

Online Enrolments

The Online Enrolments module allows you to send and receive Enrolment Forms electronically. The benefit of receiving the data electronically is that it is all stored in your software, saving you time on data entry. It also helps take your administration paperless.

The Enrolment form we supply is fully compliant with the government regulations and requests all the data you are required to receive from the family.

This tip Sheet will walk you through:

- The two methods of families accessing Online Enrolment's
 - [Waitlist record](#)
 - [Website published link](#)
- [Notifications](#)
- [Troubleshooting](#)

Summary

Method 1 – From Wait List

1. In the Childcare menu select Waitlist
2. Click create new
3. Save the record
4. Go to the Actions tab click on Send Online Enrolment Form
5. Click Send

Online Enrolments

Detailed

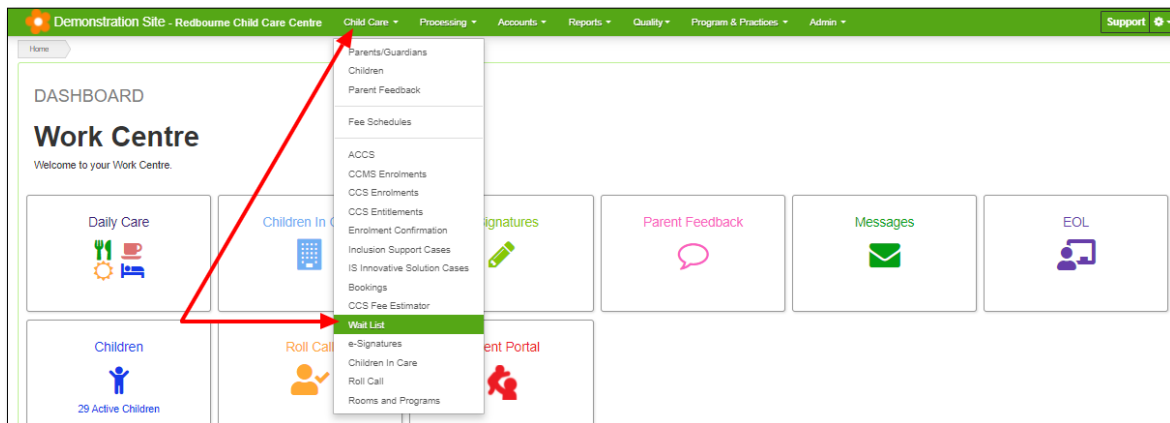
Method 1 - From Wait List

Families can be added to your wait list by clicking the **Create New** button and recording basic details of the family.

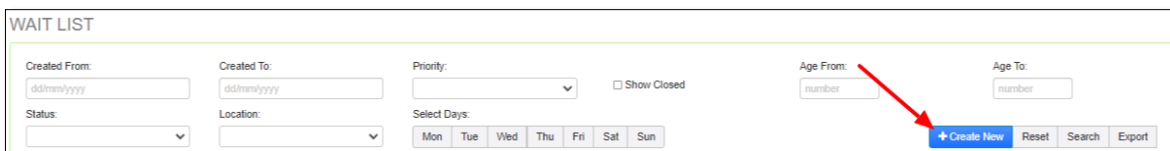
Following this method there are 4 simple steps:



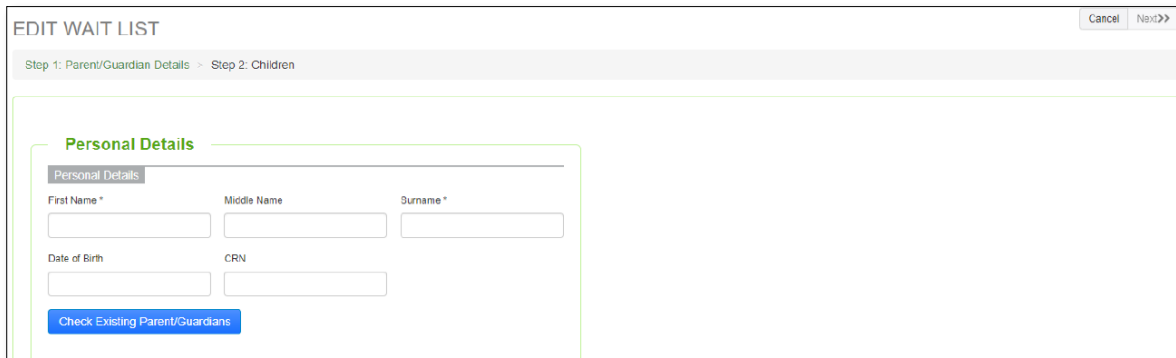
Start by recording the family in the wait list. To do this select the **Child Care** menu then select **Wait List**.



From the wait list screen click on **Create New**



Enter the First Name and Surname:

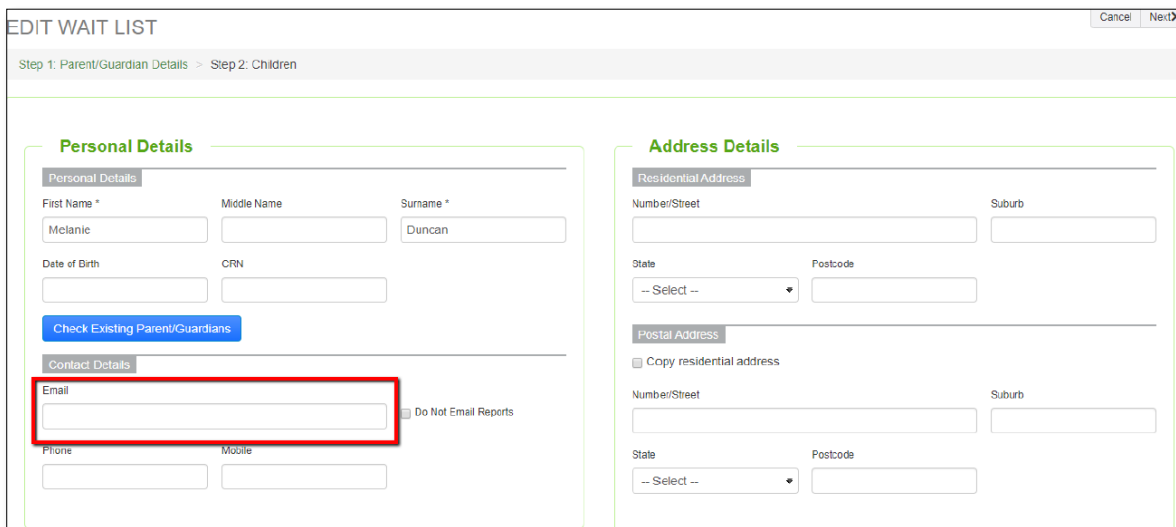


Click **Check Existing Parent/Guardians**:

Check Existing Parent/Guardians

Then click **Continue**.

As the screen continues you will then need to enter the parents email address:



NOTE: At the very least, you will need to record the Parent/Guardian's name and email address to be able to send a form to a parent.

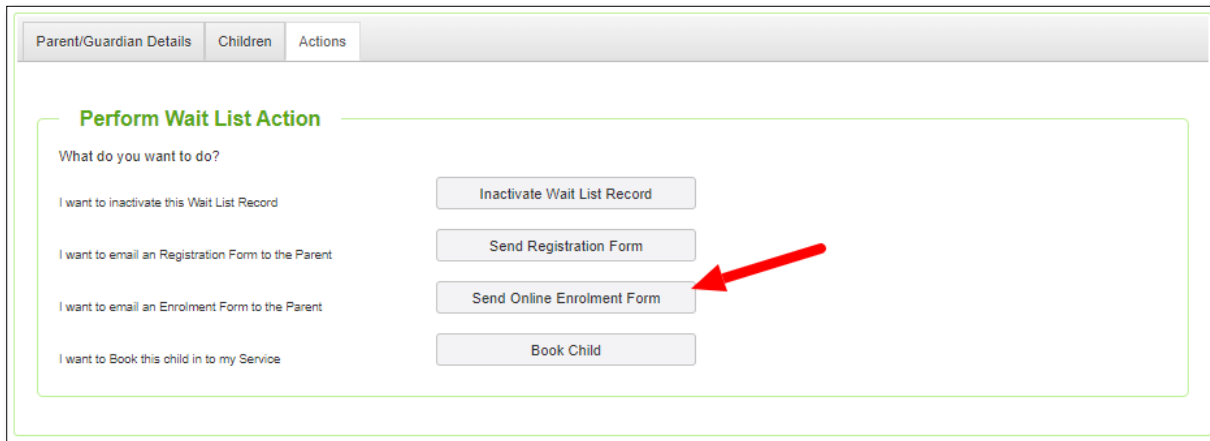
Other than name and email address, you can record as many details and children as you like. Any details you record on the wait list entry will prefill on the enrolment

Both new and existing families can be placed onto your waitlist and online enrolment forms can be sent to any wait list entry in the status of 'new'.

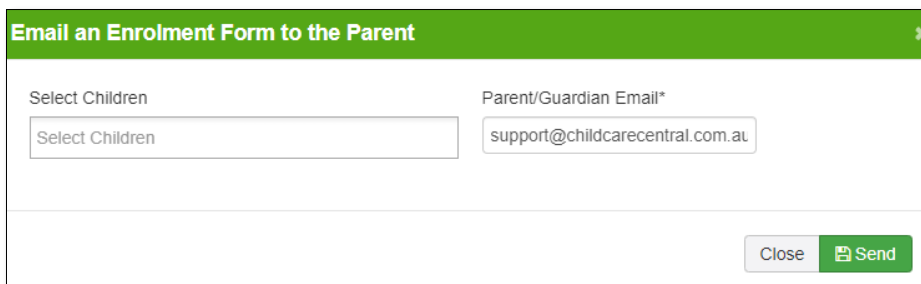
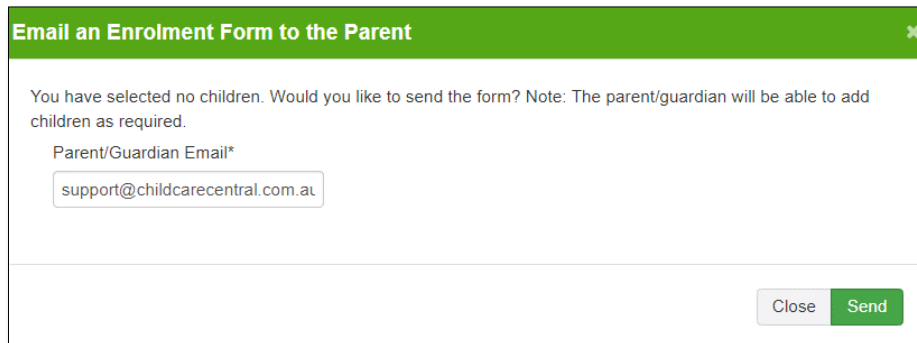
Click **Next**. This will take you to step 2 where you will have the ability to add in Children. However, if you would prefer for the family to enter this information click **save**:



Once saved you will now notice a tab called **Actions**. Click on this tab and then click on **Send Online Enrolment Form**:



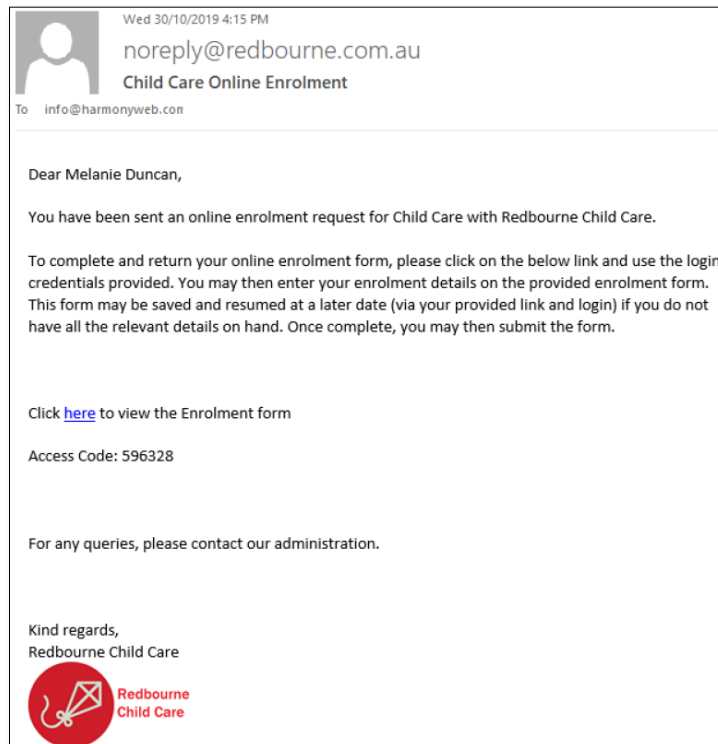
You will then see either one of the following screen confirmations. Click **Send** to email the parent the form:



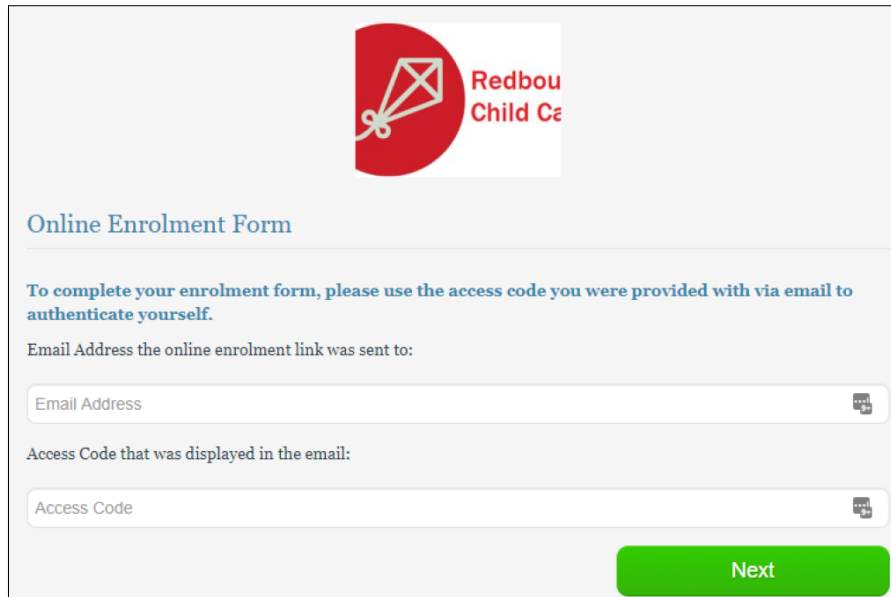
Once you have sent the form, the wait list status will be updated to Form Sent

Parent	Registr...	Child	Date Cr...	Start Date	Days	Age	Location	Status
Diane Ogden (1)		Zayne Odgen	30/06/2022	11/07/2022		0y 6m		Enrolment Form Sent
John Smith (1)		Jane Smith	22/12/2021	03/01/2022		2y 6m		Enrolment Form Received
Jay Broom (1)		Ney Broom	14/10/2021	14/10/2021		1y 3m		Enrolment Form Sent

The family will receive an email containing the link to their enrolment form and an access code:



When they click the link, the form login page will load and they will need to enter their email address and access code and click Next:



The screenshot shows the 'Online Enrolment Form' for Redbourne Child Care. At the top left is the Redbourne Child Care logo, which features a red circle with a white kite and a pair of scissors. Below the logo, the text 'Redbou Child Ca' is partially visible. The main heading is 'Online Enrolment Form'. Below this, a blue instruction reads: 'To complete your enrolment form, please use the access code you were provided with via email to authenticate yourself.' There are two input fields: 'Email Address the online enrolment link was sent to:' and 'Access Code that was displayed in the email:'. Each field has a small 'copy' icon on the right. At the bottom right, there is a green 'Next' button.

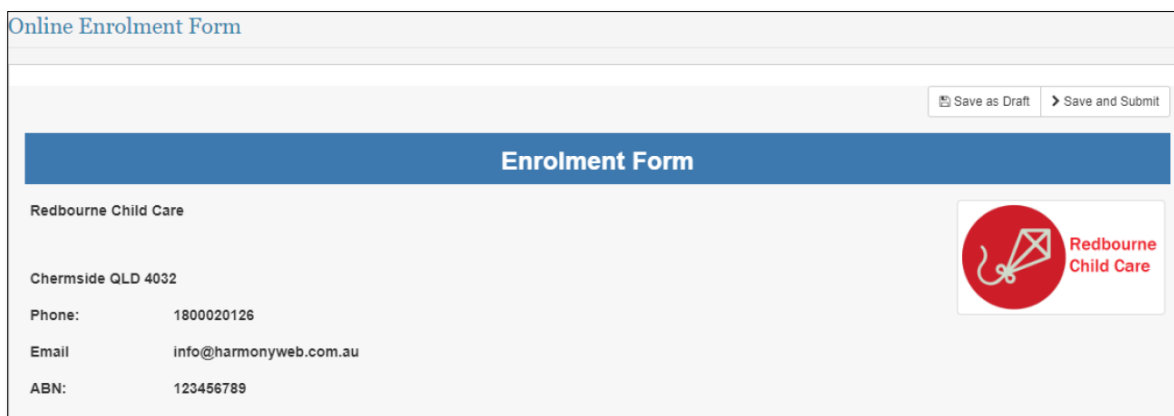
NOTE: The authentication on the form ensures that the data is secure and can't be accessed by anyone other than the intended parent/guardian.

Also for security reasons, the link that the parent/guardian uses to access the form will expire in 3 different scenarios.

- 1. After 14 days*
- 2. New link sent*
- 3. Too many incorrect login attempts*

If their link expires, all you have to do is resend the form. Any progress they made will be remembered.

When the online form opens, they will first see your service details:



The screenshot shows the 'Online Enrolment Form' service details screen. At the top right, there are two buttons: 'Save as Draft' and 'Save and Submit'. Below these is a blue header bar with the text 'Enrolment Form'. Underneath, the service details are listed: 'Redbourne Child Care', 'Chermside QLD 4032', 'Phone: 1800020126', 'Email: info@harmonyweb.com.au', and 'ABN: 123456789'. On the right side, there is a Redbourne Child Care logo, which is a red circle with a white kite and a pair of scissors.

Followed by the main Parent/Guardian Details:

Parent/Guardian 1

This is the parent who is registered for Child Care Subsidy.

First Name * Melanie	Surname * Duncan	
Date of Birth * --Select--	Gender * --Select--	CRN ⓘ
Guardian Type --Select--	Employment Status --Select--	Are you a Family Day Care Educator? <input type="radio"/> Yes <input checked="" type="radio"/> No
Phone/Mobile 1 * 	Phone/Mobile 2 	Email * info@harmonyweb.com.au
Country of Birth * Australia	Primary Language * English	Cultural Background (Ethnicity) * Australian
Work Place 	Work Phone 	Occupation
Residential Street Address * 		Residential Suburb *
Residential State * --Select--	Residential Post Code * 	
Postal Street Address ⓘ 		Postal Suburb
Postal State --Select--	Postal Post Code 	


Any fields you have entered while creating the record will populate into the form however these can also be changed by the parents.

As the parent moves through the form, they will notice two things.

1. There are fields with asterisks. These fields require the parent to fill in.

Date of Birth * 

2. There are fields where the parent will see a ⓘ symbol. If they click on this symbol, it will give them more information to help fill out this section on the form.

CRN ⓘ 

The next section down is Parent/Guardian 2.

Parent/Guardian 2

Name	[Text Box]		Email	[Text Box]	
Residential Street Address	[Text Box]		Suburb	[Text Box]	
State	[Dropdown: --Select--]	Post Code	[Text Box]		
Home Phone	[Text Box]	Mobile	[Text Box]	Work Phone	[Text Box]
Work Place	[Text Box]	Occupation	[Text Box]	Employment Status	[Dropdown: --Select--]
Country of Birth	[Dropdown: --Select--]	Cultural Background (Ethnicity)	[Dropdown: --Select--]	Primary Language	[Dropdown: --Select--]

Next is Family Contacts. The parent can add in as many contacts as they require. They start by clicking on **Add Family Contact**:

Family Contacts

A family contact is a person you may authorise for drop off/collection of your child/ren or to be contacted in the event of an emergency if you cannot be immediately contacted. You may add as many family contacts as required.

Click the Add Family Contact button to add a Family Contact record

This will open an additional section on the form allowing them to enter in the Contacts information and complete the authorisations.

This is a repeatable section, so this allows them to click on **+ Add Family Contact** again and add in as many contacts they require.

Family Contacts Details

Name	Relation to Child	Email
<input type="text"/>	--Select--	<input type="text"/>
Phone	Mobile	Work Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	Suburb	
<input type="text"/>	<input type="text"/>	
State	Post Code	
--Select--	<input type="text"/>	
Do you authorise this person to drop off and collect your child/ren on your behalf?		
<input type="radio"/> Yes <input type="radio"/> No		
Do you authorise this person to consent to medical treatment and/or authorise administration of medication to your child/ren on your behalf?		
<input type="radio"/> Yes <input type="radio"/> No		
Do you authorise this person to be contacted in the event of an emergency if you cannot be immediately contacted?		
<input type="radio"/> Yes <input type="radio"/> No		
Do you authorise this person to consent for your child/ren to be taken outside the education and care service premises with an educator?		
<input type="radio"/> Yes <input type="radio"/> No		
Comments		
<input type="text"/>		
<small>Click the Add Family Contact button to add a Family Contact record</small>		<input type="button" value="+ Add Family Contact"/>

Next is Children. To start adding in a child the parent clicks on the **+ Add Child** button:

Children

Each child you wish to enrol in care must have their details entered into the Child Details section below. You may add as many children as required to your enrolment form.

Click the Add Child button to add a Child record

This will open an additional section on the form allowing them to enter in more information. This is a repeatable section, so this allows them to click on **+ Add Child** and add in as many children they require.

NOTE: If child/children details were included in the wait list entry, their details will prefill in the form.

The form starts with the main information for the child along with the ability to upload the birth certificate:

Child 1: ✖ Remove Child

Child Details

First Name *	Surname *	Approximate Start Date ⓘ *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth *	Gender ⓘ *	CRN
<input type="text"/>	--Select--	<input type="text"/>
Country of Birth *	Primary Language *	Cultural Background (Ethnicity) *
Australia	English	Australian
Indigenous Status *		
--Select--		
School Start Date	School Status	School Name
<input type="text"/>	--Select--	<input type="text"/>
Upload Your Child's Birth Certificate		
<div style="border: 1px dashed #ccc; padding: 10px; display: inline-block;"> Select a File Drop Files Here </div>		
Child Address (If different to Parent/Guardian 1)		
<input type="text"/>		

Next begins the Medical Information:

Medical Information

Medicare Number	Health Card Number
<input type="text"/>	<input type="text"/>
Does your child require medication?	
<input type="text"/>	
Does your child have additional or special needs? *	Special Needs Start Date ⓘ
<input type="radio"/> No <input type="radio"/> Yes	<input type="text"/>
Additional/Special Needs Comments	
<input type="text"/>	
Does your child have a disability? *	Disability Comments
<input type="radio"/> No <input type="radio"/> Yes	<input type="text"/>
Are your child's immunisations up to date? ⓘ *	Upload Current Immunisation Certificate ⓘ *
<input type="radio"/> No <input type="radio"/> Yes	<div style="border: 1px dashed #ccc; padding: 10px; display: inline-block;"> Select a File Drop Files Here </div>

Along with Immunisations and Medical Plans there is the ability to upload the medical plan within the form:

Immunisation Comments

Medical Practitioner Name **Medical Practitioner Phone**

Private Health Fund **Private Health Fund Membership**

Medical Conditions

Upload Medical Management Plan

Does your child have allergies? *

No Yes

Allergy Comments

Does your child have dietary requirements? *

No Yes

Dietary Requirements

Is your child at risk of anaphylaxis? ⓘ *

No Yes

Comments

Does your child have asthma? *

No Yes

Asthma Comments

Moving down they then enter in their preferred booking:

Preferred Booking

Click the + button to add a day. You will then need to select the day of the week from the dropdown menu and enter the approximate time in/out you are seeking child care within. The same day may be added twice if you require more than one session in the day (eg before and after school care).

Days of Care *

<input type="button" value="+"/>	Day of Week	Time In (HH:MM am/pm format)	Time Out (HH:MM am/pm format)

Educator/s Preference (Family Day Care Only) ⓘ

The parent clicks on the plus symbol, selects the day of the week, enters the in and out time and toggle between AM and PM as needed.

If they require more than one day a week the parent will then follow the same process:

Preferred Booking

Click the + button to add a day. You will then need to select the day of the week from the dropdown menu and enter the approximate time in/out you are seeking child care within. The same day may be added twice if you require more than one session in the day (eg before and after school care).

Days of Care *

	Day of Week	Time In (HH:MM am/pm format)	Time Out (HH:MM am/pm format)
<input type="checkbox"/>	Wednesday	07 : 45 AM	05 : 00 PM
<input type="checkbox"/>	Thursday	06 : 00 AM	06 : 00 PM

Next is Court and Parenting Orders:

Court and Parenting Orders

Are there any Court Orders in place? *

No Yes

Upload Court Order

Drop Files Here

Are there any Parenting Orders in place? *

No Yes

Upload Parenting Order

Drop Files Here

Are there any Parenting Plans in place? *

No Yes

Upload Parenting Plan

Drop Files Here

Comments

The final section is Authorisations.

Authorisations

I give authorisation for my child to be transported by an ambulance *

Yes No

I give authorisation for my child to have sunscreen applied *

Yes No

I give authorisation for my child to have photos taken *

Yes No

I give authorisation for my child's photos to be published *

Yes No

I give authorisation for Paracetamol to be administered to my child *

Yes No

I give authorisation for approved provider, nominated supervisor or educator to seek medical treatment for my child from a registered medical practitioner, hospital or ambulance service *

Yes No

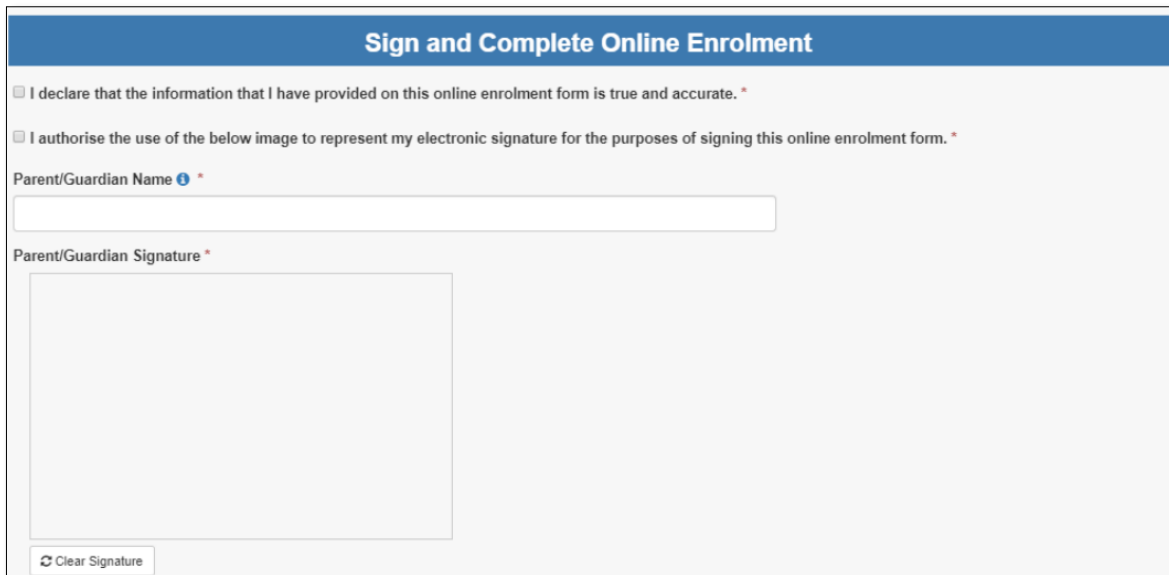
I agree to pay my child care fees on time. *

Yes No

Click the Add Child button to add a Child record

Parents then can click + **Add Child** for the ability to open the form for another child.

The parent completes the form by Accepting the declaration, entering their name, and signing via the pad option:



Once the parents scroll back to the top of the form, they will see two options:

1. Save as Draft - If the parent doesn't have all the details on hand, they will be able to save their progress on the form and access it again using the same credentials.
2. Save and Submit.

Once submitted, the following message will display







When a parent/guardian attempts to submit a form, a validation check will run to make sure that they have entered all mandatory fields. If they have missed any fields, they will be asked to add in the relevant data before submitting.

Hopefully, this will ensure that you have received all the details and documents you need to enrol the family. It also helps to make sure you have captured the data you need according to the regulations. For example, an immunisation or birth certificate and so on.

Forms submitted to your service will display in your waitlist in the status of **Form Received**.

To book the child into care, click on the pencil button on the right hand side:

Parent	Registrati...	Child	Date Crea...	Start Date	Days	Age	Location	Status	
Josie Coffs (1)		Rose Coffs	09/03/2022	10/03/2022	Mon	2y 6m		Enrolment Form Received	
Grace Thompson (1)		Thomas Thompson	01/03/2022	07/03/2022	Mon	1y 3m		Enrolment Form Received	
Tina Lou (1)		Grace Lou	16/12/2021	18/04/2022	Mon	2y 1m		Enrolment Form Received	
Nicole Mark (1)		Simon Mark	25/10/2021	31/10/2021	Mon	2y 4m		Enrolment Form Received	

Navigate to the child tab where you will need to select the **Wait List Priority** and **Priority of Access** then **save**:

Wait List Priority *

-- Select --

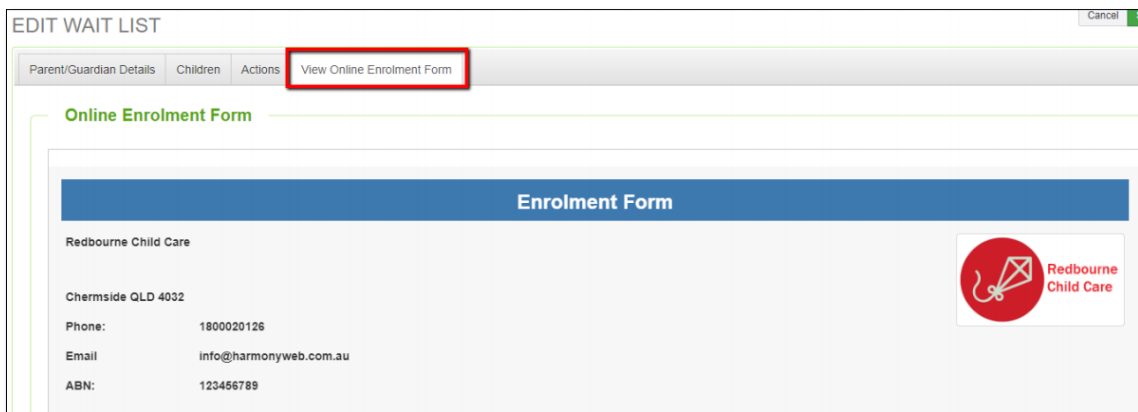
Priority of Access *

-- Select --

You will also notice two changes.

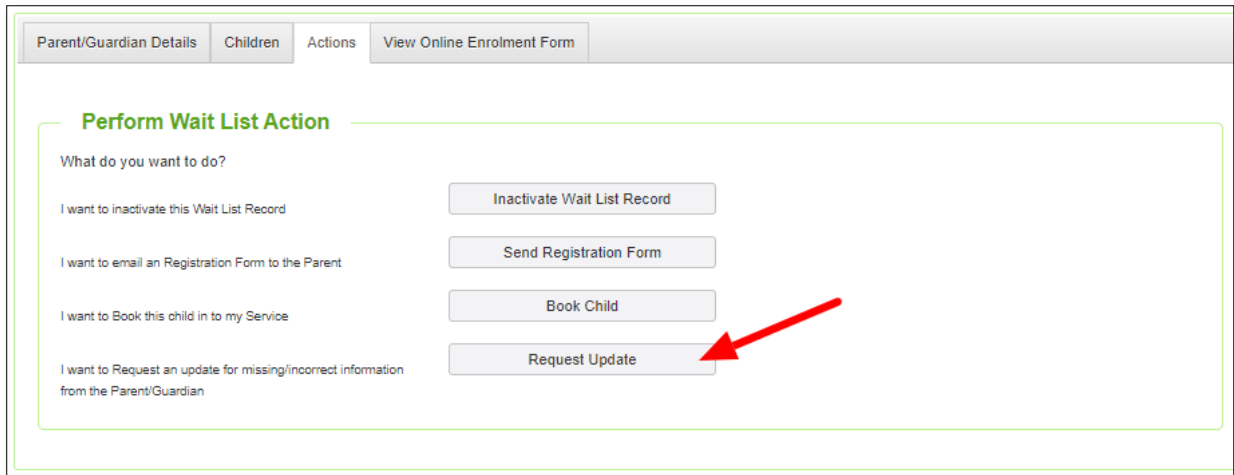
1. There is now a new tab called **View Online Enrolment Form**:

This allows you to view the form prior to booking the child in. As you scroll down you will be able to view all the information the family has entered in and download any documents they have supplied:

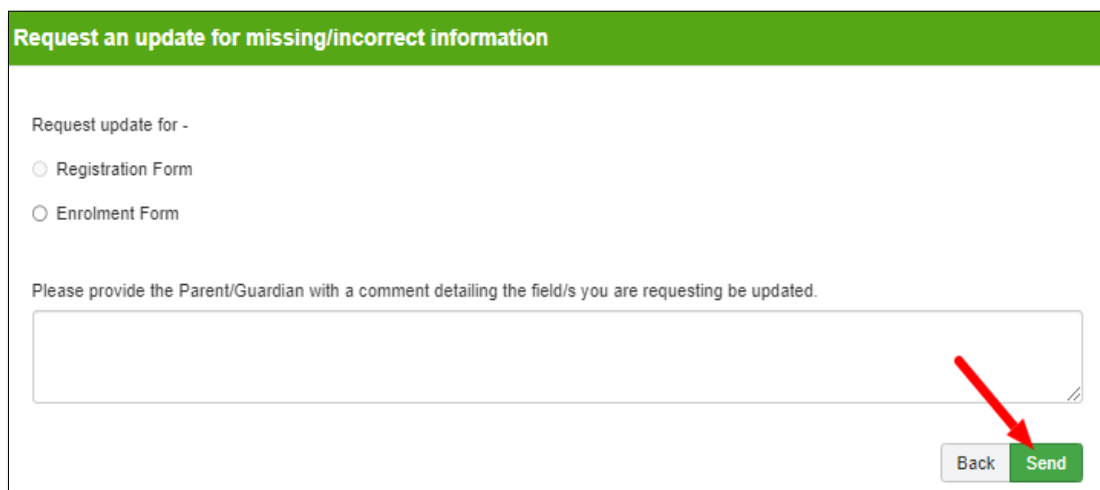


Upon checking the received forms, you may request an update on missing/incorrect details by sending the forms back to the family.

You can request an update by clicking on the **Request Update** button.

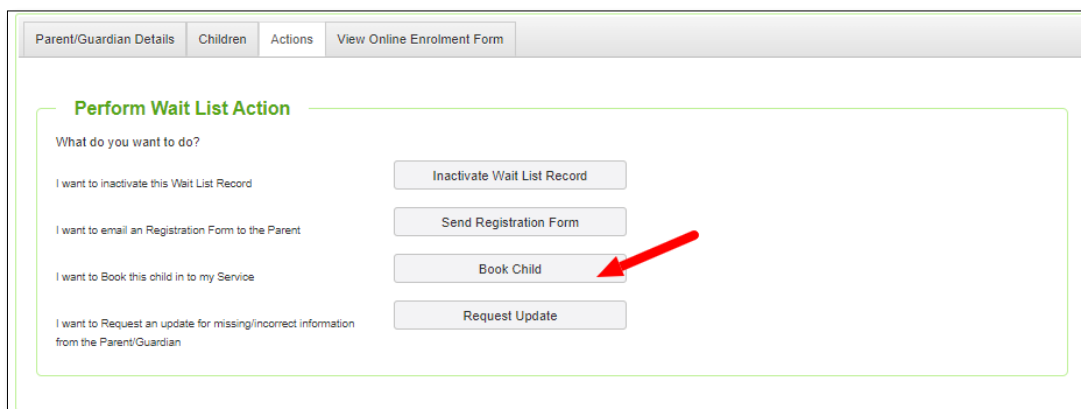


A similar page to below will appear:



Select the form you would like an update for and enter a comment before sending to the family to update.

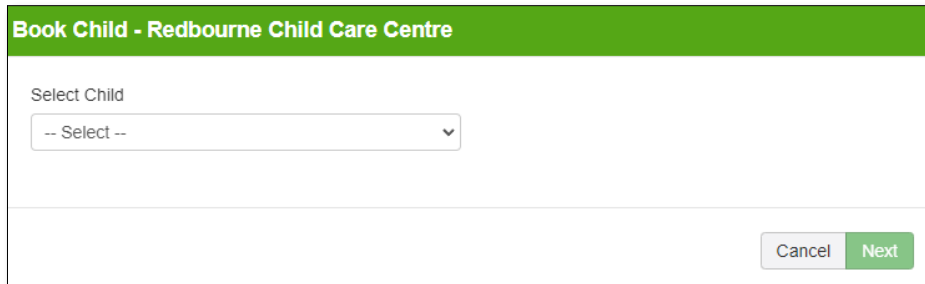
2. The Actions option no longer has the ability to send an enrolment form however you are now left with the option to book the child:



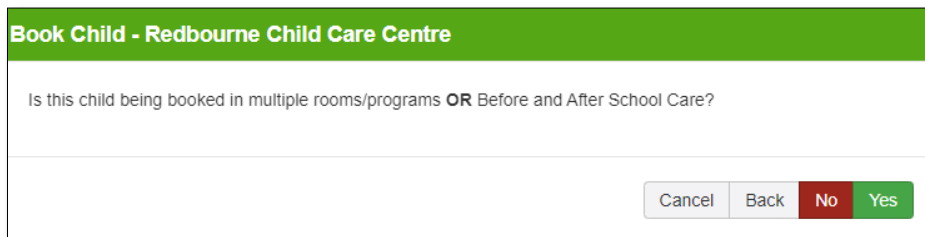
Once you click Book Child you are then asked to select which child you want to book in.

NOTE: If there are multiple children in one family the booking process is completed per child.

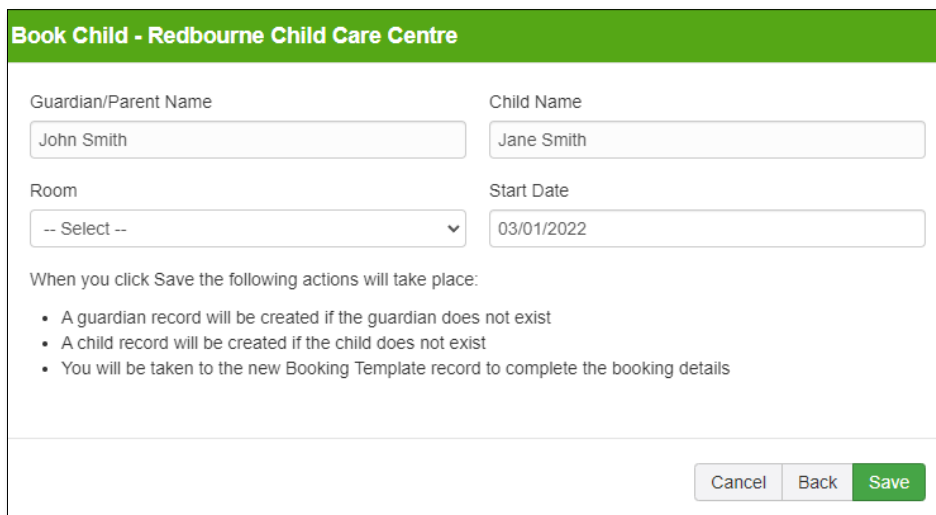
Select the child and click next:



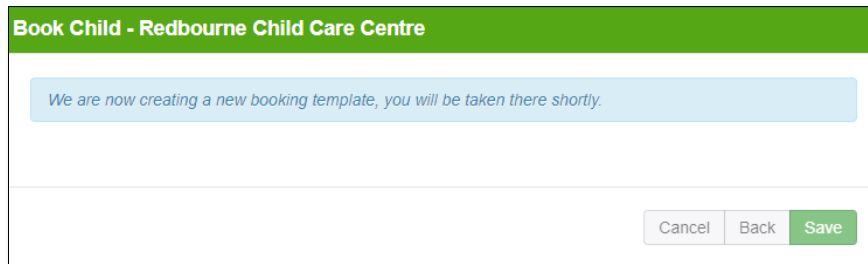
Next you will be asked,



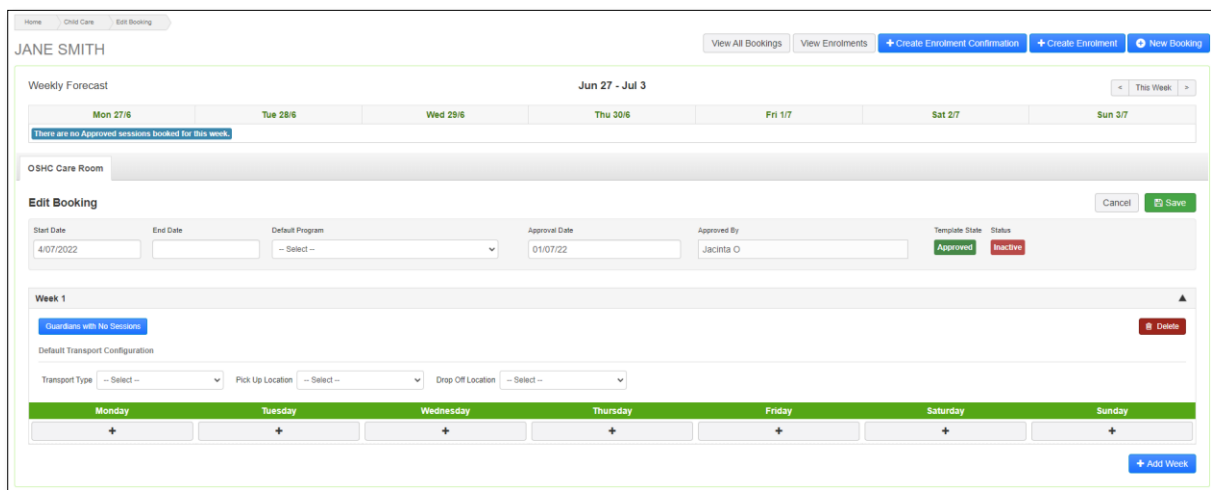
You will then continue by selecting the **room** and a future **start date** followed by the **save** button:



The following screen will appear:



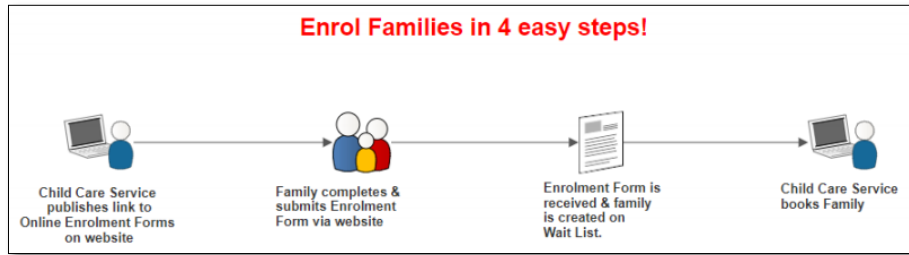
This then redirects you to the booking where it inserts the families preferred days and times however these can be changed. You can also create an enrolment confirmation and CCS enrolment within this window:



When the child is booked in you can find the enrolment form within the Docs tab of the child record to view at any stage.

The documents the family have uploaded within the enrolment form will be stored within the enrolment form. e.g birth certificate, medical plans, court orders.

Method 2 - From your Website



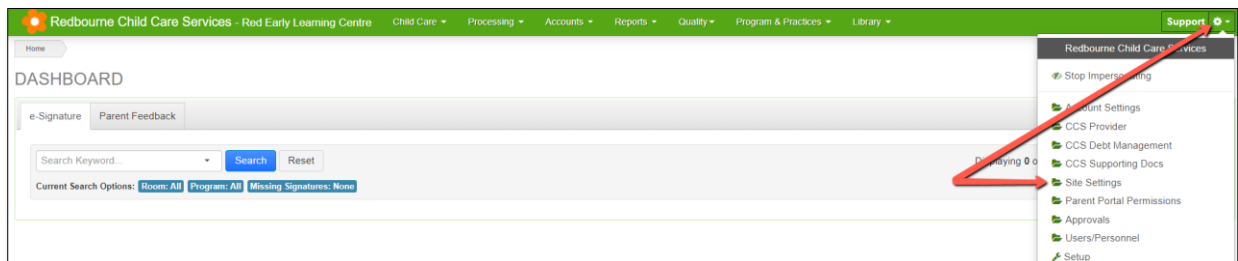
The other method for families to access and complete an online enrolment form is via your website.

Your service will be able to embed a link to a blank form on your website. For example, your service may add an Enrol Now button (or something similar) which will redirect the family to the enrolment form to complete and submit.

Regardless of which method the family uses, the forms will all be submitted to your Wait List for you to access when you are ready to place the family in care.

Notifications

If you would like to receive an email notifying you of a new enrolment submission click on your **Cog Settings** button then select **Site Settings**:



Within your site settings tick **Receive email notification for new online enrolment submissions** then **save**:

SITE SETTINGS

Name
Red Early Learning Centre

Parent Portal Access Enabled: **Yes**

Enable Mobile Menu

Receive email notification for new online enrolment submissions

Site Sort By: Surname First Name

Please note: You will need to log out and back in again for your changes to appear.

Online Enrolments

Troubleshooting

Below are some common issues you may see regarding Online Enrolments and how to resolve them.

Issue: Parent can't access the Online Enrolment link

Why? The link that the parent/guardian is using to access the form has expired due to

4. Accessing after 14 days of the link being sent
5. There was a new link sent
6. There were too many incorrect login attempts

Resolution: Resend the Online Enrolment Form. Any progress the Parent/Guardian has made will be remembered.

Issue:

• An error occurred while updating the entries. See the inner exception for details..

Why? This typically is caused by an incorrect entry, for example a date, either in the Waitlist record or on the Online Enrolment

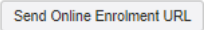
Resolution: Please contact our Support Desk if you are not able to successfully rectify as it may be an incorrect entry on the online enrolment form.

Issue: Can't upload documents onto the online enrolment

Why? Incorrect file type or size

Resolution: Ensure the file size is no more than 10mb and is either a ".jpg", ".jpeg", ".png", ".gif", ".bmp", ".doc", ".docx", ".PDF", ".txt" document type.

Question: Where can I obtain the Online Enrolment Link?

Answer: Go to the settings cog and select site settings. Click on the  This will be sent to the Primary Email address recorded for your service.