



Pymble LC OSHC iParent Portal - Quick Reference How To Guide

iPARENT PORTAL

iParent Portal is where Parents/Guardians can:

- Self-manage their child care bookings
- View customer account statements
- View current account balance
- Manage payment details
- View reminders and notifications
- Manage account details

HOW TO CREATE AN ACCOUNT

1. Click on the **link** provided to you via our Welcome to the iParent portal email.
2. Click **Create New User** and > follow the prompts.

HOW TO LOG-IN TO YOUR ACCOUNT

- If you are logging-in to the iParent Portal for the first time > follow the **How To Create An Account** steps above.
- If you already have an iParent Portal account > click on: <https://parentslogin.kidsoft.com.au/>
- If you prefer, you can use your **Facebook Account** to log-in.

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.

iParent Portal Home Page

iParent Portal Web navigation bar— These tabs provide access to various features as outlined on page 2 of this guide.

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

Account Balance— Shows the Guardian's balance.

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

Information Centre—Shows service related news post communications.

iParent

PORTAL OVERVIEW

The iParent Portal is where Parents/ Guardians can:

- Self-manage their child care bookings
- View customer account statements
- View current account balance
- Manage payment details
- View reminders and notifications
- Manage account details



NEED MORE HELP?

If you have any questions or require additional help when using the iParent Portal please email oshcadmin@pymblelc.nsw.edu.au

HOW TO ADD YOUR PAYMENT DETAILS

All accounts are required to have a valid bank account or credit card supplied as a condition of enrolment.

1. To enter your payment details > log-in to your **iParent Portal account**
2. From the iParent Portal **home page** > click the **Payments** tab (blue banner across the top of the page).
3. Click **+ Add a new Payment Detail** and > fill in the required fields
4. Read and tick that you understand the payment **terms & conditions** then > click **Save**

Once saved, all future debits will be processed against your preferred payment option.

HOW TO MAKE BOOKINGS

To make a **Casual Booking**:

1. From the iParent Portal home page > click the **Bookings** tab (blue banner across the top of the page). *The Bookings screen will display.*
2. On the right-hand side > click **Casual Booking**. *The New Casual Booking screen will display.*
3. Select the **Child** from the dropdown list.
4. Select the **Booking Date** from the calendar provided.
5. Select the care type from the **Room** drop-down list.
6. Tick that you have read and understand the **booking information conditions**.
7. Click **Save**.

To make a **Routine Booking**:

1. From the iParent Portal **home page** > click the **Bookings** tab (blue banner across the top of the page). *The Bookings screen will display*
2. On the right-hand side > click **Create Booking**. *The Manage Bookings screen will display*
3. Select the **Child** from the drop-down list.
4. Repeat.
5. Select the **Booking Date** from the calendar provided.
6. Select the **Repeat Until** from the calendar provided.
7. Select the **Bookings per Day** from the drop-down list.
8. Select the care type from the **Room** drop down list.
9. Select the **Days** per week for the required care.
10. Tick that you have read and understand the **booking information** conditions.
11. Click **Save**

HOW TO FIND CUSTOMER ACCOUNT STATEMENT

1. From the iParent Portal **home page** > under Notifications click on **new statement** added. *The Notifications screen will display*
2. Click on the (insert **magnifying glass**) or (**download**) image to view or download the Customer Account Statement provided by the service.
3. You can access the Customer Account Statements provided by the service at anytime by clicking on; General / Documents Provided.