



# Primary OSHCare iParent Portal - Quick Reference How To Guide

## Primary OSHCare iPARENT PORTAL

iParent Portal is where Primary OSHCare-Parents/Guardians can:

- Self-manage their child care bookings
- View customer account statements
- View current account balance
- Manage payment details
- View reminders and notifications
- Manage account details

## HOW TO CREATE AN ACCOUNT

1. As a new parent to the service (never held an account with Primary OSHCare before), to create an iParent Portal account > click on: <https://parentslogin.kidsoft.com.au/>
2. Click **Create New User** and > follow the prompts.

## HOW TO LOG-IN TO YOUR ACCOUNT

- If you are logging-in to the iParent Portal for the first time > follow the **How To Create An Account** steps above.
- If you already have an iParent Portal account > click on: <https://parentslogin.kidsoft.com.au/>
- If you prefer, you can use your **Facebook Account** to log-in.

## FORGOTTEN YOUR PASSWORD?

If you have forgotten your iParent Portal password > from the **log-in screen**> click **I forgot my password** > and follow the prompts to have a new secure link emailed to you to reset your password.

## iParent Portal Home Page

**iParent Portal Web navigation bar**—These tabs provide access to various features as outlined on page 2 of this guide.

**Logout**—Click here to log out of the system at anytime.

**Account Balance**—Shows the Guardian's balance and the ability to make a one-off payment.

**Bookings**—Shows bookings for this current week and for next week.

**Information Centre**—Shows OSHClub service related news post communications.



## Primary OSHCare iPARENT PORTAL OVERVIEW

The iParent Portal is where Parents/Guardians can:

- Self-manage their child care bookings
- View customer account statements
- View current account balance
- Manage payment details
- View reminders and notifications
- Manage account details



### NEED MORE HELP?

If you have any questions or require additional help when using the iParent Portal please contact our Primary OSHCare Customer Service & Billing Team on:



1300 832 695



[customerservice@primaryoshcare.com.au](mailto:customerservice@primaryoshcare.com.au)

## EXISTING PRIMARY OSHCARE USER ACCOUNT CREATION [For parents moving from My Family Lounge]


1. Click on the **link** provided to you via our Welcome to the iParent portal email

To register and log-in to iParent Portal please click this link: <https://parentslogin.kidsoft.com.au/>

2. Click **Create New User** and > follow the prompts.

### HOW TO ENROL YOUR CHILD(REN)

1. Log-in to your iParent Portal **account**.
2. From the iParent Portal **home page** > click **Find a Place** (blue banner across the top of the page).
3. Enter all the mandatory **information**, including any Routine bookings required.

NOTE: Mandatory information is marked with the  symbol (red circle) and these fields must be completed before you can proceed to the next step.

4. Click **Submit**.

*The Finalise Waiting List Entries screen will display.*

5. Complete all required fields.
6. Tick that you have read and understand the **waitlist conditions**.
7. Click **Submit**.
8. A waitlist application will then be submitted and if a place is available, you will be advised and will then need to complete the enrolment form.

### HOW TO MAKE BOOKINGS

**To make a Routine Booking:**

1. Please contact your **Service Coordinator**.

**To make a Casual Booking:**

1. From the iParent Portal **home page** > click the **Bookings** tab (blue banner across the top of the page).

*The Bookings screen will display.*

2. On the right-hand side > click **Casual Booking**.

*The New Casual Booking screen will display.*

3. Select the **Child** from the dropdown list.
4. Select the **Booking Date** from the calendar provided.
5. Select the care type from the **Room** drop-down list.

6. Tick that you have read and understand the **booking information** conditions.
7. Click **Save**.

### HOW TO CHANGE / CANCEL / MANAGE BOOKINGS

**To cancel or change a Routine Booking:**

1. Please contact your **Service Coordinator**.

**To cancel a Casual Booking:**

1. From the iParent Portal **home page** > click the **Bookings** tab (blue banner across the top of the page).
2. Select the booking date from the calendar that you wish to cancel.

*The casual bookings details will display on the right hand pane.*

3. Press the **red X** symbol next to the booking you want to cancel.
4. Click **Yes** to confirm and remove the booking.

*Please note that if you are cancelling within the cancellation period, the session fee less any applicable CCS will be charged.*

### HOW TO ADD YOUR PAYMENT DETAILS

All accounts are required to have a valid bank account or credit card supplied as a condition of enrolment.

1. To enter your payment details > log-in to your **iParent Portal account**
2. From the iParent Portal **home page** > click the **Payments** tab (blue banner across the top of the page).
3. Click **+ Add a new Payment Detail** and > fill in the required fields
4. Read and tick that you understand the payment **terms & conditions** then > click **Save**

*Once saved, all future debits will be processed against your preferred payment option.*

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*Australia's highest-quality national provider of Outside School Hours Care.*