

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](http://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.kidsoft.com.au](http://parents.kidsoft.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 illustrate the enrolment process:

- Available Locations:** A table with columns: Service Provider, Service Type, Location. One entry is selected: Helping Hands Caloundra (OSHC, Caloundra Linknowen).
- 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), Bob Marley, 01-Jan-2010.
- Acknowledgement:** A checkbox for "I acknowledge that I have read and understand the information above." with "Cancel" and "Submit" buttons.
- Enrolment Form:** A form with sections for "Long Day Care" (Before School, After School), "Program", "Year", "Term", "Start Date", "Days", and "Book at a later date".
- Finalise Waiting List Entries:** A form with sections for "Guardian Details", "Address Details", "Child Details", and "Other Guardian Work Status".

### 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
  - \*Is your street address the same as this child's? (Yes/No)
  - \*Is your postal address the same as your street address? (Yes/No)
- Contact Information
  - Home Phone, Mobile Phone
  - Email
  - Cultural Background, Occupation