

ENABLING AND REVOKING PARENT PORTAL ACCESS

Once you are ready for families to begin accessing the Parent Portal, you will need to issue parents a login. It is important to ensure that the email address within the Parent/Guardian records is correct and up to date as they will receive their login credentials via email.

Permissions can be granted individually or bulk. Using your search options will also make this process a lot easier.

This tip sheet will walk you through:

- [Search Options](#)
- [Granting Portal Access](#)
 - [Individually](#)
 - [Bulk](#)
- [Revoking Portal Access](#)
 - [Individually](#)
 - [Bulk](#)
- [Troubleshooting](#)

Summary

Accessing the Parent Portal

- From the WorkCentre click on the Parent Portal tile or
- Settings Cog Menu

Grant Access

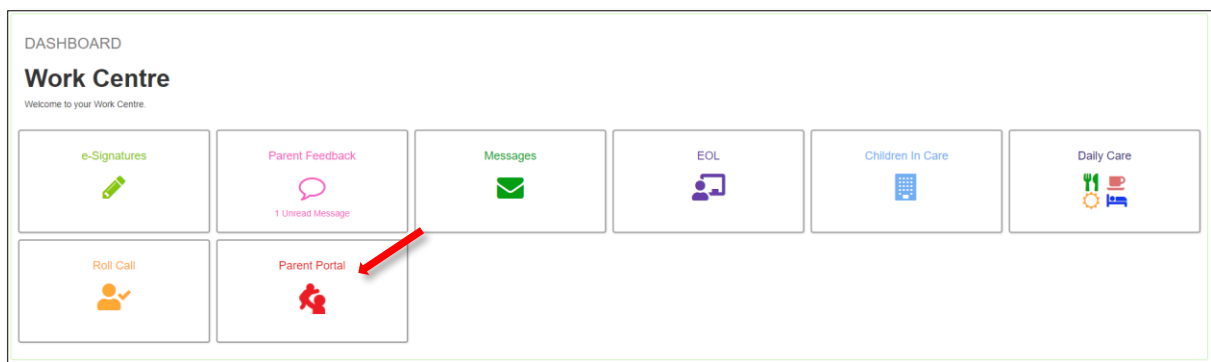
1. Click on the cog settings
2. Select Parent portal
3. Use search filters if needed
4. Tick grant box on the right hand side
5. Click apply permission
6. Click OK at the confirmation message

Revoke Access

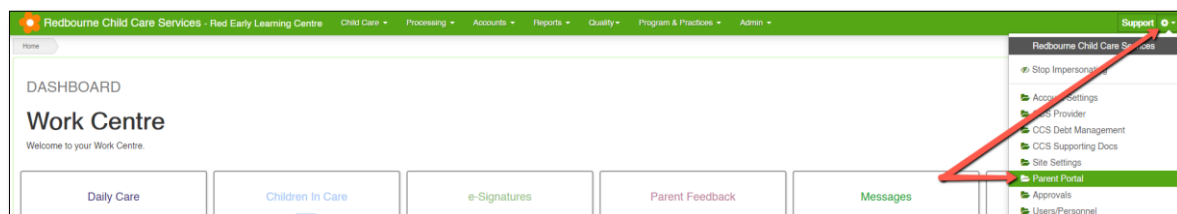
1. Click on the cog settings
2. Select Parent portal
3. Use search filters if needed
4. Tick revoke box on the right-hand side
5. Click apply permission
6. Click OK at the confirmation message

Detailed

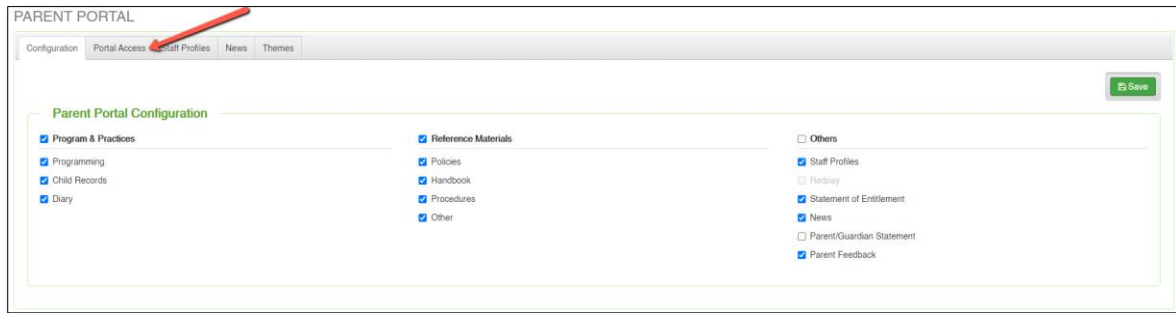
As soon as you log in the home screen will provide you with your Work Centre dashboard, click on the Parent Portal tile:



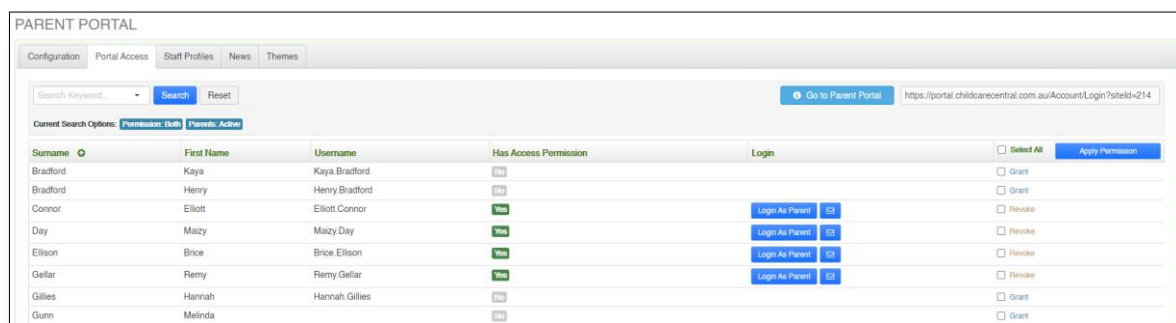
Or you can navigate to **Settings** and select **Parent Portal**:



When the parent portal screen opens, click on the **Portal Access** tab:

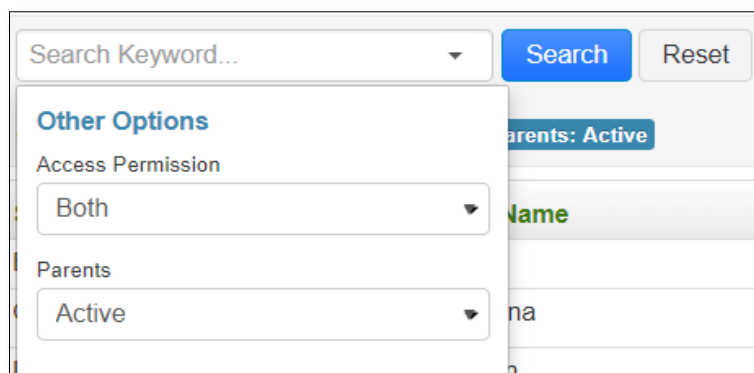


The Parent Portal Access Permission page will display:

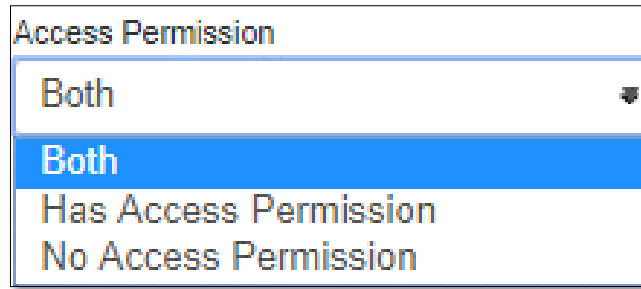


Search Options

When you first come into the parent portal permissions page the data will show you active parents, whether they have permission to the portal or not. At times it will be easier to use your search filters to narrow down this list. To narrow down your search options you can type in the parents first or last name in the search keyword box or drop down the search keyword menu:

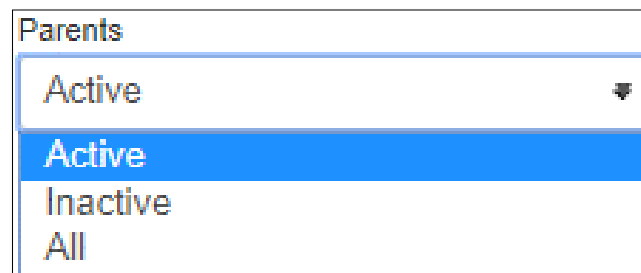


Access Permission: Gives you the ability to search for only parents that already have permissions or do not yet have permission to the portal.



This filter will especially help when using your bulk options.

Parents: Search between active, inactive or all parents.

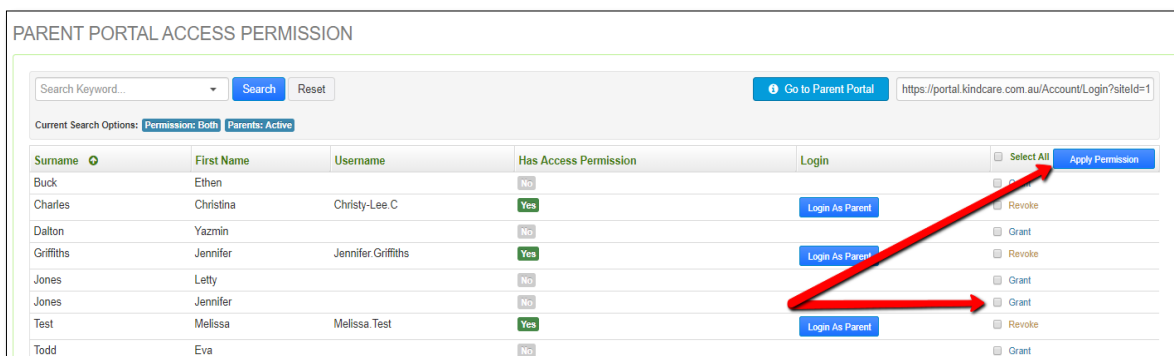


After you've applied the filters you are required to click **Search**. Click **Reset** to clear all filters.

Granting Access

Individually

To grant access, check the **Grant** box next to one or more Parent/Guardians and click the **Apply Permission** button.



The selected Parent/Guardians will receive an email containing the Parent Portal URL and login credentials.

You will receive a notification on screen to let you know this is complete.

Apply Permissions

Parent/Guardians will receive an email regarding their default username and password. The default username and password may be changed via the Parent Portal.

OK

You will also notice that the **Has Access Permission** column is now set to **Yes**.

Has Access Permission
Yes
No
No

The Parent/Guardian username will display in the **Username** column:

Username
Judith.Bowden

Bulk Access

If you are wanting to give access to all your families you can do this in a bulk mark. First, apply the search option **No Access Permission**, click **Search** then Click on the **Select All** button:

PARENT PORTAL ACCESS PERMISSION

Search Keyword... <https://portal.kindcare.com.au/Account/Login?siteId=1>

Current Search Options: **Permission: No Access Permission** Parents: Active

Surname	First Name	Username	Has Access Permission	Login	<input type="checkbox"/> Select All	<input type="button" value="Apply Permission"/>
Buck	Ethen		No		<input type="checkbox"/> Grant	
Dalton	Yazmin		No		<input type="checkbox"/> Grant	
Jones	Letty		No		<input type="checkbox"/> Grant	
Jones	Jennifer		No		<input type="checkbox"/> Grant	
Todd	Eva		No		<input type="checkbox"/> Grant	

Then click **Apply Permission**. You will receive a validation message:

Apply Permissions

Are you sure you want to proceed with the operation?

Select **OK** and the Parent/Guardian will be sent log in credentials to access the Parent Portal.

***NOTE:** If you have multiple pages, this process will need to be completed on each page.*

Revoking Parent Access

You will also be able to revoke a Parent/Guardian's access permission if you no longer wish for them to have access to the Parent Portal. Similar to granting access, this process can be completed per individual families or in a bulk action.

Individually

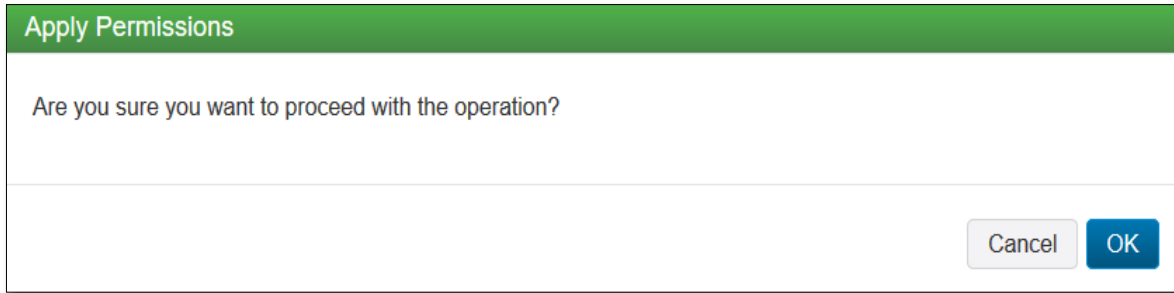
Simply tick the **revoke** box and click the **Apply Permission** button to revoke the access permission:

Revoke

Grant

Grant

You will receive a validation message:



The screenshot shows a dialog box with a green header bar containing the text "Apply Permissions". Below the header, the main area contains the question "Are you sure you want to proceed with the operation?". At the bottom right of the dialog, there are two buttons: a light gray "Cancel" button and a blue "OK" button.

Select **OK** and the Parent/Guardian will no longer be able to access the Parent Portal.

Bulk Revoke

If you are removing access to all your families you can do this in a bulk mark. First, apply the search option **Has Access Permission**, click **Search** then Click on the **Select All** button:

NOTE: If you have multiple pages, this process will need to be completed on each page.

You may give access again when required. The Parent/Guardian's username and password will remain the same.

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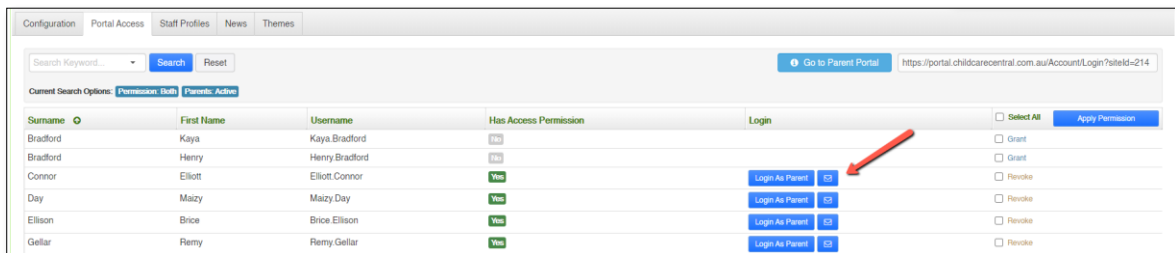
Troubleshooting

Issue: Parent didn't receive log in credentials email.

Why? These emails come from noreply@redbourne.com.au so the email could have gone to their junk/spam folder or could have been blocked by their email provider

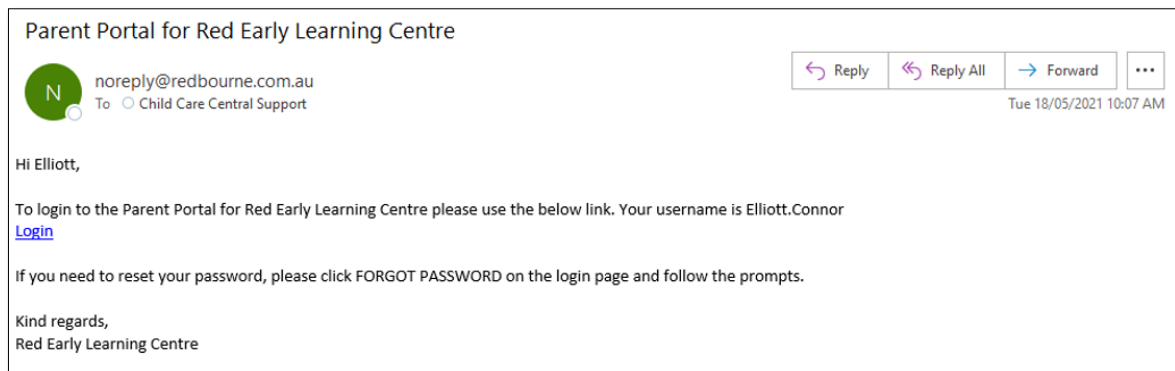
Resolution: Parents should add the noreply@redbourne.com.au email address to their own email address book to help prevent their email provider blocking emails from this address.

As a service, you will click on the cog – select parent portal – navigate to the parent and click on the envelop button:




Surname	First Name	Username	Has Access Permission	Login	
Bradford	Kaya	Kaya Bradford	No		<input type="checkbox"/> Grant
Bradford	Henry	Henry Bradford	No		<input type="checkbox"/> Revoke
Connor	Elliott	Elliott Connor	Yes	Login As Parent ES	<input type="checkbox"/> Grant
Day	Maizy	Maizy Day	Yes	Login As Parent ES	<input type="checkbox"/> Revoke
Ellison	Brice	Brice Ellison	Yes	Login As Parent ES	<input type="checkbox"/> Revoke
Gellar	Remy	Remy Gellar	Yes	Login As Parent ES	<input type="checkbox"/> Revoke

The Parent/Guardian will then receive an email containing their username, link to the parent portal and instructions to reset their password:



Parent Portal for Red Early Learning Centre

 noreply@redbourne.com.au
To: Child Care Central Support

Hi Elliott,

To login to the Parent Portal for Red Early Learning Centre please use the below link. Your username is Elliott.Connor
[Login](#)

If you need to reset your password, please click FORGOT PASSWORD on the login page and follow the prompts.

Kind regards,
Red Early Learning Centre

The parent clicks on the link, selects forgot password on the log in screen. The parent will receive an email to reset their password.

Issue: If a Parent/Guardian loses their login credentials,

Resolution: Provide the Parent/Guardian with their username.

To find the username click settings – Parent Portal Permissions – and use the search keyword to find the parent. The Parent/Guardian **username** will display in the **Username** column within the Parent Portal:



The parent clicks on the link, selects forgot password on the log in screen. The parent will receive an email to reset their password.