provides a single location for all purchases, you can also manage your billing and subscriptions and course enrollments from this centralized hub.



Purchase subscriptions and AOP print curriculum in one cart at checkout.



Manage your subscriptions and billing information.



Assign your student(s) courses, all from [AOP.com](https://www.aop.com).

What has changed? (continued)



Monarch Full Access now gives you unlimited possibilities.

The new Monarch Full Access subscriptions now provide unlimited access to all of Monarch's 100-plus courses with one automatically renewed monthly or yearly subscription per student.



Courses in Bible, Math, Language Arts, History & Geography, and Science.



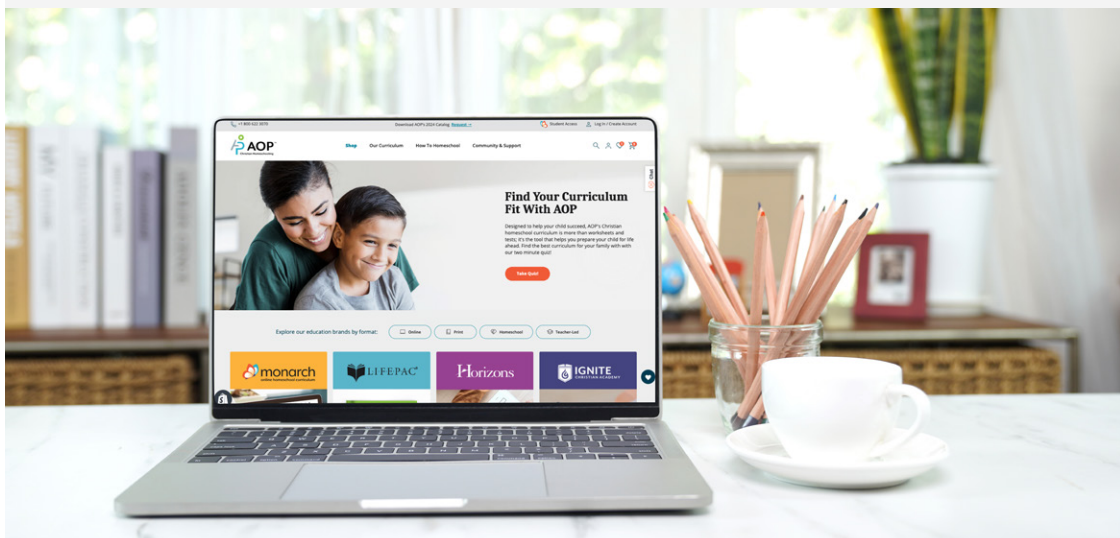
Access 60+ electives, including CTE and STEM courses.



Assign any combination of courses for customized homeschooling.



Set up your child's entire school year, and then add courses at any time.



What has changed? (continued)

Monarch Subscription Price Changes

Prices increased slightly for single courses and Monarch Full Access monthly or yearly subscriptions. This adjustment allowed us to provide increased access to all of Monarch's 100-plus courses and improve the shopping, subscription management, and onboarding experience.


Subscription Plans

Full Access Monthly

\$43.95 / month
for your first student

\$19.95 / month
for each additional student

Best Value!

Full Access Yearly

\$439.95 / year
for your first student

\$199.95 / year
for each additional student

Looking for a single course?

Single course subscriptions available for \$10.95/month or \$109.95/year per student.

All Monarch Subscriptions Now Automatically Renew

In order to limit disruptions and keep your student's working on their Monarch courses, all Monarch subscriptions will now automatically renew. As your subscription end date approaches, you will receive notice that your Monarch subscription will be automatically renewed and your credit card on file will be charged. Log in to your new [AOP.com](https://aop.com) account to manage your payment method and subscriptions.

Monarch Full Access Billing, and Student Management Q&A

We've compiled a list of the most frequently asked questions and answers to help guide you through the transition to our newly upgraded Monarch subscriptions and new [AOP.com](https://www.aop.com) Parent Dashboard experience. Find your answers here or reach out to a Customer Service agent at **800-622-3070** if you need additional help.

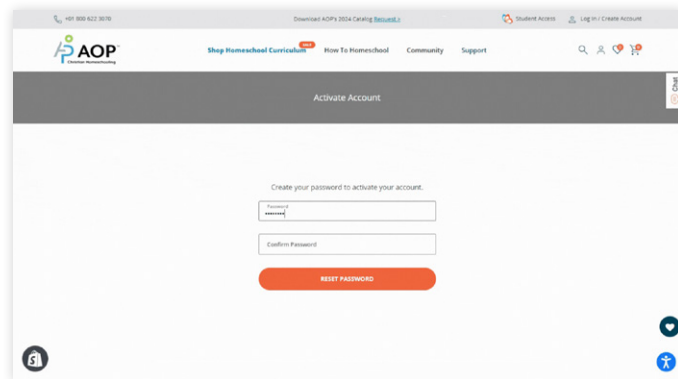
Account Activation and Access

Q: I already have a Monarch account, why do I need a new [AOP.com](https://www.aop.com) account?

A: The latest upgrade has brought Monarch and [AOP.com](https://www.aop.com) accounts together into one system. Now, you can purchase print materials from AOP's LIFEPAC and Horizons curricula without creating and managing a second account.

Q: As a current Monarch subscriber, what do I need to do to activate my new [AOP.com](https://www.aop.com) account?

A: As a current subscriber, you should have received an account activation email with directions. The email redirects you to create a new password for your account.



Account Activation and Access (continued)

Q: I don't have a valid credit card on file. Will I still have access to Monarch?

A: Yes. You and your student(s) will have access to Monarch until your current subscription expires. At that time, you'll need to repurchase your subscription from [AOP.com](https://www.aop.com). All student work is saved, and your new subscription will help you regain access to your course(s).

Q: Now that Monarch subscriptions are on the [AOP.com](https://www.aop.com) site, can I also shop for other AOP curriculum there as well?

A: Yes. You can purchase Monarch, LIFEPAK, and Horizons curricula on [AOP.com](https://www.aop.com) in one cart/checkout. Ignite Christian Academy courses and tuition will continue to be managed through [IgniteChristianAcademy.com](https://www.ignitechristianacademy.com).

Q: I didn't receive an email to activate my new [AOP.com](https://www.aop.com) account for Monarch Full Access. What should I do?

A: Contact Customer Service by calling **800-622-3070**.

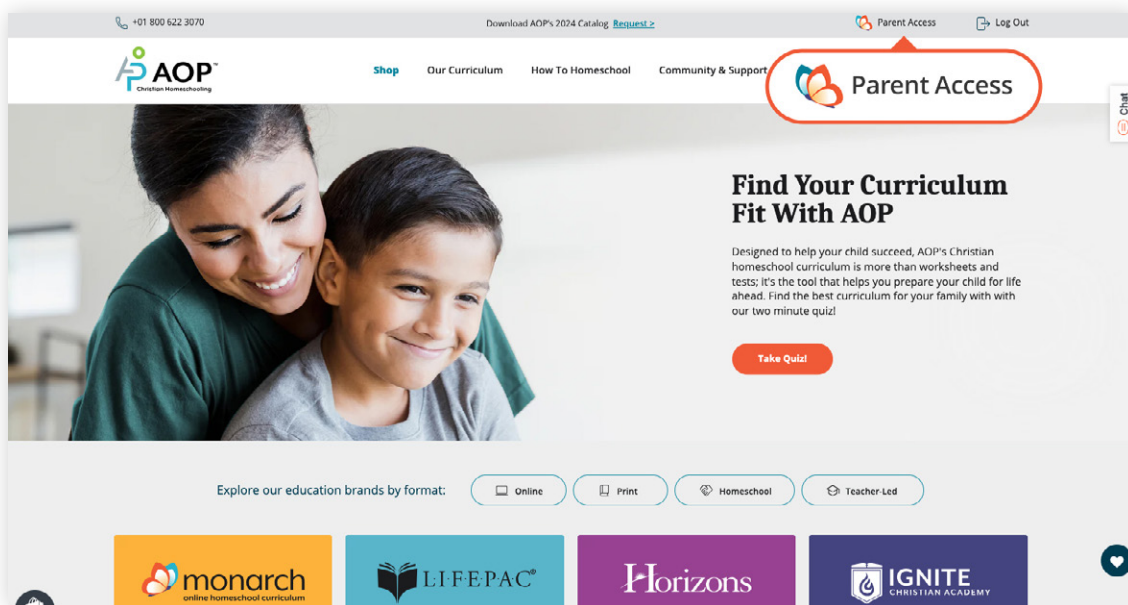


Account Activation and Access (continued)

Q: Where do parents log in to access Monarch?

A: Parents can no longer log in to Monarch using monarch-app.aop.com. Instead, parents will log in from AOP.com.

- If you completed the steps in the email and your AOP.com account is active, you can access your **Monarch Parent Dashboard** from the **Parent Access** link in the top right menu of the AOP.com site.
- If you did not complete the steps in the AOP.com account activation email, you will need to locate the email and follow the activation steps or contact a Customer Service Agent at **800-622-3070** to have another activation email sent.



Q: Where does my student log in now?

A: Students can still log in from monarch-app.aop.com or by clicking the **Student Access** link in the top right menu on AOP.com.

Course Assigning and Scheduling

Q: Where do I assign courses to my student(s)?

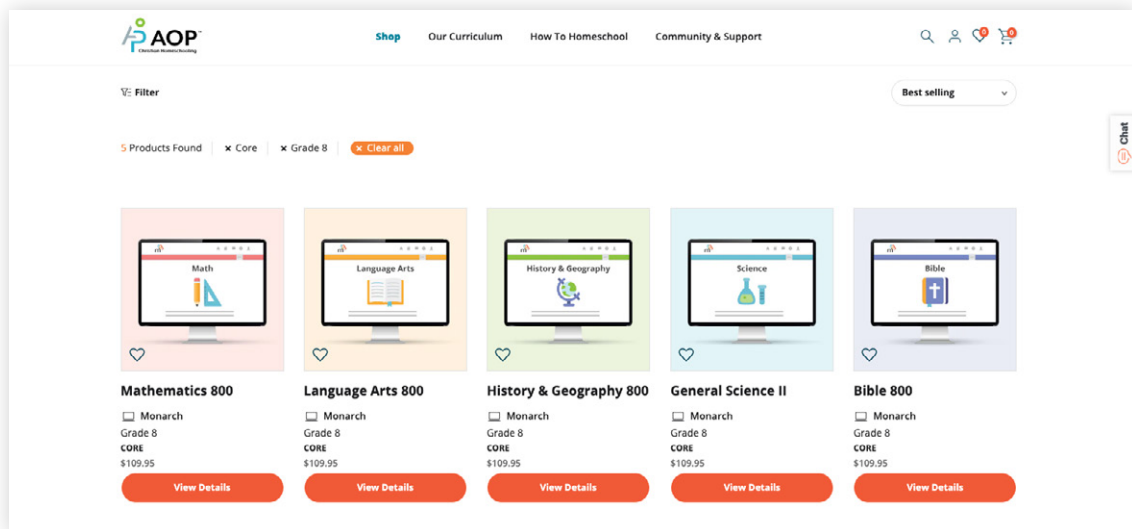
A: You now log into your [AOP.com](https://aop.com) account to create students and assign courses to those students.

- If your student has a Full Access subscription, you can navigate to any **Monarch Course Page** to assign courses to your student. From the course page, select your student's name from the drop-down menu, and click **Assign for Free**.

▶ **Click here** to watch a video with step-by-step instructions showing how to assign Monarch courses.

- If you purchase individual course subscriptions, courses are assigned when you check out with your selected courses. Before adding courses to your cart, be sure to select the correct student for each course.

▶ **Click here** to watch a video with step-by-step instructions showing how to select students for course assignments.

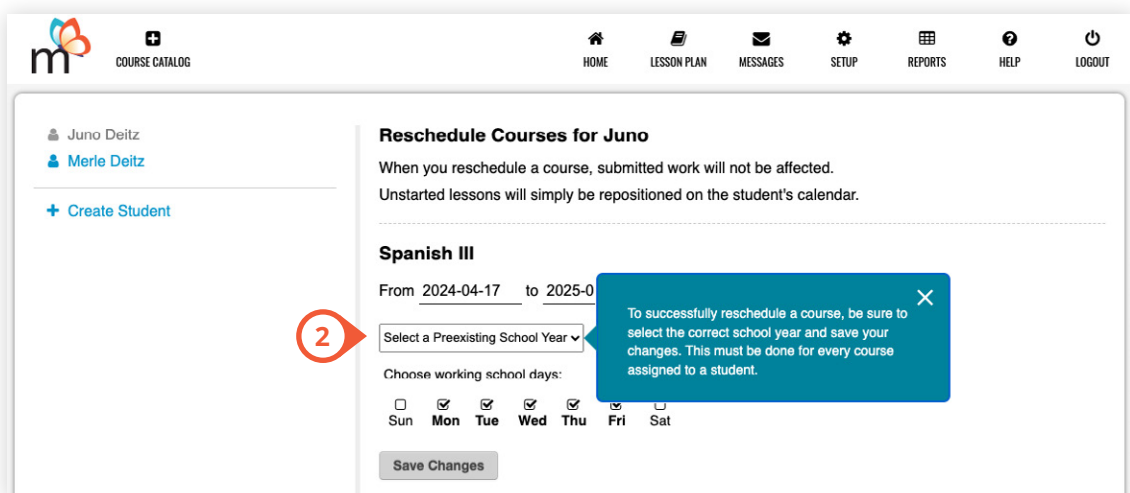
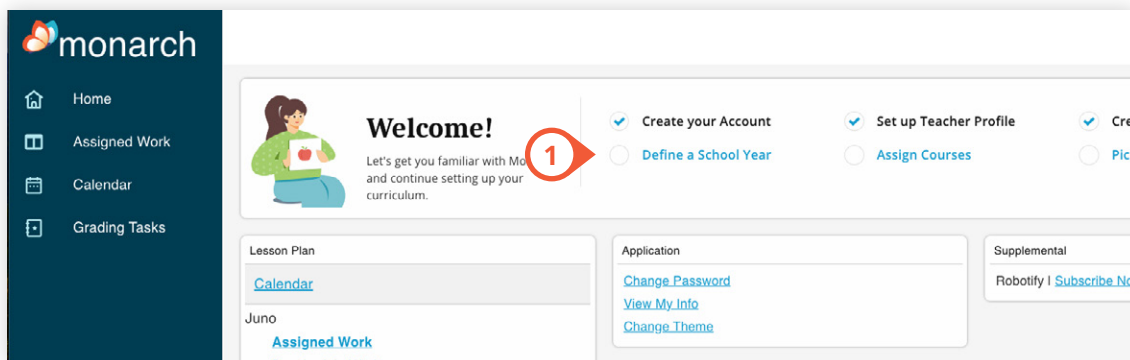


Course Assigning and Scheduling (continued)

Q: How do I schedule my child's school year?

A: There are two ways you might schedule your child's school year.

- If you have created a school year, the dates of the most recently created school year will be automatically assigned to courses.
- If you have not created a school year, course enrollments will automatically be pre-scheduled for nine months from the date of enrollment. Once you've launched the **Monarch Platform**, click **Define a School Year** to create your own timeline. Once you have a school year created, you can proceed to reschedule your student's courses to align. For more guidance, visit the **Parent Walkthroughs** in the **Monarch Resource Center**.



Subscription Management

Q: I already have a Monarch core subscription. Do I need to do anything to upgrade to a Monarch Full Access subscription?

A: This depends on whether you already have an active credit card on file.

- If you have an active credit card on file, you now have a Full Access subscription that will automatically renew at the current expiration date.
- If you do not have an active credit card on file, your current subscription has been updated to a Full Access subscription. However, your access will end when that subscription expires. After your subscription date expires, you will need to purchase a new Full Access subscription for your student to continue.

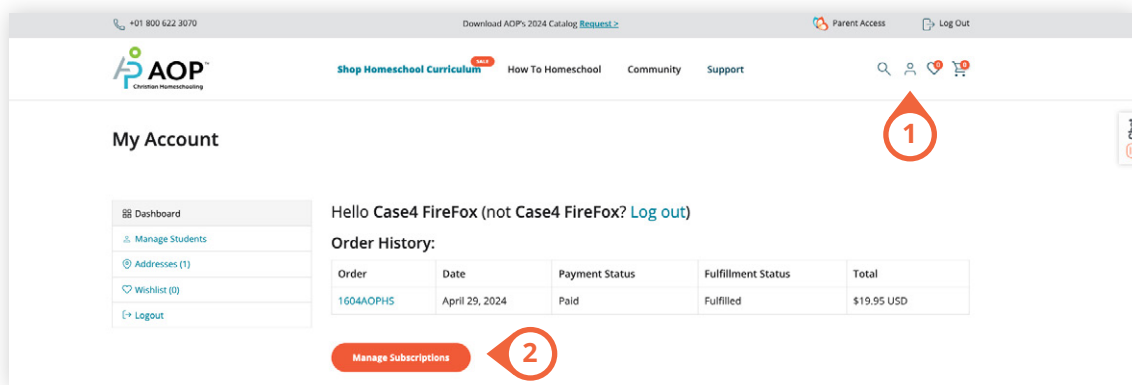


Subscription Management (continued)

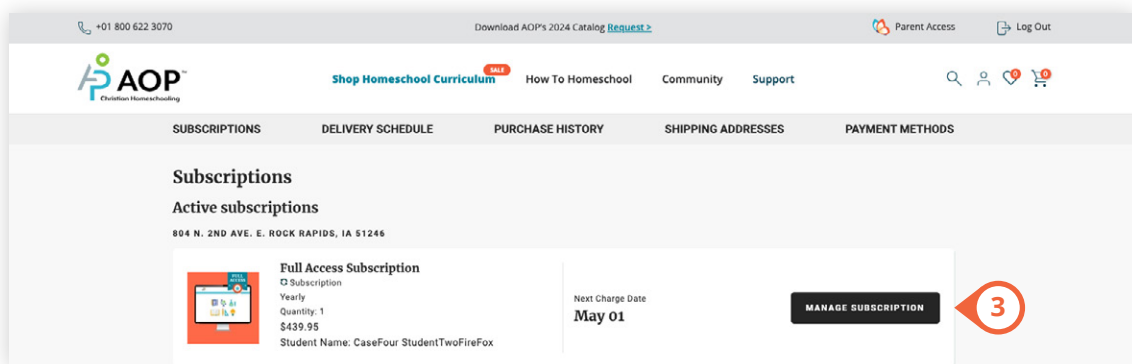
Q: Where do I manage my subscription?

A: The following steps take you to the **Your Subscription** page. From this page you'll be able to manage the billing frequency, payment method, and discounts on your subscription, as well as make an advance payment or cancel your subscription.

1. Log into your **AOP.com** and go to your **My Account Dashboard**, or select **My Account** from the Monarch setup menu.
2. Click the **Manage Subscriptions** button under your order history. This will take you to the **Subscriptions** page.



3. From the **Subscriptions** page, click the **Manage Subscription** button next to the subscription you wish to manage. This will take you to the **Your Subscription** page.

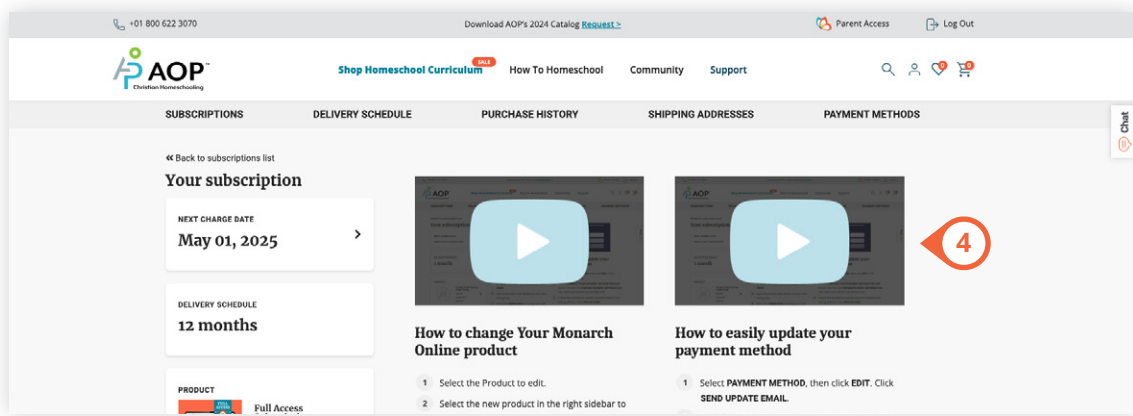


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Subscription Management (continued)

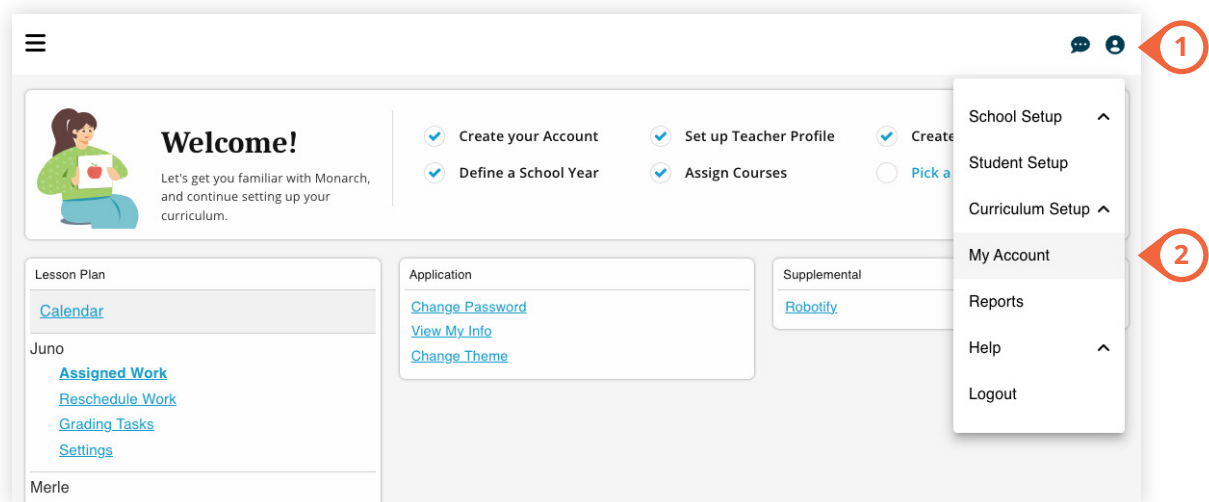
4. On the **Your Subscription** page, you'll find step by step directions, both written and in video, to change billing frequency and update your payment method.

📺 **Click here** to watch a video with step-by-step instructions showing how to manage your subscriptions.



Q: Can I manage my subscription from the Monarch Platform?

A: Yes. Click **My Account** from your profile menu. This will redirect you to the **My Account Dashboard** on **AOP.com**, where you can manage billing and subscriptions.

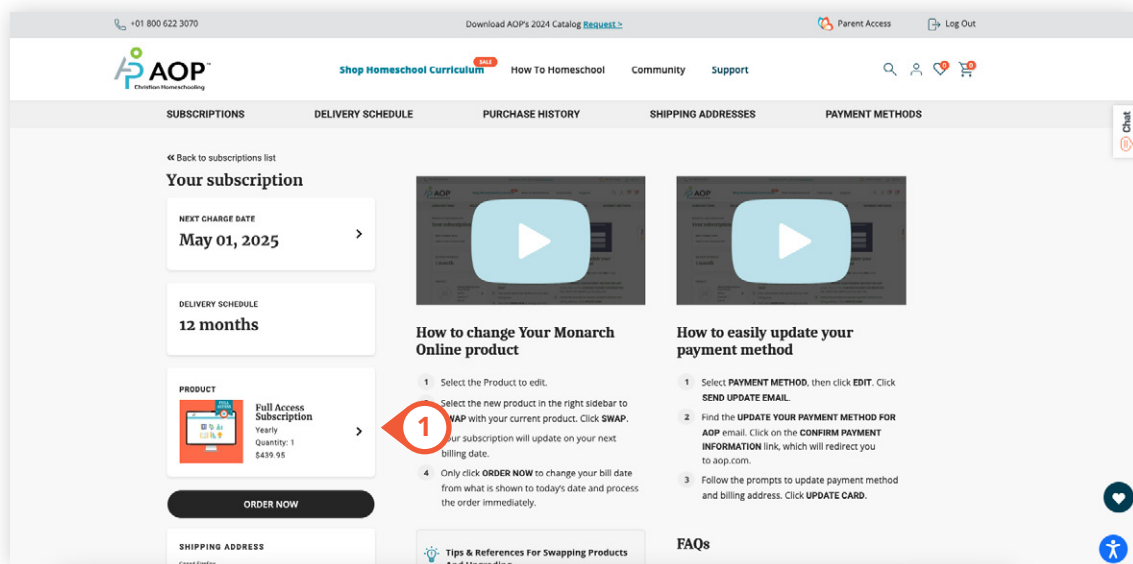


Subscription Management (continued)

Q: How do I change the billing frequency of my subscription?

A: Log into [AOP.com](https://aop.com) and go to your **My Account Dashboard**. Click the **Manage Subscriptions** button under your order history. This will take you to the **Subscriptions** page. Click the **Manage Subscription** button where you'll find step by step directions, both written and in video.

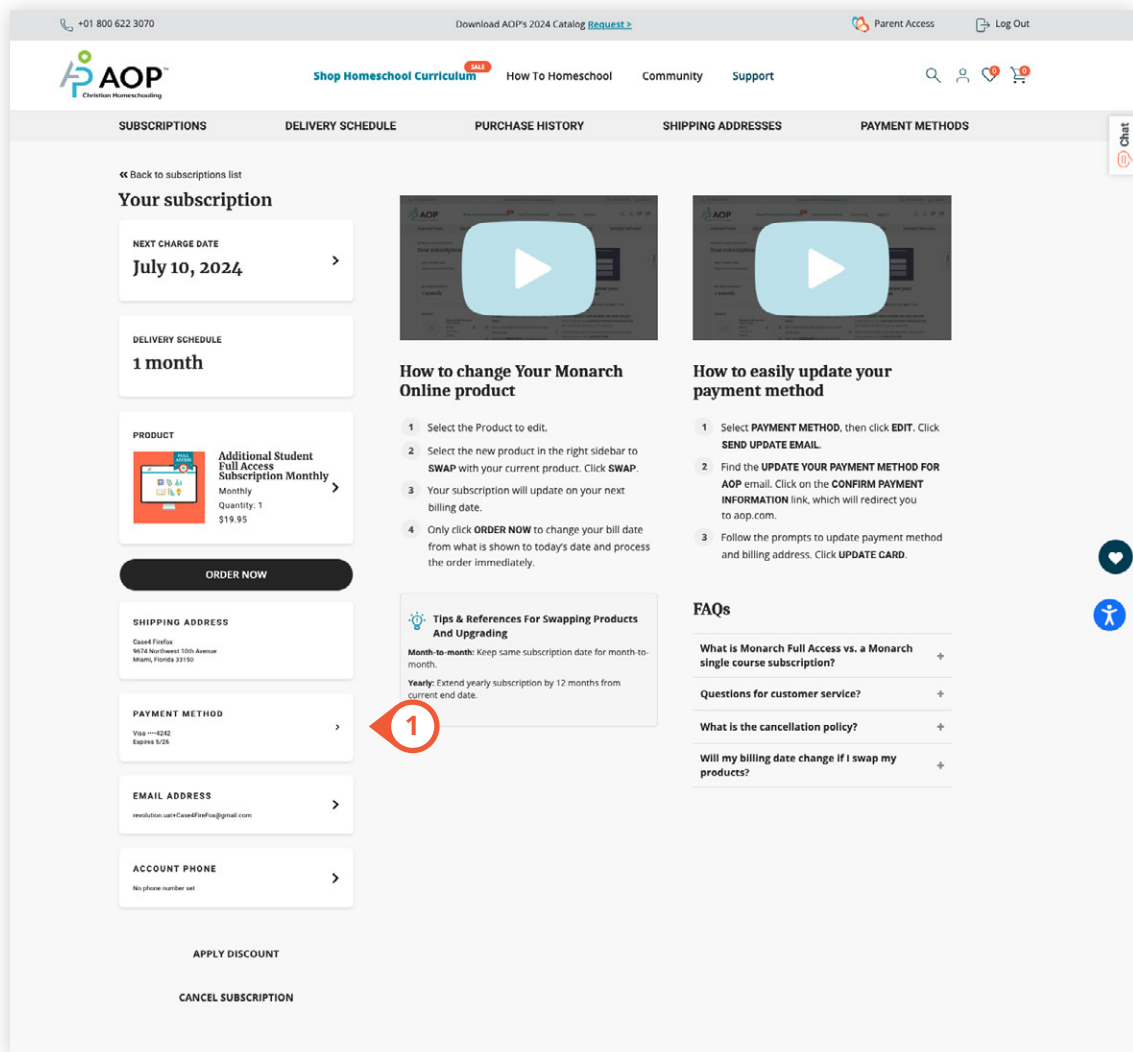
▶ **Click here** to watch a video with step-by-step instructions showing how to change the billing frequency of your subscriptions.



Subscription Management (continued)

Q: How do I update the payment method on file?

A: Log into [AOP.com](https://aop.com) and go to your **My Account Dashboard**. Click the **Manage Subscriptions** button under your order history. This will take you to the **Subscriptions** page. Click the **Manage Subscription** button and navigate to **Edit Payment Method** to make adjustments.



Subscription Management (continued)

Q: If I change billing frequency, when will the change go into effect?

A: The change will go into effect at the next charge cycle, or if you click **Order Now**, your account will be charged immediately, and your billing date will change to the new date.

Q: Will my subscription automatically renew?

A: In order to limit disruptions and keep your student's working on their Monarch courses, all Monarch subscriptions will now automatically renew. As your subscription end date approaches, you will receive notice that your Monarch subscription will be automatically renewed and your credit card on file will be charged. Log in to your new [AOP.com](https://aop.com) account to manage your payment method and subscriptions.

Q: How do I renew an inactive subscription?

A: Log into [AOP.com](https://aop.com) and go to your **My Account Dashboard**. Click the **Manage Subscriptions** button under your order history. This will take you to the **Subscriptions** page. From this page, you will be able to Re-Activate your subscription.

▶ [Click here](#) to watch a video showing all the steps you will need to take.



Subscription Management (continued)

Q: How do I cancel my subscription?

A: Log into [AOP.com](https://aop.com) and go to your **My Account Dashboard**. Click the **Manage Subscriptions** button under your order history. This will take you to the **Subscriptions** page. Click the **Manage Subscription** button and navigate to the **Cancel Subscription** button. *See image below.*

Q: How do I apply a discount for the digital purchase?

A: Log into [AOP.com](https://aop.com) and go to your **My Account Dashboard**. Click the **Manage Subscriptions** button under your order history. This will take you to the **Subscriptions** page. Click the **Manage Subscription** button and navigate to **Discounts** to enter your discount code and submit.

The screenshot shows the 'Your subscription' page with the following details:

- Next Charge Date:** July 10, 2024
- Delivery Schedule:** 1 month
- Product:** Additional Student Full Access Subscription Monthly (Monthly, Quantity: 1, \$19.95)
- Shipping Address:** Case4 Florida, 9874 Northwest 10th Avenue, Miami, Florida 33150
- Payment Method:** Visa ****4242 Expires 5/25
- Email Address:** resolution.user@case4florida@gmail.com
- Account Phone:** No phone number set

Two video guides are featured:

- How to change Your Monarch Online product**
 - Select the Product to edit.
 - Select the new product in the right sidebar to **SWAP** with your current product. Click **SWAP**.
 - Your subscription will update on your next billing date.
 - Only click **ORDER NOW** to change your bill date from what is shown to today's date and process the order immediately.
- How to easily update your payment method**
 - Select **PAYMENT METHOD**, then click **EDIT**. Click **SEND UPDATE EMAIL**.
 - Find the **UPDATE YOUR PAYMENT METHOD FOR AOP** email. Click on the **CONFIRM PAYMENT INFORMATION** link, which will redirect you to aop.com.
 - Follow the prompts to update payment method and billing address. Click **UPDATE CARD**.

Additional features include a 'Tips & References For Swapping Products And Upgrading' section and an 'FAQs' section with questions like 'What is Monarch Full Access vs. a Monarch single course subscription?' and 'What is the cancellation policy?'.

Callouts in the image highlight the 'APPLY DISCOUNT' and 'CANCEL SUBSCRIPTION' buttons at the bottom of the page.

General Information

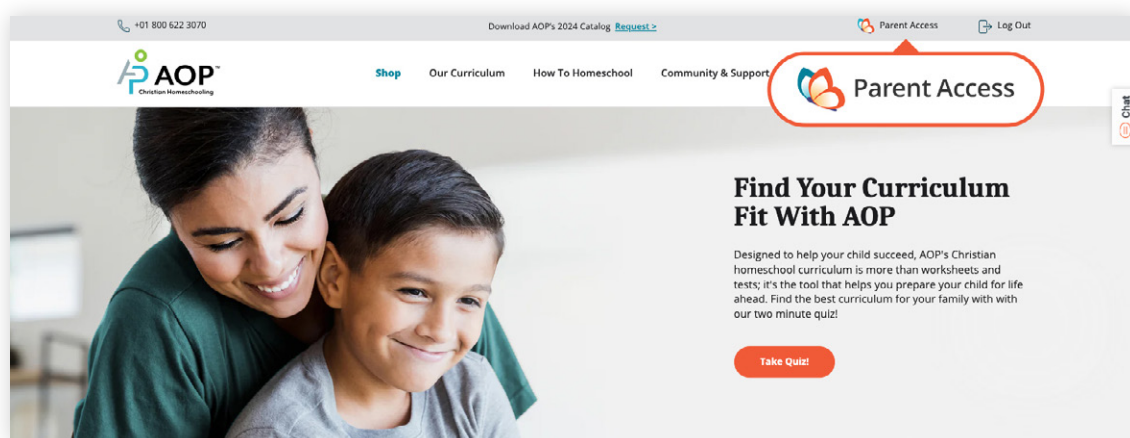
Q: How does Monarch Full Access differ from the previous subscriptions?

A: You now have unlimited access to all Monarch courses with a Monarch Full Access subscription. The previous subscriptions required you to purchase the five core courses or elective courses separately.



Q: As a current Monarch parent, why can't I access my account in the Monarch platform?

A: Monarch parents now log into their parent account from **AOP.com** to access the **Parent Dashboard** for subscription and homeschool management. Once logged into [AOP.com](https://aop.com), click **Parent Access** in the top right of the screen.



General Information (continued)

Q: If my Monarch subscription ends and I reactivate, will my child's work be saved?

A: Yes. All work is saved so your child can pick up right where they left off.

Q: If I have a lapse in payment, will my child lose work?

A: No. Your child's student access will change to read-only if a payment is missed, and all progress is saved until access is restored.

Q: Are there any limitations to courses I can assign my child?

A: With Monarch Full Access, there are no limitations. You can assign as many or as few as you'd like.

Q: What if my child doesn't like a course and wants to try something different?

A: With Monarch Full Access, there are no penalties. Your child can change to a new course for no additional cost at any time during their active subscription. However, if you purchased a single course, there are no refunds on monthly payments.

Q: Why did my subscription price increase?

A: To meet the demand for unlimited access to all courses, we initiated a small price increase.

Q: If I only need a few courses for my child, is Monarch Full Access the most affordable option?

A: It may be. Depending on the quantity of courses you need, Monarch Full Access may still be the more affordable choice.