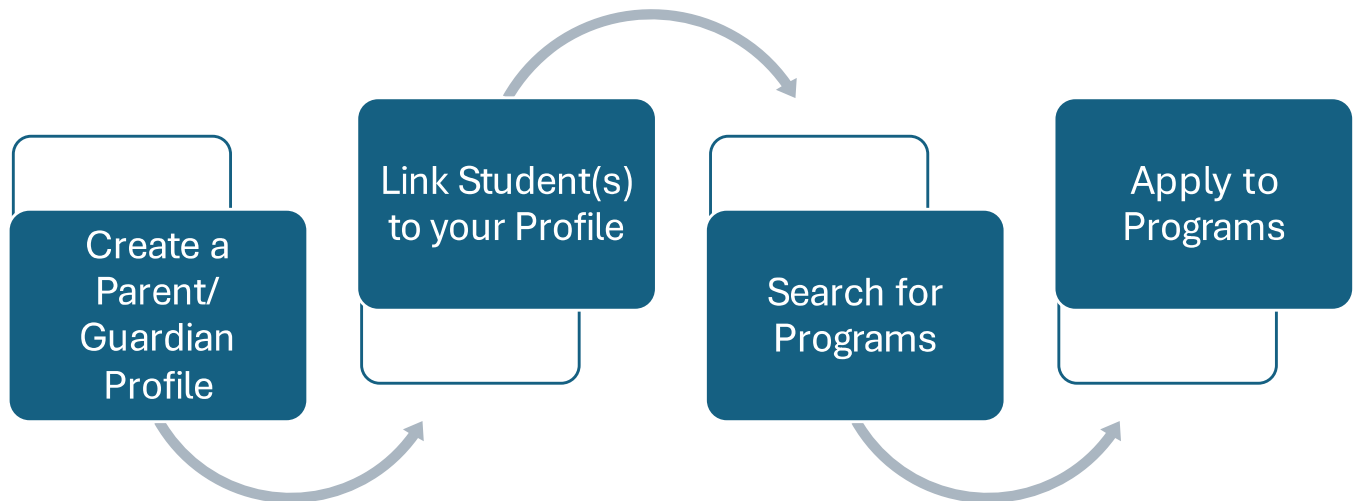


# Introduction

Welcome to the My Out of School Time DC (MOST-DC) program finder portal! The purpose of the MOST-DC portal is to help families navigate this program finder tool easily, so they can locate afterschool and/or summer programs for their DC student(s). Phase I of the MOST-DC portal includes programs funded by the Office of Out of School Time Grants and Youth Outcomes (the OST Office)<sup>1</sup> and those administered by DC Public Schools (DCPS)<sup>2</sup> and the DC Department of Parks and Recreation (DPR)<sup>3</sup>.

The MOST-DC portal includes four key funnels that will allow you to search for, indicate interest in, and apply filters that best fit your students' needs and familial priorities. The diagram below illustrates the four primary steps to use the MOST-DC portal.



---

***Note: It is highly recommended that only one parent/guardian create the profile. Each student can only be matched to one Parent/Guardian profile.***

---

If you have any questions about the MOST-DC portal or are having trouble accessing its features, please submit a [support request ticket](#) in the MOST-DC portal or contact the OST Office at: [mosthelpdesk.dc.gov](http://mosthelpdesk.dc.gov).

---

<sup>1</sup> More on OST Office funded programs can be found [here](#).

<sup>2</sup> More on OST programs administered by DCPS can be found [here](#).

<sup>3</sup> More on OST programs administered by the DPR can be found [here](#).

## Contents

Accessing the Portal.....	3
Creating a Parent/Guardian Profile .....	4
1. Create a username and password.....	4
2. Set up Multi-factor Authentication.....	5
3. Complete your Parent/Guardian Profile .....	6
Linking Students to your Parent/Guardian Profile.....	8
Searching and Filtering Programs .....	11
1. Searching by Address or by School Name.....	11
2. Program types in the MOST-DC portal .....	11
Applying for DCPS Out of School Time Programs .....	13
Applying for OST Office Funded Out of School Time Programs .....	14
Applying for the Department of Parks and Recreation Programs.....	15
Submitting a Support Request Ticket.....	16

## Accessing the Portal

To Access the Portal, open your browser and go to [most.dc.gov](https://most.dc.gov).

A welcome message will appear on your screen, as shown to the right. Click the **X** in the right-hand corner to close out the message.

The MOST-DC portal home page has a navigation bar located at the top of the homepage. There are five options, which are summarized below:



- **FIND PROGRAMS:** The programs home page is found here and can be redirected to by clicking the **FIND PROGRAMS** button.
- **USER GUIDE:** This drop-down menu will direct you to the page that includes the MOST-DC portal user guides. User guides are available in English, Spanish, Amharic, Chinese, Vietnamese, and French.
- **SUBMIT SUPPORT TICKET:** Allows users to submit support tickets for technical issues encountered whilst using the portal.
- **ENGLISH (language selector):** The drop-down menu allows you to change the portal's language. The options currently available are English and Spanish. Note-some elements, including program or organization names, may not be translated.
- **SIGN IN:** Although you can search programs without signing in, you must be signed in to “favorite” (“like”) or register for programs in the MOST-DC portal [See HERE](#) for how to create a Parent/Guardian Profile.

## Creating a Parent/Guardian Profile

There are 3 steps required to create an account for the MOST-DC Portal (detailed below).

1. **Create** a username and password,
2. **Set up** multi-factor authentication, and
3. **Complete** your Parent/Guardian profile.

Once completed, you will be able to:

- ✓ **Link (match)** a student(s) to your account
- ✓ **Search and favorite (“like”)** programs, and contact programs
- ✓ **Submit** support tickets

### 1. Create a username and password

Go to [MOST.dc.gov](https://most.dc.gov) and select **Sign In** at the top right-hand corner of the navigation bar. A pop-up window will appear. Click on **Sign Up Now** located at the bottom of this window (#1 below).

Clicking **Sign Up Now** will then open a **User Details** pop-up box. Enter your email address and click **Send Authentication Code** (#2 below).



Verification Code \*

Verify code    Send new code

The verification code will be sent to the email address entered in the portal. Once you receive this code, return to the portal and enter the code in the box, as shown to the right. Then, select **Verify code**.

Then, create a password and confirm that password.

Finally, enter your **First Name**, **Last Name**, and **Mobile Number**.

## 2. Set up Multi-factor Authentication

Multi-factor authentication is required for all portal user accounts, to ensure that student data is secure. When prompted, enter your country code and phone number. Then, select how you would like to receive the authentication code- via text message or via a phone call (#1 below).

Once you receive your 6-digit verification code, return to the portal and enter this number and select **Verify code** (#2 below).

Cancel



### Multi-factor authentication

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code:

United States (+1) ▼

Phone Number:

(555) 555-5555

1

Send Code

Call Me

Cancel



### Multi-factor authentication

Enter a number below that we can send a code via SMS or phone to authenticate you.

+1(555) 555-5555

Enter your verification code below, or send a new code

271340

2

Verify Code

---

***NOTE: You must confirm your account with the phone number entered every time you access the portal. Please ensure it is a phone that is easily accessible when you plan on using the portal.***

---

### 3. Complete your Parent/Guardian Profile

There are two parts to complete your Parent/Guardian Profile. The first is to complete your profile information and the second is to identify authorized pick-up person(s).

**To complete your profile information:** Select your name in the top right-hand corner and enter the following information at the top of the profile page. Items marked with an asterisk (\*) are required entries.

- First Name\*
- Last Name\*
- Ward\*
- Email\*
- Phone Number\*
- Relationship to Student
- Preferred Communication Method

- Language Preference – If your preferred language is not included on the dropdown list, select **My Preferred Language Not Available**.

The screenshot shows a web interface titled "Welcome, Test Parent". On the left is a sidebar with three menu items: "Parent/Guardian Profile" (selected), "Student(s) Information", and "Program Enrollment(s)". The main content area is titled "Profile Information" and contains several fields: "First Name \*" with the value "test", "Last Name \*" with the value "Parent", "Ward" with a "Select" dropdown, "Email \*" with the value "Test@email.com", "Phone Number" with the value "(555) 555-5555", and "Relationship to Student" with a "Select" dropdown. Below these fields are radio buttons for "Preferred Communication Method": "Email" (selected), "Text", and "Both". At the bottom, there is a checkbox for "My Preferred Language Not Available".

Below your profile information, you will find the **Authorized Pickup Person** section. You must provide contact information for at least one (1) person who is authorized to pick up your student(s) from programming. The following information is **required** for your authorized pickup person(s): First Name, Last Name, Email, Phone Number, Relationship to Account Holder.

To ensure all changes are saved, click the **Update** button located at the bottom of this page.

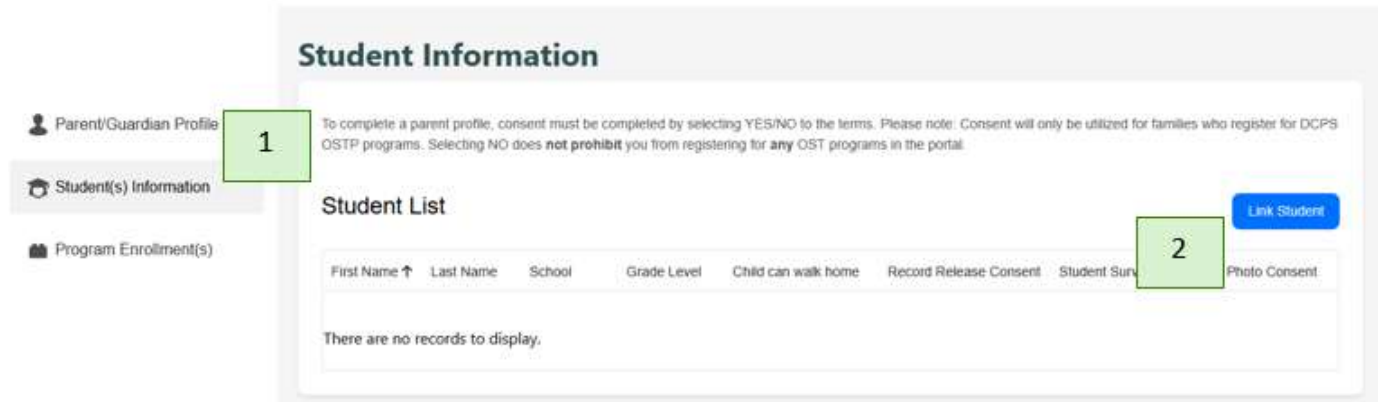
---

***Your Parent/Guardian Profile is now complete. Click [here](#) for instructions on how to search for programs or [here](#) for how to link a student(s) to your Parent/Guardian Profile.***

---

## Linking Students to your Parent/Guardian Profile

To link a student to your Parent/Guardian profile, log in to the MOST-DC portal. Select the **Student(s) Information** tab located in the left-hand column of your screen (#1 below) and select the blue **Link Student** button (#2 below).



In the **Student Information** section, enter the student's first name, last name, select their current school's name, and date of birth.

In the **Information Release Consent** section, there are a series of yes or no questions that you must respond to. These questions are specific to OST programming provided by DCPS.

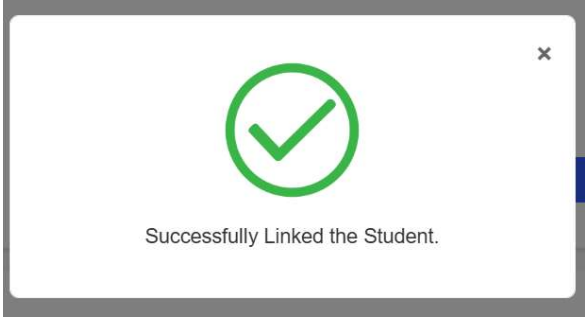
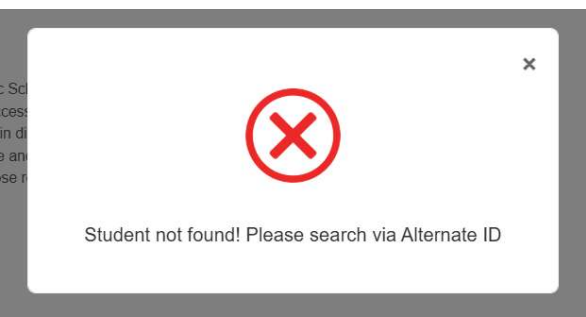
---

***NOTE: Selecting NO to any of the consent questions will not prevent you from linking student(s) to your Parent/Guardian Profile.***

---

Once you have completed all required fields (marked by a red asterisk\*), click the blue **Submit** button located at the bottom of the page. You will then see one of two messages, as listed:



Message #1: Student Successfully Linked	Message #2: Student Not Linked
	
<p>If you see the above message, <b>your student has been successfully linked</b>, and you can begin registering your student for an out of school time program.</p>	<p>If you receive the following message, your student was <b>not found</b> in our student information data. <b>You will need to input an alternate ID.</b></p>

If you receive Message #2 included in the table above, click on the **X** to close the pop-up message. At the top of the Student Information section, select **ALTERNATE ID** (outlined in green below). Enter your student's **date of birth (DOB)**, **DCPS ID (Aspen ID)**, or **USI (Unique Student Identifier) Number**.

## Student Information

### Link Student

Student Details

Alternate ID

DOB \*

DCPS ID (Aspen ID):

USI:

If you are not sure what your student's ID number is, the list below includes some places a DCPS ID or USI can be found (you can also call your students' school to ask for their school ID number):

1. Report cards
  2. Progress Reports
  3. Student Enrollment Forms
  4. IEP Documentation
  5. **SCHOOL IDs** are the same number used for your school's parent portal. For DCPS this would be the Aspen Parent Portal.
  6. **USI numbers** are the same number used for My School DC Lottery
- ✓ After entering the ID number, you will respond to the consent questions included below and then click the blue **Submit** button.
  - ✓ You will receive a notification indicating whether the student was successfully linked to your account or not.

Once the student is linked, you can [search for and apply to programs](#) or link other students to your Parent/Guardian Profile.

If you are still unable to link your student, submit a [support request ticket](#) or contact the OST Office at: [mosthelpdesk.dc.gov](http://mosthelpdesk.dc.gov).

## Searching and Filtering Programs

The MOST-DC portal makes searching for out-of-school programs quick and easy for parents! You can search for programs by **address, school name, or program type**. You can also apply additional filters to your program search to narrow the options.

### 1. Searching by Address or by School Name

- To search for programs, go to **Find Programs**. There is a search bar, and a map displayed next to one another.
- **To search by address**, select **Home Address** (outlined in blue below) and enter the home address. You can also adjust the distance using the **Distance Selector** option. A list will populate based on the address entered, and the map will display where the program(s) is located.
- **To search by school name**, select **School Name** (outlined in green below) and enter the school's name. You can also adjust the distance using the **Distance Selector** option. A list will populate based on the school name entered, and the map will display where the program(s) is located.



### 2. Program types in the MOST-DC portal

There are currently three types of programs in the MOST-DC portal: **school-based, community-based, and Parks & Recreation**. School-based programs are administered by DC Public Schools. Community-based programs are funded by the OST Office and may be located at a school or another community-based location. Parks & Recreation programs are administered by the DC Department of Parks and Recreation. The table below outlines some key features of each program type and links to their registration process:

Program Type	Icon Color	Open to anyone?	Can apply directly in MOST-DC portal?
School-based	Blue	No – limited to youth enrolled in that school	Yes – <a href="#">See HERE</a> for how to apply to DCPS out of school time (afterschool) programs
Community-based	Red	Yes	Yes – <a href="#">See HERE</a> for how to apply to OST Office- funded programs
Parks & Rec	Green	Yes	No – <a href="#">See HERE</a> for how to apply to DPR programs.

Families can **show interest in** a program in the portal by selecting the HEART icon located on the program cards. **You must be logged in to your MOST-DC profile to show interest or apply to any listed program.** When you click the heart icon, the out of school time provider is notified and should contact you with the next steps in the enrollment process.

Clicking the heart icon also saves the program information in your Parent/Guardian Profile. This allows you to keep a record of all the programs you are interested in as you continue to browse or wait for enrollment windows to open.

**Marie Reed ASP** ⓘ  
 School-based Grade: Pre-K, K, 1, 2, 3, 4, 5  
 M, Tu, W, Th, F  
 3:30 PM - 6:30 PM  
 Primary Focus Area  
 Academic  
 Cost Details  
 Free program  
 Location  
 2201 18TH STREET NW, WASHINGTON, DC, 20009  
 Full  
 Waitlist

## Applying for DCPS Out of School Time Programs

DCPS Out of School Time Programs (DCPS OSTP) registration will occur on the new My Out of School Time DC portal for the 2025-2026 school year! Information about DCPS OSTP can be found [here](#). DCPS enrollment for fall out-of-school time programs will open May 2025.

To apply for DCPS After School Programs (ASP):

1. Link your student (Be sure to include the school they will be attending for school year 2025-26 when linking your student)
2. Type in the school's name you want to enroll in.
3. Click on the program card that reads SCHOOL NAME, ASP
4. Click APPLY. If the program is already full, click WAITLIST.

DCPS enrollment is an automated system (first come, first served). Notifications are based on seat availability in real time (within 5-10 minutes of submission or system update).

- If there are seats available, you will receive an email confirming your registration.
- If the site is at capacity, you will receive an email or text message confirming your spot on the waitlist.

If the first program you apply to is full or your student is not able to enroll, you can search for other programs in your area. See [HERE](#) for how to search and filter programs.

For additional questions or information about DCPS OST or DCPS ASP, please submit a support ticket request in the MOST-DC portal or contact DCPS Out of School Time Programs by phone at (202) 442-5002 or email at [afterschool.dcps@k12.dc.gov](mailto:afterschool.dcps@k12.dc.gov).

## Applying for OST Office Funded Out of School Time Programs

The Office of Out of School Time Grants and Youth Outcomes Office (OST Office) awards grants to approximately 195 OST providers across the District of Columbia each year. These programs are hosted at schools and in community spaces. To notify an OST program you are interested in applying for their program, you can either indicate interest in the program by clicking the heart icon or clicking **APPLY**.

To **APPLY** for OST grant funded programs, you will:

1. Link your student to your Parent/Guardian account (See [HERE](#) for how to link a student).
2. Search for and click on a program (OST programs are SCHOOL BASED or COMMUNITY BASED)
3. Click **APPLY**
4. If the program is already full, click **WAITLIST**.

When you click APPLY, the OST program provider will be notified of your application. The OST provider will contact you directly to provide the next steps to enroll in their program, as the enrollment process varies by program. The program provider will enroll you via the portal once their enrollment process is completed.

You will receive an automated email or text message from the portal when your student(s) enrollment is confirmed and official.

---

***NOTE: Check your email and text messages periodically for updates on enrollment status. You will receive notification if your students' status changes (e.g. moved from waitlisted to enrolled).***

---

If the first program you apply to is full or your student is not able to enroll, you can search for other programs in your area. See [HERE](#) for how to search and filter programs.

For additional questions or information about OST Office funded programs, please submit a [support request ticket](#) in the MOST-DC portal or contact the OST Office at: [mosthelpdesk.dc.gov](http://mosthelpdesk.dc.gov).

## Applying for the Department of Parks and Recreation Programs

The Department of Parks and Recreation (DPR) has several out of school time opportunities available across the District of Columbia. These programs are hosted in neighborhood-based DPR Recreational Centers. To **APPLY** for a DPR program, follow the steps outlined below:

1. Link your student to your Parent/Guardian account (See [HERE](#) for how to link a student)
2. Click on the program (DPR programs use **green** icons). Please note that for Phase 1 of the MOST-DC portal, DPR programs will not filter by grade level.
3. Click APPLY
4. You will be redirected to the landing page for the DPR program
5. You will apply directly on the DPR website
6. If there are fees associated with a DPR program, you will pay the fee directly on the DPR website.
7. DPR programs are available via their Rec Trac enrollment system, so enrollment is automated based on seat capacity. Immediate notice of enrollment is available via DPR's website.
8. You will receive an email or text message confirming your student's enrollment.

---

***NOTE: Check your email and text messages periodically for updates on enrollment status. You will receive notification if your student's status changes (e.g. moving from waitlisted to enrolled).***

---

If the first program you apply to is full or your student is not able to enroll, you can search for other programs in your area. See [HERE](#) for how to search and filter programs.

For additional questions or information about OST-funded programs, please submit a support ticket request in the MOST portal or contact the OST Office at:

[mosthelpdesk.dc.gov](http://mosthelpdesk.dc.gov).

## Submitting a Support Request Ticket

If you have questions or need any additional support, Service Now provides a support ticket system in the MOST-DC Portal. Tickets will be assigned to the appropriate agency or school you are requesting support from.

To Submit a Support Ticket:

1. Select **Submit Support Request** located in the top-row navigation bar.
2. If logged in, the ticket will populate with your name, email, and phone number.
3. If not logged in, you must enter this information.
4. Select the ticket topic
5. Type a brief description of your issue
6. Click the green **Submit** button located at the bottom of the form
7. Technical assistance support will be in touch

Let Us Help You With Your Request

Full Name \*

Email

Phone

**Ticket Details**

Topic \*

Description

You can review or track the status of your support tickets in your Parent/Guardian profile. An email will be sent with ticket creation, ticket updates, and ticket resolution statuses. The appropriate agency will respond to your ticket within 48 hours.

---

***NOTE: If you are submitting a support ticket specific to a school-related enrollment issue, please include the SCHOOL NAME in the description of your ticket.***

---

For additional questions or information about all OST programs found on the My Out of School Time DC portal, please submit a support ticket request or contact:

[mosthelpdesk.dc.gov](http://mosthelpdesk.dc.gov)