



**Parent/Guardian**

*Information*

*Guide*

**Information Guide for understanding and using  
electronic signatures and parent portal for your  
childcare service.**

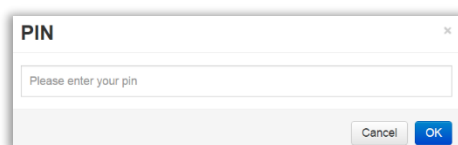
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## Child Care PIN

Your Child Care Service is using a technology platform designed to streamline communication and administration processes with families. One of the important components of this is the introduction of electronic signatures (or e-Signatures).

It is a regulatory requirement that all children are signed in and out of care each day. Your Child Care service will be using a PIN to verify a person's identity when signing child attendances.



A system generated random PIN will be sent to you via your email address.

### **PIN Security**

Your PIN should never be shared with anyone else. Encryption technology will secure your PIN. If you have forgotten your PIN, your child care service can resend a new random generated number to your email.

### **Changing your PIN**

You have the option of changing this PIN to a number of your choosing via the link you have received in your email or within the Parent Portal. You can change it to any 4 to 8 digit combinations, except for clashing numbers and weak security numbers, such as 1111 or 1234, etc.

***NOTE: If you are changing your PIN via the link in your email you have 72 hours to do so. If you miss the timeframe to change your pin just ask your child care centre to request a new PIN be generated. This will contain a new pin with a new link. Or log into the parent portal to make these changes.***

### **Who else can sign In and Out?**

The registered guardian will be issued with a Child Care PIN. In addition, different PINs can be provided to other persons, nominated by the registered guardian, with authorisation to collect your children.

### **Incorrect PIN Entry**

In the event that your Child Care PIN is entered incorrectly more than 5 times, your PIN will become invalid. This will result in you receiving an 'Invalid PIN' error when attempting to use your PIN. To have a new PIN issued, ask your Child Care Service to request a new Child Care PIN.

## Quick 4 Step Guide

Upon arrival, your service will have a device ready for you to use to sign in and out using e-Signatures.

To sign your child in and out of care, follow the easy 4 step process:

### Step 1.

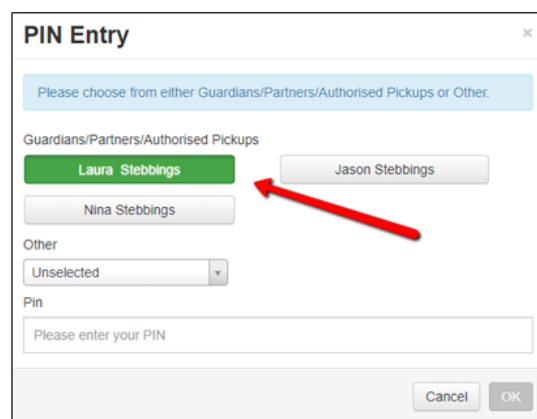
Select your child by typing their name and clicking their name placard:



A search interface with a text input field containing 'amelia', a search icon, and a refresh icon. Below the input is a search result for 'Amelia Thompson' with a photo and 'IN' and 'OUT' labels. Red arrows point from the search input to the search icon and from the search icon to the search result.

### Step 2.

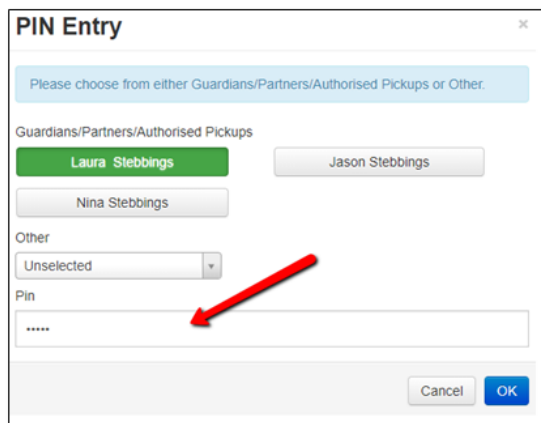
Tell us who you are:



A 'PIN Entry' dialog box with a close button. It contains a prompt: 'Please choose from either Guardians/Partners/Authorised Pickups or Other.' Under 'Guardians/Partners/Authorised Pickups', there are buttons for 'Laura Stebbings' (highlighted in green), 'Jason Stebbings', and 'Nina Stebbings'. A red arrow points to the 'Laura Stebbings' button. Below are 'Other' (Unselected), 'Pin' (Please enter your PIN), and 'Cancel'/'OK' buttons.

### Step 3.

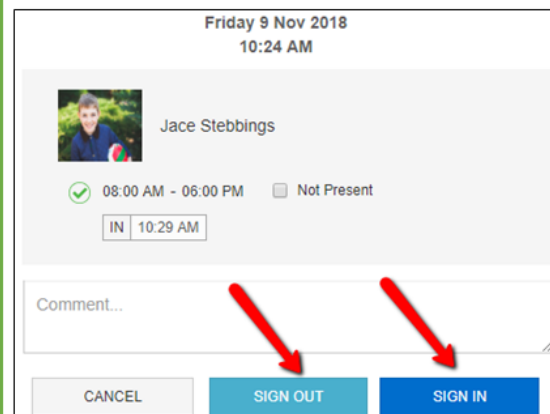
Enter your Child Care PIN:



A 'PIN Entry' dialog box with a close button. It contains a prompt: 'Please choose from either Guardians/Partners/Authorised Pickups or Other.' Under 'Guardians/Partners/Authorised Pickups', there are buttons for 'Laura Stebbings' (highlighted in green), 'Jason Stebbings', and 'Nina Stebbings'. Below are 'Other' (Unselected), 'Pin' (with masked characters '.....'), and 'Cancel'/'OK' buttons. A red arrow points to the 'Pin' input field.

### Step 4.

Click 'Sign In' or 'Sign Out':



A screen showing a child's profile for 'Jace Stebbings' on 'Friday 9 Nov 2018' at '10:24 AM'. It includes a photo, a status indicator (checked), and a time range '08:00 AM - 06:00 PM'. Below is an 'IN' button with '10:29 AM' and a 'Comment...' field. At the bottom are 'CANCEL', 'SIGN OUT', and 'SIGN IN' buttons. Red arrows point to the 'SIGN OUT' and 'SIGN IN' buttons.

## Signing In and Out with e-Signatures

Select room/program:

Redbourne Child Care Services - Centre Based Care

Go Back to Home Page

Search

Search Keyword...

Filter Options: Room: All, Program: All

Please select a room

Koalas OOSH Care Possums

Find and click on your your child's tile

Search Search Keyword...

Bradyn Buck Ella Dalton Hayden Buck Izzy Charles Jacob Griffiths Toby Jones

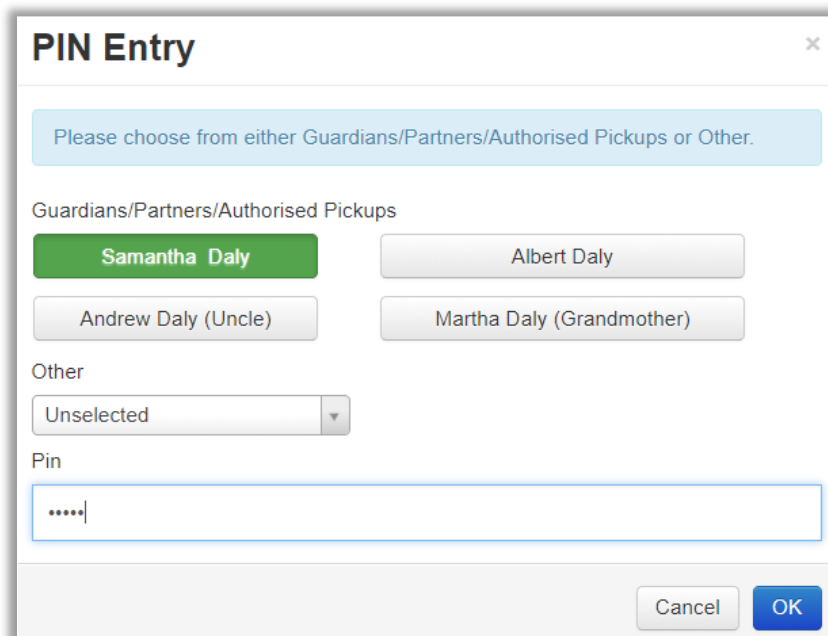
You may also use the 'Search Only' checkbox by typing in the child's first name or surname and click the search button. The system will then display potential matching children on screen.

Search Search Keyword...

Bradyn Buck Ella Dalton Hayden Buck Izzy Charles Jacob Griffiths Toby Jones

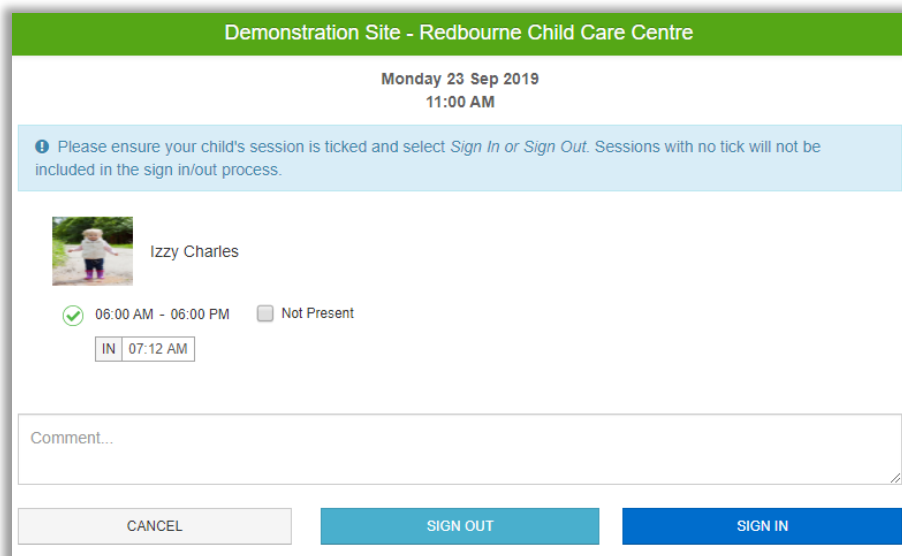


Once you select your child this will open the PIN Entry window where you may now select **your name** and enter **your PIN**. Once your PIN has been entered, click **OK**.



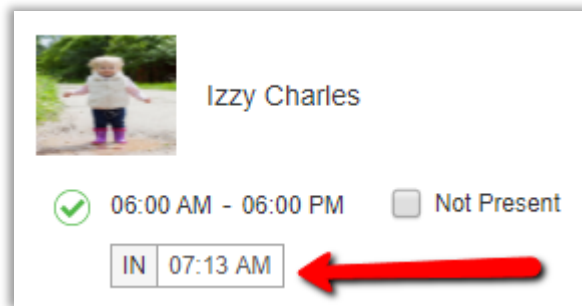
The PIN Entry window will display any Parent/Guardian, partner and family contact who has been given permission to sign the child in and out.

Once you have clicked **OK**, the e-Signature options will display:



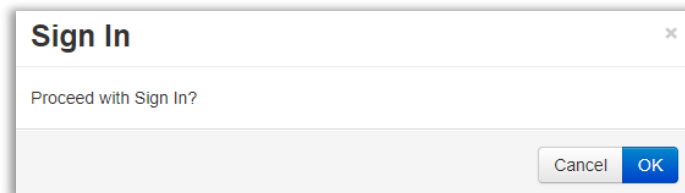
The child's session time will display. Underneath this, the current time will display.

This is the time which will be recorded as the child's time IN:

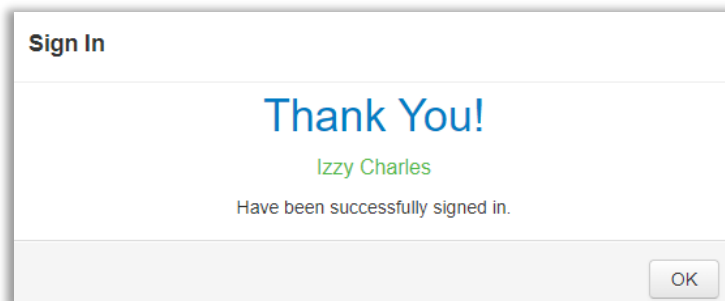


**NOTE:** *If your child is absent from care, please click the 'Not Present' button and then click 'Sign In'.*

If applicable, a comment may be recorded. This may be viewed by the service. Next, click the **Sign IN** button.



Click ok and the following message will display:



The same process may be followed to sign a child out.

The Sign Out process is very similar to the above steps.

When you return to pick up your child (or children), the same e-Signature screen will be available for you to click your child's name. Simply repeat the process.

## Siblings

In the event that there is more than one child in the family, when selecting a child and continuing through the PIN entry window, you will have the option to sign all children in or out at the same time:

CCS Phase 2 Registration - Centre Based Care

Tuesday 16 Oct 2018  
02:15 PM

Please ensure your child's session is ticked and select *Sign In* or *Sign Out*. Sessions with no tick will not be included in the sign in/out process.

**Lena Connor**  
 03:00 PM - 06:00 PM  Not Present  
IN | 02:15 PM  
 07:00 AM - 09:00 AM  Not Present

**Enzo Connor**  
 03:00 PM - 06:00 PM  Not Present  
IN | 02:15 PM  
 07:00 AM - 09:00 AM  Not Present

**Jett Connor**  
 03:00 PM - 06:00 PM  Not Present  
IN | 02:15 PM  
 07:00 AM - 09:00 AM  Not Present

Comment...

CANCEL SIGN OUT SIGN IN

To exclude a child, unselect the green tick:

**Jett Connor**  03:00 PM - 06:00 PM  Not Present IN | 02:16 PM

**Jett Connor**  03:00 PM - 06:00 PM  Not Present

Or, check the **Not Present** checkbox to mark the specific child as not present.

Otherwise, clicking the **Sign In** will mark all ticked children as signed in. This is the same for signing out.

Sign In

**Thank You!**

Lena Connor  
Enzo Connor

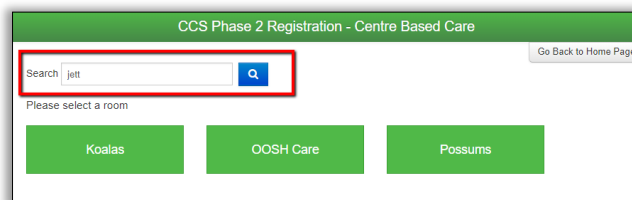
Have been successfully signed in.



## Casual Care

When your child attends care on a day you are not usually booked for, you will need to follow a slightly different process.

To begin, you will need to search for their child using the search function on the e-Signature Sign In/Out page:




CCS Phase 2 Registration - Centre Based Care

Search | Jett

Please select a room

Koalas OOSH Care Possums

After clicking the  button and locating the child, the Parent/Guardian will need to enter their PIN and proceed to the Sign In/Out page where you will then click **Add Session**



CCS Phase 2 Registration - Centre Based Care

Tuesday 6 Nov 2018  
03:44 PM

Please ensure your child's session is ticked and select Sign In or Sign Out. Sessions with no tick will not be included in the sign in/out process.

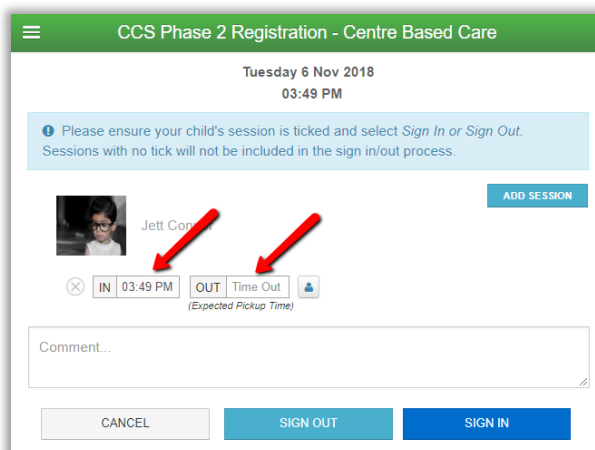
Jett Connor

ADD SESSION

Comment...

CANCEL SIGN OUT SIGN IN

Enter the Time In and **expected** Time Out for that day using the time selector:



CCS Phase 2 Registration - Centre Based Care

Tuesday 6 Nov 2018  
03:49 PM

Please ensure your child's session is ticked and select Sign In or Sign Out. Sessions with no tick will not be included in the sign in/out process.

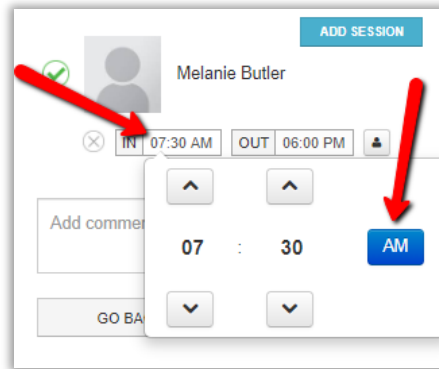
Jett Connor

ADD SESSION

IN 03:49 PM OUT Time Out  
(Expected Pickup Time)

Comment...

CANCEL SIGN OUT SIGN IN



**NOTE:** *If your child is coming in for multiple sessions (before and after school care) please only add the before school care hours as your service will take care of the afterschool times.*

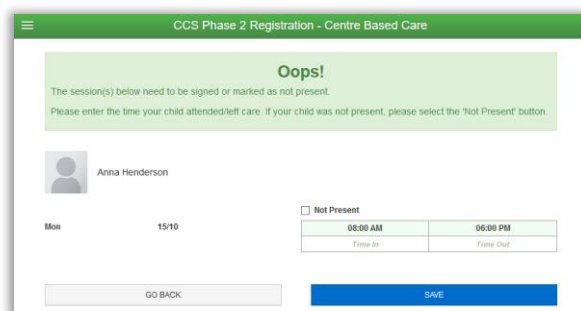
Click **Sign In**. If you would like to add any comments regarding this session, you can do so in the comments box before clicking sign in.

To sign your child/ren out of care, please follow the usual signing out process.

### [Forgetting to Sign a Session In or Out](#)

In the event that a child has not been signed in or out for a prior session you will need to rectify this prior to signing in the current session.

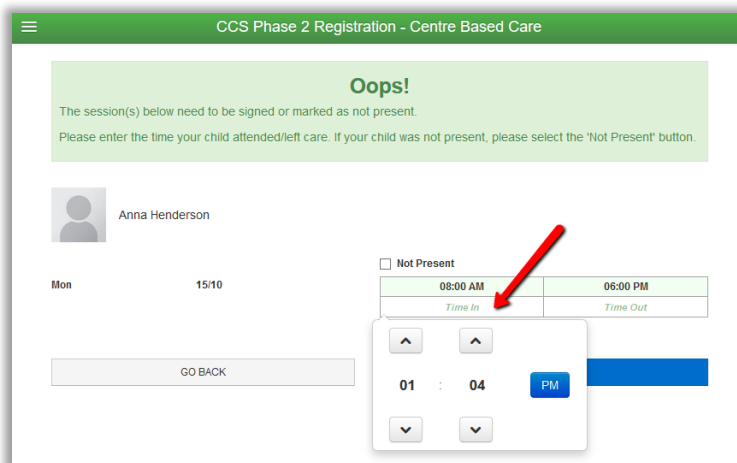
This will be displayed to the parent as part of an **OOPS** message:



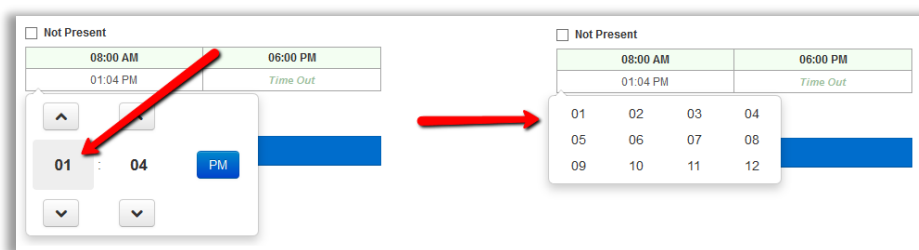
If the child was absent, the user may check the **Not Present** box:



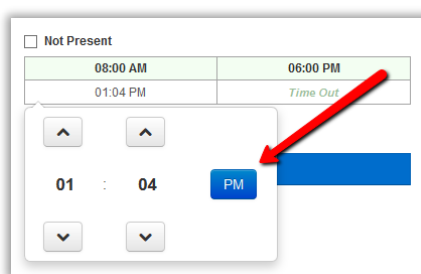
If the child attended, then you will need to click into the boxes enter in the time the child was in and out of the care for the specified date/s:



The arrows may be used to adjust the time. Alternatively, click the number directly to use the quick entry option:



To toggle between **AM/PM**, click the button:



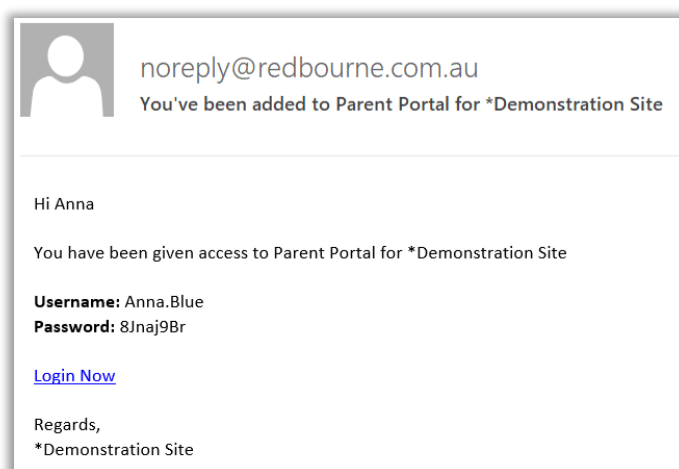
Ensure all sessions have been marked with 'IN' and 'OUT' times or have been marked as 'Not Present'. You may then click the **SAVE** button.

Once saved, then you will be redirected to sign for today's session.

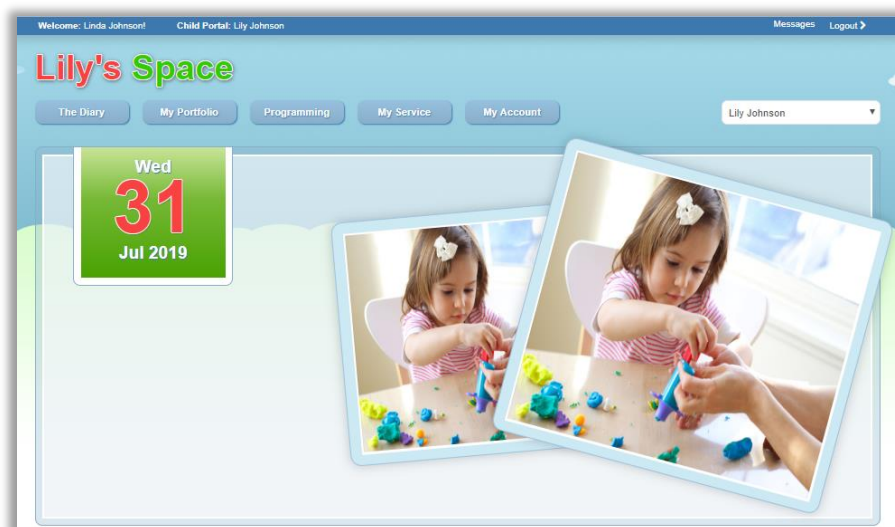
## Parent Portal

The parent portal provides a range of content from your centre with you regarding your child/children. This may include Learning Stories, Observations and Daily Diaries and staff profiles. You will also be able to view all invoices and receipts, change your e-signature pin and log in credentials with the added ability to pay your centre directly through the portal and grant family members access!

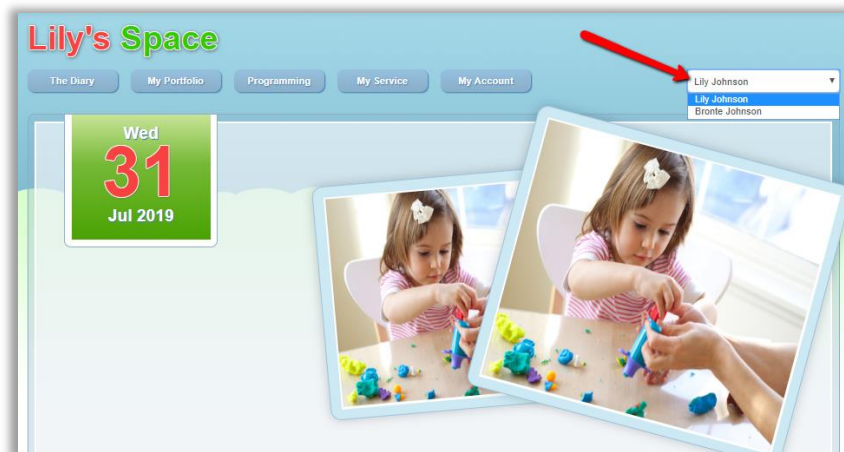
Once your Child Care Service have granted you access you will receive an email with your log in credentials:



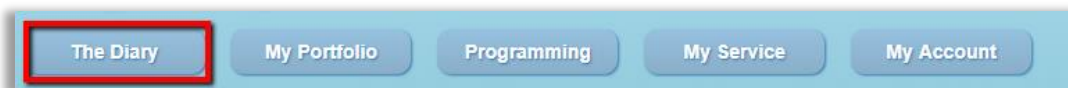
Click on the log in now link, enter your credentials and sign in. This will then take you to the home screen:



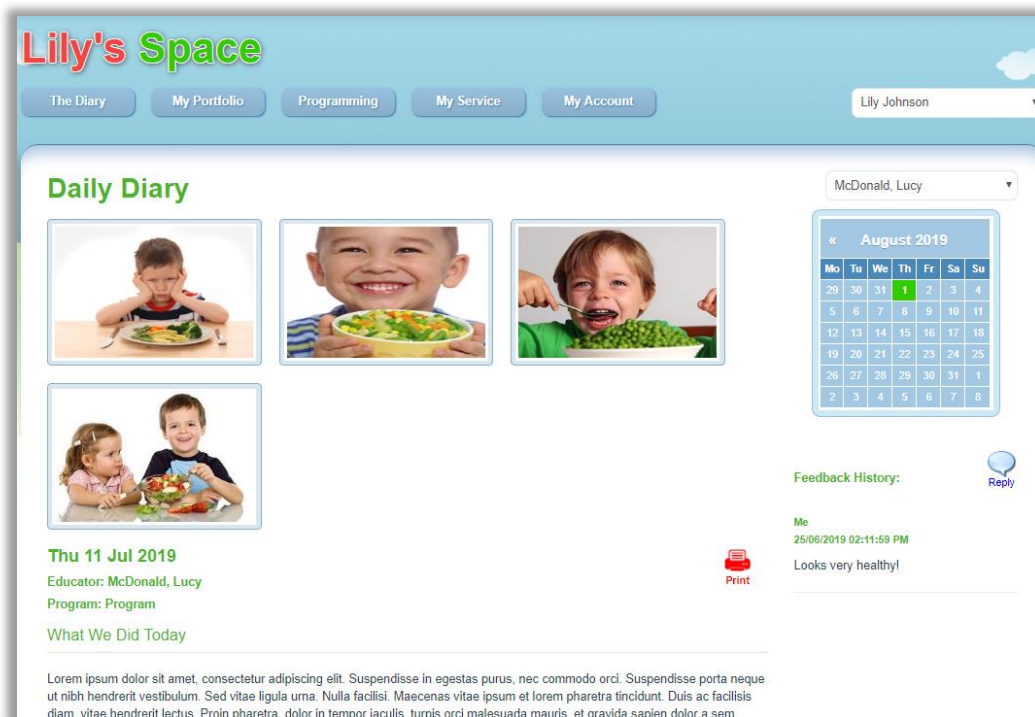
If you have multiple children you can change between the siblings through the option in the top right hand corner:



## The Diary



Educators have the ability to record what activities are happening during the day or week. When you click on **The Diary** menu option you are taken the most recent entry that has been published:



Scroll down to the bottom of the page and click on previous or next to move between records:



## My Portfolio



This page will display all observations and learning stories for your child:

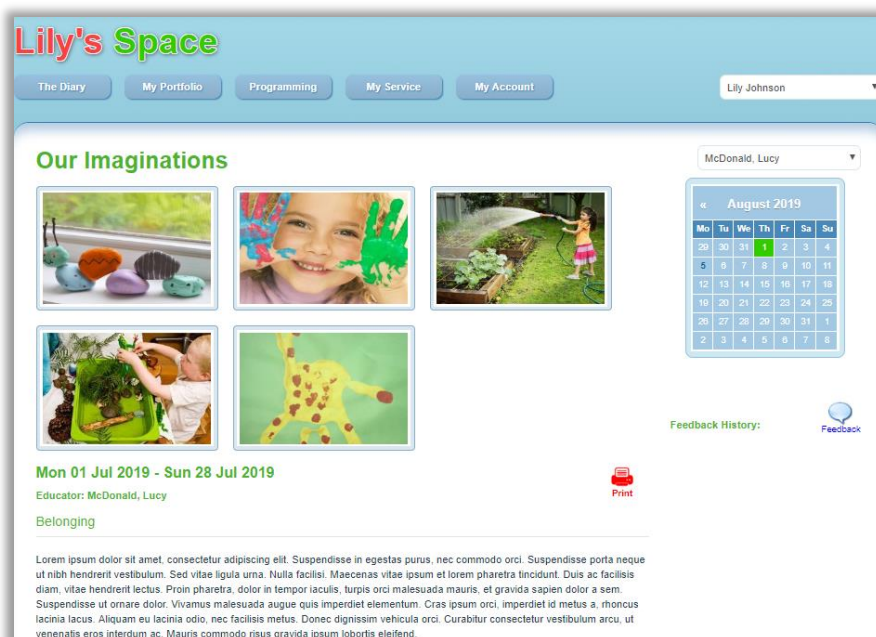


Select a record to view more information.

## Programming



This is to show the different programs your centre is running.





## My Service



This will display all information your child care service has published. This can include policies, handbooks and staff profiles

### Service Information

**Policy Documents**


View your service's policy documents.

**Parent Handbook**


View your service's parent handbook.

**Staff Profiles**

View your service's staff and educator profiles.



**Contact Us**



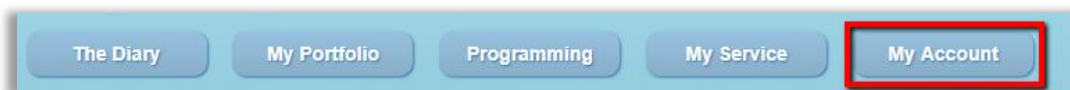
**Address**  
Chermside, QLD, 4032

**Phone**  
1800020126

**Fax**  
1800020126

**Email**  
tester1@redbourne.com.au

## My Account



This is where you can manage your account, pin and log in credentials. As soon as you log in you can see your balance with the service:

View Invoices & Receipts

Pay Now

Update Online Payment Details

Set Online Payment Code

e-Signature Pin

Change Credentials

Manage Access

Parent Feedback

Click on **View Invoices and Receipts** to display all invoices and receipts your service has created. You can also download these by clicking on the view button:

Type	Issued By	Reference	Date	Amount	Invoice Balance	
Invoice	LucyMcDonald	INV-00001019	07/03/2019	-\$50.00	\$50.00	<a href="#">View</a>
Invoice	Service	INV-00001010	02/07/2018	-\$1.10	\$0.00	<a href="#">View</a>
Receipt	Service	REC-00001006	30/04/2018	\$20.00		<a href="#">View</a>
Receipt	Service	REC-00001002	16/02/2018	\$20.00		<a href="#">View</a>
Invoice	LucyMcDonald	INV-00001002	24/10/2017	-\$5.00	\$0.00	<a href="#">View</a>

**e-Signature Pin** option will allow you to change your current pin.

### e-Signature PIN

Old Pin

New Pin

Confirm Pin

**NTOE: PINs may be 4 - 8 digits long, may not contain sequential or repeated numbers (e.g. 1234 or 1111) and must not contain a zero.**

Click on **Change Credentials** to change your password:

### Change Credentials

Username

New Password

Confirm Password

Select the **Manage Access** option to give additional users access into the portal!  
 e.g. grandparents.

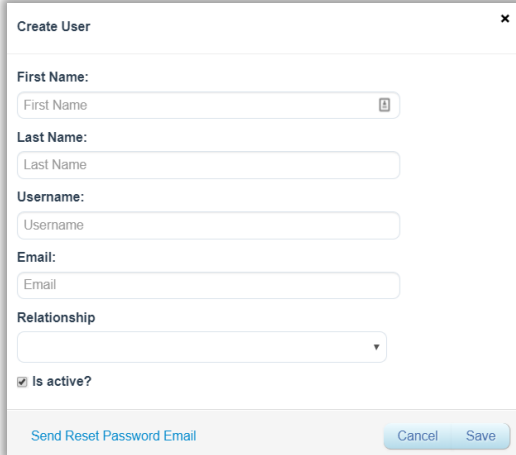
Click on **Create new User**

### Manage Access

First Name	Last Name	Username	Email	Relationship	Status	
Melissa	McDonald	Melissa.McDonald	melissam@gmail.com	Other Family Member	Activated	

1 - 1 of 1 items




Then follow the prompts to set up a user:



The 'Create User' form contains the following fields and options:

- First Name:** Text input field with a clear icon.
- Last Name:** Text input field.
- Username:** Text input field.
- Email:** Text input field.
- Relationship:** Dropdown menu.
- Is active?**
- Buttons: [Send Reset Password Email](#), [Cancel](#), [Save](#)

Once created successfully the user will display in the list below:

First Name	Last Name	Username	Email	Relationship	Status	
Melissa	McDonald	Melissa.McDonald	melissam@gmail.com	Other Family Member	Activated	  



Click on this option to edit the user record

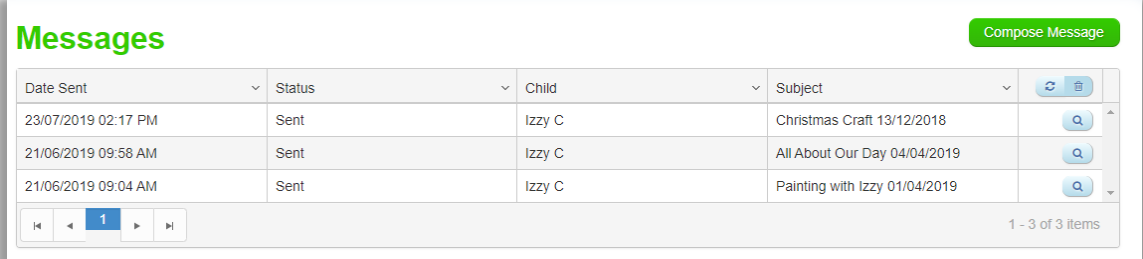


Click this icon to unlock a user (a user can be locked out if there are too many password attempts).






If you no longer want to have the user to have access click on this to log the user out and their status will display- deactivated.

**Parent Feedback** option is where you can see a history of feedback left by you and child care centre replies:

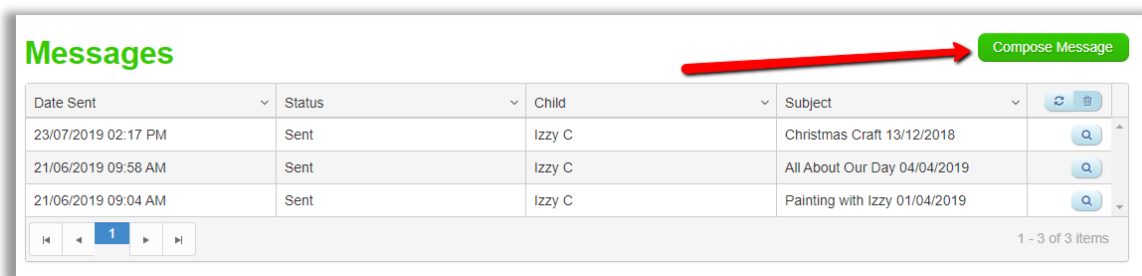


The 'Messages' table includes a 'Compose Message' button and the following data:

Date Sent	Status	Child	Subject	
23/07/2019 02:17 PM	Sent	Izzy C	Christmas Craft 13/12/2018	
21/06/2019 09:58 AM	Sent	Izzy C	All About Our Day 04/04/2019	
21/06/2019 09:04 AM	Sent	Izzy C	Painting with Izzy 01/04/2019	

Page navigation: 1 - 3 of 3 items

You can also send messages to your service through here by clicking on **Compose Message**:



This will open the create feedback window. In the **To** field select the centre your child is linked to. Select **subject** and enter your **message**. You can upload a file/image if you like. Click **send**.

The 'Create Feedback' form has the following fields and controls:

- To:** A dropdown menu.
- Subject:** A text input field with the placeholder text 'Subject'.
- Message:** A text area with the placeholder text 'Limit to 500 characters' and a character count 'Message length /500'.
- File Upload:** A button labeled 'Select File'.
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right.

Any replies from the centre will also display in this same location.

## Parent Feedback

Parent Feedback is a fantastic way of sending and receiving communication with your center.

You can leave a comment or ask questions via the parent portal through:

- The Daily Diary
- My Portfolio
- Programming

When you enter each of these areas you will see a feedback option on the right-hand side:



Click on feedback icon and the following screen will then open:

**Create Feedback** ✕

**To**  
Redbourne Child Care Centre

**Subject**  
Easter Craft 08/04/2019

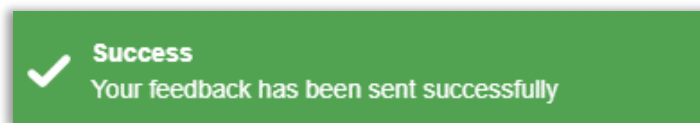
**Message**  
Limit to 500 characters  
  
Message length /500

**To** and **Subject** will automatically pre-fill.

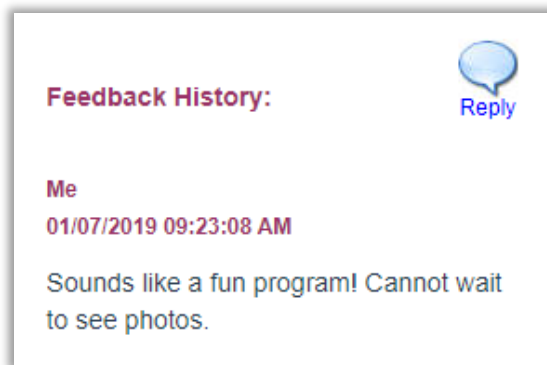
Click in the **message box** and start typing a message for the center, select a file to upload if you wish and click **send**.

Clicking on **cancel** option will close the message box and not save any feedback you may have already typed in.

A message will appear at the top of the page letting you know the feedback was successfully sent:



The feedback will then appear via the history:



Or via the **My Account** menu.



**Parent Statement**


The statement is comprised of two distinctive sections: the Transaction Listing and the Parent/Guardian Usage.

The Transaction Listing includes a running transaction balance for your account. This displays all of the activity that has occurred against your account for the period the statement was generated for. This includes weekly attendances, payments, attendance adjustments etc. The transaction listing is very similar to a bank statement as it provides a running balance of the account for the statement period.

The Parent/Guardian Usage section of the report displays information concerning the government subsidy that you are entitled to based upon the number of days your child has attended care. Please note that this section will not display information for periods in the future as these payments are paid in arrears.

The balance listed in the right-hand corner of the report is your account balance at the time the report was generated. This value will also correspond with the total listed at the bottom of the Transaction Listing.

**Brice Ellison-9856**  
**To: Brice Ellison-9856**  
 17 McBurney Crescent  
 Wavell Heights QLD 4012



**Redbourne  
Child Care**

**From: Centre Based Care**  
 12 Lakeview Drive  
 Chermiside QLD 4032  
 Ph: 07 2435 1234

**Amount Owing \$477.00**

**Parent/Guardian Statement**  
 From: 02/07/2018 to 21/10/2018

**Transaction Listing** Opening Balance -\$586.30

Date	Reference	Type	Week Ending	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours	Total Amount	Subsidy	Total Payable	Running Balance
18/07/2018	INV-00001026	Attendance (Child)	08/07/2018	10.00	10.00	10.00					40.00	\$400.00	\$0.00	\$400.00	
		Attendance Adjustment (Tracey)	15/07/2018									\$0.00	\$109.30	-\$109.30	-\$877.00
18/07/2018	INV-00001027	Attendance Cancellation (Tracey)	15/07/2018	-10.00	-10.00	-10.00	-10.00				-40.00	-\$400.00	-\$400.00	\$0.00	-\$877.00
18/07/2018	INV-00001029	Attendance Adjustment (Child)	15/07/2018	-10.00	-10.00	-10.00	-10.00				-40.00	-\$400.00	\$0.00	-\$400.00	
		Attendance (Tracey)	15/07/2018	10.00	10.00	10.00	10.00				40.00	\$400.00	\$400.00	\$0.00	-\$477.00

**Parent/Guardian Usage**

Tracey Ellison-9856 Enrolment ID: E8000034085

Week Ending	Days	Total Fee	Subsidy	Total Payable	YTD ABS	Status
15/07/2018	Mon Tue Wed Thu	\$400.00	\$0.00	\$400.00		Submitted
<b>Total:</b>		<b>\$400.00</b>	<b>\$0.00</b>	<b>\$400.00</b>		

Submitted and processed weekly usage and the subsidy paid to the service