

Helping Hands Network iParent Portal - Quick Reference How To Guide

HELPING HANDS NETWORK IPARENT PORTAL

iParent Portal is where Helping Hands Network 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, 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/> > click **Log in as Existing User** and > follow the prompts.
- 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.

The screenshot shows the iParent Portal interface for a user named Jane Smith. At the top right, there is a 'Logout' button. Below it is a dropdown menu for 'Service Name'. A navigation bar contains tabs for 'General', 'Details', 'Payments', 'Bookings', 'MyGov', 'Find a Place', and 'iEnrol Status'. The main content area is titled 'Information Centre' and features a 'Welcome!' message from Harris Test1 on 08-Oct-2018. The right sidebar includes a 'Notifications' section with a message '147 bookings has been removed.', an 'Account Balance' section showing a debit of \$368.00 with a 'Make Payment' link, and two 'Bookings' sections: 'Bookings - This Week' and 'Bookings - Next Week'. The 'Bookings - This Week' section lists: Monday - Johnnie Smith in BSC, Monday - Sarah Barker in BSC, Tuesday - Sarah Barker in BSC, Wednesday - Sarah Barker in BSC. The 'Bookings - Next Week' section lists: Monday - Sarah Barker in BSC, Tuesday - Sarah Barker in BSC, Wednesday - Sarah Barker in BSC, Wednesday - Johnnie Smith in BSC, Thursday - Johnnie Smith in BSC, Friday - Johnnie Smith in BSC.

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 Helping Hands service related news post communications.



HELPING HANDS NETWORK 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 Helping Hands Network Customer Service & Billing Team on:




1300 612 462



[accounts@helpinghandsnet
work.com.au](mailto:accounts@helpinghandsnetwork.com.au)

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**.

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. Enter all required information and upload the required documents.
9. Click **Next** to complete the enrolment form.

HOW TO MAKE BOOKINGS

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

The Bookings screen will display.

To make a Casual (Once-Off) Booking:

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**.

To make a Recurring (Permanent) Booking:

1. On the right-hand side > click **Create Bookings**.
The Manage Bookings screen will display.



2. Select the **Child** from the drop down list.
3. Select the frequency from the Repeat drop down list.
4. Select the **Booking Start Date** for the booking period ensuring it starts no earlier than the current date.
5. Select the **Repeat Until** date from the calendar provided.
6. Select the number of **Bookings Per Day**. (Change to 2 if you wish to book both BSC and ASC on the same day).
7. Select the care type from the **Room** drop-down list (BSC or ASC).
8. Tick the **Days** that you require care.
9. Tick that you have read and understand the **booking information** conditions.
10. Click **Save**.
11. An **Update Bookings Confirmation** pop up will appear (if applicable) click **Continue** to confirm bookings or **Cancel** to make changes.

HOW TO CHANGE / CANCEL / MANAGE BOOKINGS

Please refer to these [Frequently Asked Questions](#).

*At Helping Hands Network, we are **building brighter futures together** in partnership with parents and school communities by supporting children to learn through play in fun, rich learning environments.*