

### What is Parent Portal?

Parent Portal is a great online tool to view your child's bookings, documentation and payments, quickly and easily from your mobile phone. Here is the link to log in: <https://parent-portal.kidsoft.com.au/>

### Information Centre

On logging into your Parent Portal account you will land on the Information Centre. The Information Centre provides you with an overview of your C&K record and will list any updates or news items posted by C&K Central Office, or your centre.

You can send a message direct to your centre by clicking the message icon.  When the centre responds to your message, this will appear on the Information Centre.

To move backwards and forwards, use the arrows of your web browser, or to return to the Information Centre, click 

When bookings for your child are created, updated or removed, for example a change in days or a casual day is booked, you will receive a notification in your Parent Portal account. These notifications can be acknowledged through your Notifications page. 

Account Balance: the balance displayed on the Information Centre is the balance owed at the end of the current week.

Reminders: if any reminders have been set by the centre, these will display on the Information Centre. Reminders could include outstanding enrolment documentation or card expiry dates.

Bookings: your child/ren's bookings for the current week, as well as the following week will be displayed on the Information Centre.

### Toolbar Menu

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#### General

Under the General Tab there are further menu items to access:

Notifications: displays amendments to your child/ren's account. You will receive a notification when a document is added; or if changes or updates are made to bookings, waiting lists, CWA submissions. (These notifications are also displayed on the Information Centre). These notifications can be acknowledged through your Notifications page.

Reminders: lists any reminders set by your centre.

Documents Provided: here you can view any documents that the centre has uploaded for your information, or any documents that have been uploaded by you. For example: Statements, Immunisations etc.

CWA Form: this is only relevant to centres that are Child Care Subsidy approved. Your child's electronic CWA enrolment is displayed here. You will need to accept your CWA here and in your myGov account.

## Details

Account Details: displays your information as provided upon enrolment. You can update your email address and/or CRN, if required.

Children: displays your child/ren enrolled at your centre. You can click your child's name to open up child's details. Here you can edit any details or add any additional documents. *Note:* if you cannot edit your child's details, this means that the child has been linked to more than one primary guardian e.g., both parents have their own enrolment. This is for privacy purposes. If you would like to edit any medical information, cards, documents, please contact your centre and they can update this for you on your behalf.

Childs Details: clicking through the different tiles will allow you to view the data that was provided upon enrolment. Here you can add new documents, edit current information or update documentation such as Doctors Details, Allergy Information, Medical Conditions or Additional needs. You can also remove documents if they are no longer relevant or correct. Adding or removing a record will send a notification to your centre. If removing data, it is important to have a conversation with the centre about why this documentation is no longer relevant.

Court Order: any court orders relevant to your child can be uploaded here or if previously provided on enrolment you can view here.

Health Card / Concession: you can enter the details and upload a copy of your Health Care card, Pensioner Concession card, Gold/White DVA card, relevant Visa or Kinship or Foster Care Arrangement document. A copy of the card **must** be uploaded for any applicable discounts to apply.

Documents: you can view and/or upload any relevant documents for your child, for example; Proof of Birth, Immunisation Statements, Medical Action Plans etc.

## Find a Place

Under this tab you can search and wait list for another C&K centre.

## Payments

Here you will find your current Payment Details which you provided upon enrolment. This page gives you the option update or delete your current bank details, amend, or create a new payment schedule, or make a one-off payment.

## Bookings

The bookings tab will display your upcoming bookings for your child/ren in a calendar view. Click on the day to view further information about the booking. Please note: the fee displaying is the full fee and does **not** include any eligible subsidies, such as QKFS or CCS subsidies. Refer to your Customer Account Statements or see your centre if you have any questions or concerns.

## MyGov

Clicking on the MyGov tab will open a new tab and take you to the login screen on the myGov website.

## Enrolment

Here you can view any of your current or previous waiting list applications. Your current waitlist applications will display on screen. To view your previous waitlist application, under *Status* drop down and select the relevant status. Here you can also view and accept new enrolment offers, this will take you to complete an enrolment booklet.