

Back to School Frequently Asked Questions (FAQs)

1. How do I register for a backpack?

- Click on the **SignUp** link, select the time/location where you want to pick up your backpack(s) and complete the form to register.

2. How many backpacks can I register for?

- You can register for up to 5 backpacks per family. For example, you can choose 2 regular backpacks and 3 clear backpacks. We cannot accommodate more than 5 backpacks per family to ensure we have enough for everyone.

3. Will there be clear backpacks available?

- Yes, you can specify the number of clear backpacks you need when you register. Please note that the total number of backpacks, whether clear or regular, cannot exceed 5.

4. Do backpacks come in different sizes?

- Yes, backpacks are available in Pre-K and regular sizes, in either clear or colored options. You can specify your preference when you pick up your backpack(s), but availability is subject to supply.

5. Can I register for multiple time slots?

- No, time slots are limited to one per family and per site. You can only register once. Please write your name, email and phone number correctly before submitting your registration.

6. What if I missed the backpack registration time frame?

- If you were not able to register for a backpack you can attend the walk-in time slot from 11 a.m. to 12 p.m. Backpacks are distributed on a first-come, first-serve basis during this time. Please note that availability is not guaranteed.

7. Why do I no longer see the backpack registration link?

- Registration is first-come, first-serve. If the link is no longer visible, it means all slots are filled. You can try attending the walk-in time slot from 11 a.m. to 12 p.m., but please note that availability is not guaranteed.

8. How do I know I have successfully registered?

- You will receive an email confirmation with event details, the number of backpacks you registered for, and your pickup time slot. Keep this email as you will need it to collect your backpack(s).

9. Will you send event reminders?

- Yes, we will send a reminder email the week of the event, along with your registration confirmation.

10. Can I edit my backpack registration time slot?

- Yes, you can edit your time slot by going back to **SignUp** directly or through your email confirmation. You can either change the time you wish to pick up or cancel your time slot. If you cancel, however, we cannot guarantee that you will be able to register again at a different time or location.

11. If I cannot attend my registration time slot, can you save my backpacks?

- **No, we cannot save your backpack(s). If you cannot pick up your backpack(s), you can have a family member or friend pick them up for you during your registered time slot. We will not hold on to any backpacks past our event hours.**

12. Do I need to have an ID to pick up my backpack(s)?

- **No, you do not need an ID. All you need to provide is the name you used to register and email confirmation of your reservation.**

13. Can someone else pick up the backpacks I registered for?

- **Yes, someone else can pick up your backpack(s). They will need to provide the name used for the reservation and, if possible, show a screenshot of the registration email.**

14. Does my child need to be present to pick up the backpack(s)?

- **While your children are welcome to attend the event to enjoy the festivities, your children do not need to be present to pick up the backpack(s) you reserved.**

15. Is this event free?

- **Yes, this event is completely free for our families and communities.**

16. What do I need to bring to pick up my backpacks?

- **Please provide the first and last name you used for registration and have your email confirmation ready.**

17. Where do I go to pick up my backpack(s)?

- **Backpacks can be picked up inside your registered health center. Please park at the registered site and follow the signs or ask a staff member for directions. Please note that backpack pickup will NOT be drive-thru as it has been in previous years.**

18. Who do I contact if I have issues registering for immunizations or backpacks?

- **If you're experiencing issues with registering, please call the Patient Navigation Line at (512) 978-9015 or email us at communityrelations@communitycaretx.org.**