

What is iParentPortal?

The iParentPortal provides authorised guardians with a secure, online account to access individual information relevant to their child/ren, manage documentation and payments, quickly and easily from their computer or mobile device.

Why should I sign up for the iParentPortal?

The iParentPortal has many wonderful features, such as

- Ability to upload your primary contact information such as email, address and phone number;
- Ability to view and update your child's medical information, concession cards and court orders;
- Enter and/or update payment details or make a one-off payment for fees. This removes the requirement to complete a paper form;
- Send messages to your C&K Centre;
- View your child's bookings;
- Access to the myGov Portal
- View your account balance, to the end of the current week only.
- Search for a C&K Centre.

How do I access iParentPortal?

If you have created your login details or previously logged into iParentPortal, you can access the portal by simply going to: <https://parentslogin.kidsoft.com.au>. You will also find the link to login on our [C&K Website](#) by clicking on [Parent Login](#).

To log in, you need to enter the email address and password that was created when you registered for the iParentPortal. Or alternatively click login with Facebook.

If you have never registered for iParentPortal, please see your Centre to send you an iParentPortal registration link.

From here, simply click on the link contained in the email invitation and follow the prompts. Please note, the link is only valid for 24 hours and can only be clicked once and only the primary guardian can access the full features of iParentPortal.

How do I reset my password?

Click on the *I forgot my password* found on the iParentPortal login page.

Enter your email address and click Next. You will be sent a link to reset your iParentPortal password. This email may not come through straight away and may go to your Junk/Spam folder, please check these folders.

Click on the new link provided and follow the prompts to reset your password. Important: you can only click on the link once before it expires and it is only valid for 24 hours.

If you are having trouble resetting your password or the iParentPortal is sending you around in circles, this could be a hardware issue. We suggest trying to clear your cache, you may need to Google instructions as it is a different process depending on the browser you are using. If you are still having trouble, please see your C&K Centre for assistance.

How do I update my Email Address?

You can update your email address via your iParentPortal account under the *Details* tab.

If you do not have access to your original email address to reset your password please contact your C&K Centre and they can update this for you.

The centre will send through an iParentPortal invitation to your new email address and you will be required to re-register as an existing user for iParentPortal.

Important: the link can only be clicked on once before it expires. If you are not receiving an invitation link please see your C&K Centre.

What happens if I transfer to another C&K Centre, can I still access my iParentPortal account?

Your new C&K Centre will need to send you an invitation for you to be able to access the iParentPortal for that centre.

If I attend multiple C&K Centres will I need multiple logins?

No, you can use the same login when enrolled in multiple C&K Centres. You will find a drop-down box in the right-hand corner where you can change which C&K Centre you wish to view.



Why am I unable to update some details?

If your child is enrolled in a centre that connects to the Child Care Subsidy, these details, such as DOB and CRN are unable to be updated once they are linked.

If you are unable to update medical details, this may mean that your child is linked to another primary guardian, such as a shared custody arrangement, please check with your C&K Centre.

Why can't I see all the iParentPortal features?

This could mean you are not the primary enrolment holder for your child or your iParentPortal has not been enabled correctly. Please see your C&K centre for assistance.

What if I have any further questions about iParentPortal?

Please refer to your C&K Centre Director who can assist you. Alternatively, you can call C&K Central Office on 1800 177 092 or email info@candk.asn.au.

Useful iParentPortal Fact Sheets for Families

[iParentPortal for C&K Families](#)

[Making Payments via iParentPortal](#)