

The following outlines the steps a parent / guardian must follow to complete the online enrolment process at Helping Hands Network.

1. Creating an iParent Portal Account

1. Visit www.helpinghandsnetwork.com.au
2. Click **Register**
3. Select your **School** from the dropdown
4. Click **Register**
5. Click **Create New User**
6. Enter your **name** and **email**
7. Click **Create**

2. Finding a Place

1. Visit your **email**
2. Click the **link**
3. Create your **Password**
4. Login (parents.kidsoff.com.au)
5. Accept the **Terms and Conditions**
6. Enter either a **Suburb** or **Service**
7. Enter a child's **First name**, **Last name** and **Date of birth**
8. Click **Search**



3. Enrolling your Child

1. Select the **Service**
2. Click **Add to My List** (Bottom of list)
3. Click **Submit**
4. Complete the **First page** of the Enrolment Form
5. Select a **Session** (BSC/ASC/VAC)
6. Tick the **Program name**
7. Select a **Program, Year and Term** from the dropdown boxes
8. Select a **Start date and Days care is required**
9. **Acknowledge and Submit**

The screenshots show the following steps:

- Available Locations:** A table with columns: Service Provider, Service Type, Location. One entry is selected: Helping Hands Caloundra (OSHC) at Caloundra Linksway.
- My List (Click Submit to add to Waitlist):** A table with columns: Service Provider, Child's Name, Child's DOB, Action. One entry is shown: Helping Hands Caloundra (OSHC) for Bob Marley, DOB 01-Jan-2010.
- Acknowledgement:** A checkbox labeled "I acknowledge that I have read and understand the information above." with "Cancel" and "Submit" buttons.
- Enrolment Form:** A form with sections for "Program" (Adam Road OSHClub), "Year" (2018), "Term" (1), "Start Date" (16-Jul-2018), and a "Book at a later date" calendar grid.

4. Waitlist

1. Guardian submits **Enrolment**
2. Customer Service & Billing receives enrolment and offers place
3. Guardian **Accepts Offer** via Parent Portal (will receive email notification)
4. Guardian completes remainder of the **Enrolment form** which includes secondary Guardian, emergency contacts and medical information
5. Customer Service & Billing contacts Guardian to discuss bookings attached to enrolment. Bookings can be modified or removed.
6. Customer Service & Billing completed (imports) **Enrolment**
7. Child can now attend the **Service**

The form includes the following fields:

- No Secondary Guardian
- *First Name, *Last Name
- *Gender (Male/Female), *Date of Birth, *Relationship to Child
- CRN (from Centrelink)
- Staff Member Number
- Address section with checkboxes: "Is your street address the same as this child's?", "Is your postal address the same as your street address?"
- Contact Information: Home Phone, Mobile Phone, Email
- Cultural Background, Occupation