

OSHClub iParent Portal Web - Quick Reference How To Guide

OSHCLUB iPARENT PORTAL

The iParent Portal is where Parents/Guardians can:

- Manage their child's bookings
- View Customer Account statements
- View current account balance
- View reminders and notifications

LOGGING-IN FOR THE FIRST TIME

1. To access iParent Portal click on the link in the Welcome email provided to you during the cutover weekend
2. When logging-in for the first time on the iParent Portal > click **Create New User** and > follow the prompts.

[Create New User](#)

FORGOTTEN YOUR PASSWORD?

If you have forgotten your iParent Portal password > from the **log-in screen** > click **I forgot my password** > and follow the prompts to have a new secure link emailed to you to reset your password.

NEW PARENT TO THE SERVICE

1. To access iParent Portal as a new parent, click on: <https://parents.kidsoft.com.au/p/JAG/find-a-place>
2. Click **Create New User** and > follow the prompts.

iParent Portal Home Page

iParent Portal Web navigation bar—

These tabs provide access to various features as outlined on page 2 of this document.

Account Balance—Shows the Guardian's balance and the ability to make a one-off payment.

Logout—Click here to log out of the system at anytime.

The screenshot shows the iParent Portal interface. At the top, there is a navigation bar with tabs: iParentPortal, Notifications, Find a Place, iEnrol Status, and Payments. Below this is an 'Information Centre' section with a 'Send Message to Service' button. The main content area displays a 'Welcome!' message from Amanda Barker, dated 28-Dec-2017. To the right, there is a sidebar with sections: 'Account Balance' (Debit \$957.36 / Make Payment), 'Reminders' (Aug. 2017: Barker, Amanda / Credit Card Expiry), 'Bookings - This Week' (Monday - Sarah Barker in BSC, Tuesday - Sarah Barker in BSC, Wednesday - Sarah Barker in BSC), and 'Bookings - Next Week' (Monday - Sarah Barker in BSC, Tuesday - Sarah Barker in BSC, Wednesday - Sarah Barker in BSC). A 'Reply' button is at the bottom right of the main content area.

Information Centre—Shows OSHClub service related news post communications.

Reminders—When the service creates reminders on the Guardian or Child's page, it displays in the iParent Portal web.

Bookings—Shows bookings for this current week and for next week.

OSHClub iPARENT PORTAL OVERVIEW

The iParent Portal is where Parents/ Guardians can:

- Manage their child's bookings
- View Customer Account statements
- View current account balance
- View reminders and notifications



NEED MORE HELP?

If you have any questions or require additional help when using the iParent Portal please contact our OSHClub Customer Service & Billing Team on:



1300 395 735



oshaccounts
@junioradventuresgroup.com.au

EXISTING OSHCLUB USER ACCOUNT CREATION

1. Click on the link provided to you via your Welcome to the iParent portal email

To register and log in to iParentPortal please click this link:
<https://parentslogin.kidsoft.com.au/>

2. Click **Create New User** and > follow the prompts

HOW TO LOG-IN TO YOUR ACCOUNT

1. Go to : <https://parents.kidsoft.com.au/p/JAG/find-a-place>
 - If you are logging-in to the iParent Portal for the first time > click **Create New User** and > follow the prompts
 - If you already have an iParent Portal account > click **Log in as Existing User** and > follow the prompts
 - If you prefer, you can use your **Facebook Account** to log-in

HOW TO ENROL YOUR CHILD(REN)

1. From the iParent Portal Web **navigation menu** > click **Find a Place**

NOTE: All fields boxes must be marked with the green tick before you can proceed to the next step

2. Enter your child's **first name, last name** and their **date of birth** (or select the name of your child using the **Child** field drop-down arrow)
3. Click **Submit**.

The Finalise Waiting List Entries screen will display.

4. Complete all required fields
5. Tick that you have read and understand the **waitlist conditions**
6. Click **Submit**
7. Enter all required information and upload the required documents
8. Click **Next** to complete the enrolment form

HOW TO MAKE BOOKINGS

From the iParent Portal Web **navigation menu** > click **Bookings**

The Bookings screen will display

To make a Once-Off Booking:

1. On the left-hand side > click **Booking**
The New Booking screen will display
2. Select the **Child** from the dropdown list
3. Select the booking **Date** from the calendar provided
4. Select the care type from the **Room** drop-down list
5. Tick that you have read and understand the **booking information** conditions
6. Click **Save**

HOW TO ADD YOUR PAYMENT DETAILS

1. A Guardian can complete a direct debit request for both Bank Account and Credit Card. You must have an iParent portal account already
2. From the iParent Portal Web **navigation menu** > click **Payments**
3. Click **Add a new Payment Detail** and > enter required details
4. Tick that you have read and understand the **payment conditions**
5. Click **Save**

Once the Guardian completes the payment details, the OSHClub service will receive a payment notification