

# C&K Factsheet: Making Payments via Parent Portal

Families with an active Parent Portal account can update/add new payment details and make one-off payments using either their Bank Account or Credit Card details. Families can also amend or create new payment schedules if required.

Click on one of the below to take you to the topic of interest:

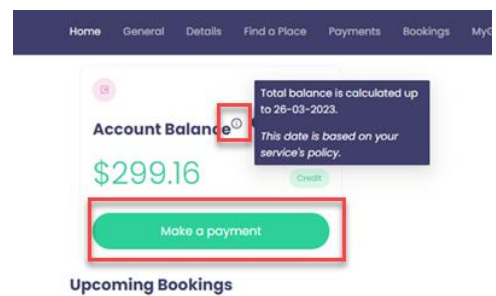
- [1. How can I make a one-off payment via my Parent Portal account?](#)
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## 1. How can I make a one-off payment via my Parent Portal account?

Login to your Parent Portal account - <https://parent-portal.kidsoft.com.au/>

The balance displayed on the Information Centre is the balance owed at the end of the current week. The little hint icon will advise you on what date the balance is calculated up to.

- Under Account Balance, click on **Make a Payment**
- Select payment details previously entered or select **'One Off Credit Card'**
- Complete all fields
- Tick the declaration box
- Click **'Pay Now'**
- **'Payment Accepted'** pop up will appear, click **Close**

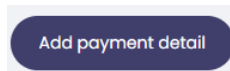


## 2. How can I add new payment details in my Parent Portal account?

- Login to your Parent Portal account - <https://parent-portal.kidsoft.com.au/>
- Click on **'Payments'**, found on at the top of the page



- Click **'Add payment detail'**
- Complete all fields
- Tick the declaration box
- Click **Add detail**



## 3. How can I add or amend my payment schedule?

- Login to your Parent Portal account - <https://parent-portal.kidsoft.com.au/>
- Click on **'Payments'** found at the top of the page



- Click on '**Add payment schedule**' to create a new Payment Schedule or click on your schedule details to amend your current schedule.

Payment Schedule

You do not have any existing payment schedules [+ Add new payment schedule](#)

- The mandatory details will need to be completed:
  - Select **Payment Detail**
  - Select **Frequency** – this can be selected as weekly or fortnightly
  - Enter the **Maximum Amount** – the amount must be more than your weekly gap fee. C&K recommend a maximum amount of \$1500 is entered for all schedules.

*Note:* no payments will be taken if there are no monies owing.

- Enter the **Start Date** – *Note:* no payments will be taken if there are no monies owing.
- Enter **Reason** for creating, amending, or removing schedules.
- Click **Save**. *Note:* schedules will not run if there are no monies owing.

#### 4. Important to Note:

- A schedule will not run if there is no balance owing.
- Payments made by credit card are debited instantly. Please note, where a payment is unsuccessful, you will be given a reason instantly, e.g., insufficient funds or expired card.
- AMEX cards are not accepted for Parent Portal payments.
- Any changes made to a payment schedule will not take effect until your centre has accepted the change. The change will be highlighted in blue on your screen until the change is accepted or rejected.
- Link to Parent Portal: <https://parent-portal.kidsoft.com.au/>
- If you require further assistance, please see your Centre Director or email our Accounts Receivable team on [accountsreceivable@candk.asn.au](mailto:accountsreceivable@candk.asn.au)