





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
 - o 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**.

Demonstration Site - Redbou	rne Child Care Centre	Child Care -	Processing +	Accounts -	Reports +	Quality -	Program & Practices +	Admin 👻		Support 🗘 -
Home		Parents/Guardiar Children	ns							
DASHBOARD		Parent Feedback	¢							
Welcome to your Work Centre.		ACCS CCMS Enrolment	nts							
Daily Care	Children In (CCS Entitlements Enrolment Confir	is rmation	ignatures		Parent	Feedback	Messages	E	EOL
8 ₩		Inclusion Support IS Innovative Sol Bookings CCS Fee Estimat	t Cases lution Cases	(j)		Ş				<u>l</u>
Children	Roll Call	Wait List e-Signatures Children In Care		ent Portal						
29 Active Children	–	Roll Call Rooms and Prog	grams	72						

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

WAIT LIST						
Created From:		Created To:		Priority:	Age From:	Age To:
dd/mm/yyyy		dd/mm/yyyy		✓ Show Closed	number	number
Status:		Location:		Select Days:		
	~		~	Mon Tue Wed Thu Fri Sat Sun	+0	eate New Reset Search Export







Enter the First Name and Surname:

DIT WAIT LIST			Cancel
Step 1: Parent/Guardian De	etails > Step 2: Children		
- Personal Det	taile		
Personal Details			
First Name *	Middle Name	Sumame *	
Date of Birth	CRN		
Check Existing Pare	ent/Guardians		

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:

DIT WAIT LIST				Cancel Next
Step 1: Parent/Guardian De	etails > Step 2: Children			
Personal Det	tails		Address Details	
Personal Details			Residential Address	
First Name *	Middle Name	Surname *	Number/Street	Suburb
Melanie		Duncan		
Date of Birth	CRN		State Postcode	
			Select 🔻	
Check Existing Pare	ent/Guardians		Postal Address	
Contact Details			Copy residential address	
Email			Number/Street	Suburb
		Do Not Email Reports		
Phone	Mobile		State Postcode	
			Select 🔹	

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**:







EDIT WAIT LIST		Cancel	<< Back	Sava
Step 1: Parent/Guardian Details > Step	2: Children			
Add New Cink Legend New Booked Fourthere	There are no Ghildren on this record. To add a Child, click the 'Add New Child' button, otherwise click the 'Save' button to save the record with no Cr	ildren,		

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

rd
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rm Fc

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

Email an Enrolment Form to th	e Parent	×
You have selected no children. Would children as required.	you like to send the form? Note: The parent/guardian will be able to add	
Parent/Guardian Email*		
support@childcarecentral.com.au		
	Close Send	

Email an Enrolment Form to the Parent		×
Select Children	Parent/Guardian Email* support@childcarecentral.com.au	
	Close B Send	





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

Parent V R	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	Q 🖋
John Smith (1)	Jane Smith	22/12/2021	03/01/2022	2y 6m	Enrolment Form Received	Q /
Jay Broom (1)	Ney Broom	14/10/2021	14/10/2021	1y 3m	Enrolment Form Sent	Q /

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

	Wed 30/10/2019 4:15 PM
	noreply@redbourne.com.au
	Child Care Online Enrolment
To info@har	monyweb.con
Dear Mela	nie Duncan,
You have b	been sent an online enrolment request for Child Care with Redbourne Child Care.
To comple credential: This form i have all th	te and return your online enrolment form, please click on the below link and use the login s provided. You may then enter your enrolment details on the provided enrolment form. may be saved and resumed at a later date (via your provided link and login) if you do not e relevant details on hand. Once complete, you may then submit the form.
Click <u>here</u>	to view the Enrolment form
Access Coo	le: 596328
For any qu	eries, please contact our administration.
Kind regar	ds,
Redbourne	e Child Care
UN CON	Redbourne Child Care

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:







		ledbou hild Cε	
Online Enrolment Form			
To complete your enrolment form authenticate yourself. Email Address the online enrolment lin	n, please use the acce	ss code you were provi	ided with via email to
Email Address			-
Access Code that was displayed in the	email:		
Access Code			
			Next

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:

Online Enrolme	ent Form				
				D Ours as Darf	Norm and Octors
				Save as Draft	> Save and Submit
		Enrolmer	nt Form		
Redbourne Child Care			Redbourne		
Chermside QLD 40	032			Col	Child Care
Phone:	1800020126				
Email	info@harmonyweb.com.au				
ABN:	123456789				

Followed by the main Parent/Guardian Details:







Parent/Guardian 1		
This is the parent who is registered for	Child Care Subsidy.	
First Name *	Surname *	
Melanie	Duncan	
Date of Birth *	Gender *	CRN ()
	Select	
Guardian Type	Employment Status	Are you a Family Day Care Educator?
-Select	Select	◎ Yes ◎ No
Phone/Mobile 1 *	Phone/Mobile 2	Email *
		info@harmonyweb.com.au
Country of Birth *	Primary Language *	Cultural Background (Ethnicity) *
Australia -	English	Australian -
Work Place	Work Phone	Occupation
Residential Street Address *		Residential Suburb *
Residential State * Residential Post Code *		
Select •		
Postal Street Address ()		Postal Suburb
Postal State Postal Post Code		
Select •		

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.



2. There are fields where the parent will see a (1) symbol. If they click on this symbol, it will give them more information to help fill out this section on the form.









The next section down is Parent/Guardian 2.

Parent/Guardian 2		
Name	Email	
Residential Street Address		Suburb
State Post Code		
Home Phone	Mobile	Work Phone
Work Place	Occupation	Employment Status
Country of Birth	Cultural Background (Ethnicity)	Primary Language
Select	-Select-	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 of an emergency if you cannot be immediately contacted. You may add as ma	child/ren or to be contacted in the event any family contacts as required.
Click the Add Family Contact button to add a Family Contact record	+Add Family Contact

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
		Select	
Phone		Mobile	Work Phone
Address			Suburb
State	Post Code		
Select			
Do you authorise this per	son to drop off and collect	your child/ren on your behalf?	
○ Yes ○ No			
Do you authorise this per	son to consent to medical t	reatment and/or authorise administration of medication	to your child/ren on your behalf?
○ Yes ○ No			
Do you authorise this per	son to be contacted in the e	event of an emergency if you cannot be immediately co	ntacted?
◎ Yes ◎ 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?			e premises with an educator?
◎ Yes ◎ No			
Comments			
Click the Add Family Contact button to add a Family Contact record + Add Family Contact			

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



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.



Г





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

Child Details	Approximate Start Date () *	
name * uder () * Select	Approximate Start Date () *	
ider () *	CRN	
30100t		
nary Language *	Cultural Background (Ethnicity) *	
giisn	Australian	
ool Status	School Name	
Child Address (If different to Parent/Guardian 1)		
n S	ary Language * glish	

Next begins the Medical Information:

Medical Information		
Medicare Number	Health Card Number	
Does your child require medication?		
Does your child have additional or special needs?*	Special Needs Start Date ()	
◎ No ◎ Yes		
Additional/Special Needs Comments		
Does your child have a disability?*	Disability Comments	
○ No ○ Yes		
Are your child's immunisations up to date?	Upload Current Immunisation Certificate	
• NO • Tes	Select a File Drop Files Here	

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	
Select a File	
Drop Files Here	
Does you child have allergies? *	Allergy Comments
○ No ○ Yes	
Does your child have dietary requirements?*	Dietary Requirements
○ No ○ Yes	
ls your child at risk of anaphylaxis? () *	Comments
○ No ○ Yes	
Door your child have arthma? *	Asthma Commonte
No Yes	Astrina Comments

Moving down they then enter in their preferred booking:

Prefe	Preferred Booking		
Click the child car	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	Days of Care *		
+	Day of Week	Time In (HH:MM am/pm format)	Time Out (HH:MM am/pm format)
Educato	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:







Prefer	Preferred Booking				
Click the child car	+ button to add a day. You will then e within. The same day may be adde	need to select the day of the week from the dro d twice if you require more than one session in	pdown menu and enter the approximate time in/out you are seeking the day (eg before and after school care).		
Days of 0	Care *				
+	Day of Week	Time In (HH:MM am/pm format)	Time Out (HH:MM am/pm format)		
×	Wednesday	07 : 45 AM	05:00 PM		
×	Thursday	06 AM	06 : 00 PM		

Next is Court and Parenting Orders:

Are there any Court Orders in place?*	Upload Court Order	
© No ☉ Yes	Select a File DTOP Files Here	
Are there any Parenting Orders in place?*	Upload Parenting Order	
◎ No ◎ Yes	Select a File DTOP Files Here	
Are there any Parenting Plans in place?*	Upload Parenting Plan	
© No [©] Yes	Select a File 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 *	
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 prac or ambulance service *	titioner, hospital
◎ Yes ◎ No	
I agree to pay my child care tees on time. "	
◎ Yes ◎ No	
Click the Add Child button to add a Child record	+ Add Child

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:

Sign and Complete Online Enrolment	
I declare that the information that I have provided on this online enrolment form is true and accurate. *	
a l authorise the use of the below image to represent my electronic signature for the purposes of signing this online enrolment form.*	
Parent/Guardian Name 3 *	
Parent/Guardian Signature *	
Clear Signature	

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 v Registrati v	Child ~	Date Crea v	Start Date	∨ Days	~ Age ~	Location V	Status v	2 8
Josie Coffs (1)	Rose Coffs	09/03/2022	10/03/2022	Mon	2y 6m		Enrolment Form Received	٩ 🖍
Grace Thompson (1)	Thomas Thompson	01/03/2022	07/03/2022	Mon	1y 3m		Enrolment Form Received	۹ /
Tina Lou (1)	Grace Lou	16/12/2021	18/04/2022	Mon	2y 1m		Enrolment Form Received	۹ /
Nicole Mark (1)	Simon Mark	25/10/2021	31/10/2021	Mon	2y 4m		Enrolment Form Received	Q /

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

Wait List Priority *	Priority of Access *
Select 🔻	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:

IT WAIT LIST			Cance
arent/Guardian Details	Children Actions	View Online Enrolment Form	
Online Enrol	ment Form		
		Enrolment Form	
Redbourne Child (Care		Redbourn Child Card
Chermside QLD 4	032		
Phone:	1800020126		
Email	info@harmonywe).com.au	

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.







ent/Guardian Details Children Actions View Or	line Enrolment Form				
Perform Wait List Action					
Vhat do you want to do?					
want to inactivate this Wait List Record	Inactivate Wait List Record				
want to email an Registration Form to the Parent	Send Registration Form				
want to Book this child in to my Service	Book Child				
want to Request an update for missing/incorrect information	Request Update				
om the Parent/Guardian					

A similar page to below will appear:

equest update for -		
Registration Form		
) Enrolment Form		
lease provide the Daropt/Cuardian w	h a commont detailing the field/a year are requesting he undated	
lease provide the Parent/Guardian w	h a comment detailing the field/s you are requesting be updated.	
lease provide the Parent/Guardian w	h a comment detailing the field/s you are requesting be updated.	
lease provide the Parent/Guardian w	h a comment detailing the field/s you are requesting be updated.	

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:

Parent/Guardian Details Children Actions View On	ine Enrolment Form
— Perform Wait List Action ————	
What do you want to do?	
I want to inactivate this Wait List Record	Inactivate Wait List Record
I want to email an Registration Form to the Parent	Send Registration Form
I want to Book this child in to my Service	Book Child
I want to Request an update for missing/incorrect information	Request Update
from the Parent/Guardian	







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:

Book Child - Redbourne Child Ca	are Centre	
Select Child		
Select	~	
		Cancel Next

Next you will be asked,

Book Child - Redbourne Child Care Centre					
Is this child being booked in multiple rooms/programs OR Before and After School Care?					
	Cancel	Back	No	Yes	

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

Guardian/Parent Name	Child Name
John Smith	Jane Smith
Room	Start Date
Select	♥ 03/01/2022
 A guardian record will be created if the g A child record will be created if the child e You will be taken to the new Booking Ter 	uardian does not exist does not exist nplate record to complete the booking details







The following screen will appear:

Book Child - Redbourne Child Care Centre	
We are now creating a new booking template, you will be taken there shortly.	
	Cancel Back Save

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:

Home Child Care Edit Booking						
ANE SMITH				View All Bookings View Enrolme	+ Create Enrolment Confirmation	+ Create Enrolment 📀 New Book
Weekly Forecast			Jun 27 - Jul 3			< This Week >
Mon 27/6	Tue 28/6	Wed 29/6	Thu 30/6	Fri 1/7	Sat 2/7	Sun 3/7
There are no Approved sessions booked for	this week.					
DSHC Care Room						
Edit Booking						Cancel 📑 Save
Start Date End Date	Default Program		Approval Date	Approved By	Template State Status	
4/07/2022	- Select	~	01/07/22	Jacinta O	Approved Inactive	
Week 1						
Guardians with No Sessions						8 Delete
Default Transport Configuration						
Transport Type Select	♥ Pick Up Location - Select	♥ Drop Off Location − Set	ect 🗸 🗸			
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
+	+	+	+	+	+	+
						+ Add Week

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**:

🕂 😳 Redbourne Child Care Services - Red Early Learning Centre 🛛 Child Care + Processing + Accounts + Reports + Quality + Program & Practices + Library +	Support O -
Inn	Redbourne Child Care Strvices
DASHBOARD	Stop Impersonting
e-Sinnahire Parent Feedback	A ount Settings
	CCS Provider
	CCS Debt Management
Search Keyword • Search Reset	ng 0 o 🛸 CCS Supporting Docs
Current Search Options: Room: All Program: All Missing Signatures: None	📥 Site Settings
	Parent Portal Permissions
	Approvals
	busers/Personnel
	🗲 Setup

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 Send Online Enrolment URL This will be sent to the Primary Email address recorded for your service.