



Parent Portal

User Guide

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What is The Purpose

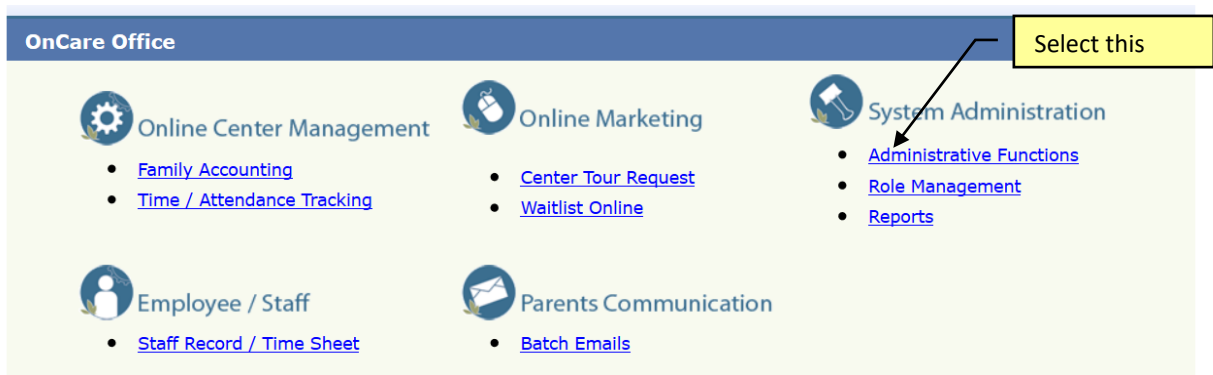
OnCare offers the Parent Portal function to allow families to register and create a secured access to their individual account. In the Parent Portal, families can perform self-service functions such as updating their contact information, view child time card information, enroll in online payment, and printing account statements.

This user guide outlines the steps to promote the OnCare Parent Portal to your parents.

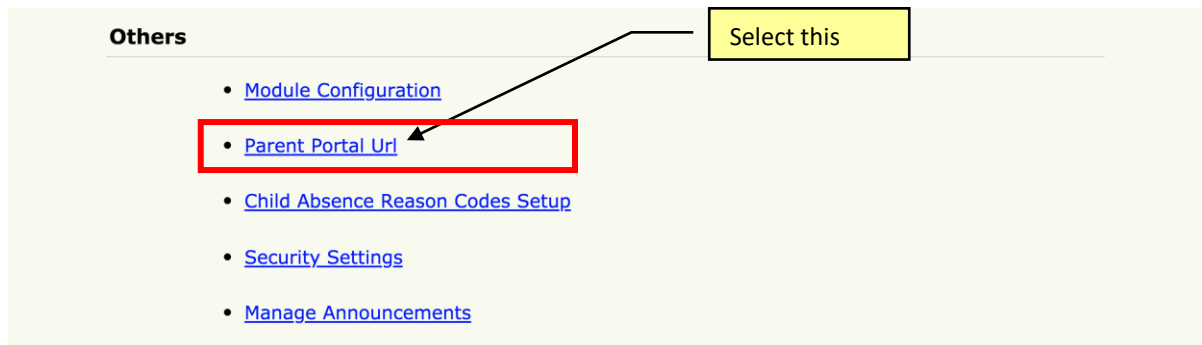
1. Access your company unique Parent Portal URL

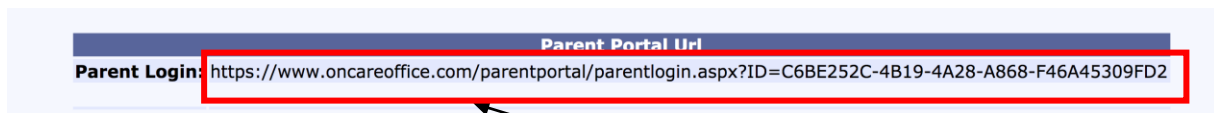
OnCare generates a unique URL for each client. The URL allows families to login to the Parent Portal for your center. To access the unique Parent Portal URL for your company, please follow steps below:

OnCare Office --> System Administration --> Administrative Functions --> Others



Scroll down to the bottom of the page under the "Others" category --> Parent Portal URL





Copy and paste this long encrypted secured URL starting from https://

2. Publish the Parent Portal Login on your website

Given that the Parent Portal URL is long and encrypted, it is not easy for parents to remember. We recommend that you publish the Parent Portal Login URL on your company website, so parents have an easy way to login to the OnCare Parent Portal by coming to your company website.

To publish the URL, simply share the unique Parent Portal URL for your company described above with the webmaster.

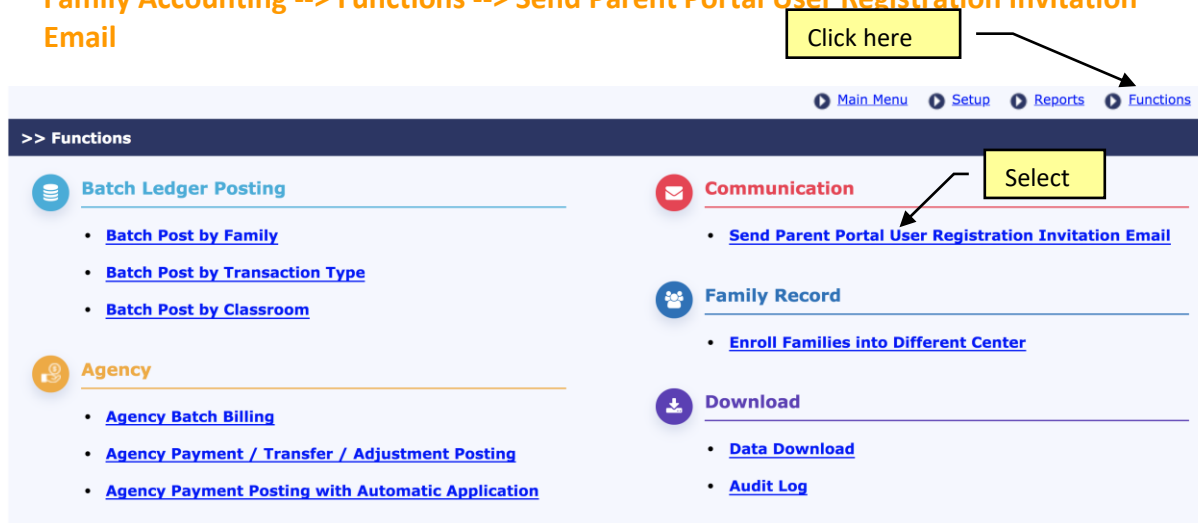
Below is an example of publishing the Parent Portal Login link on the company website:



3. Invite parents to register with the OnCare Parent Portal

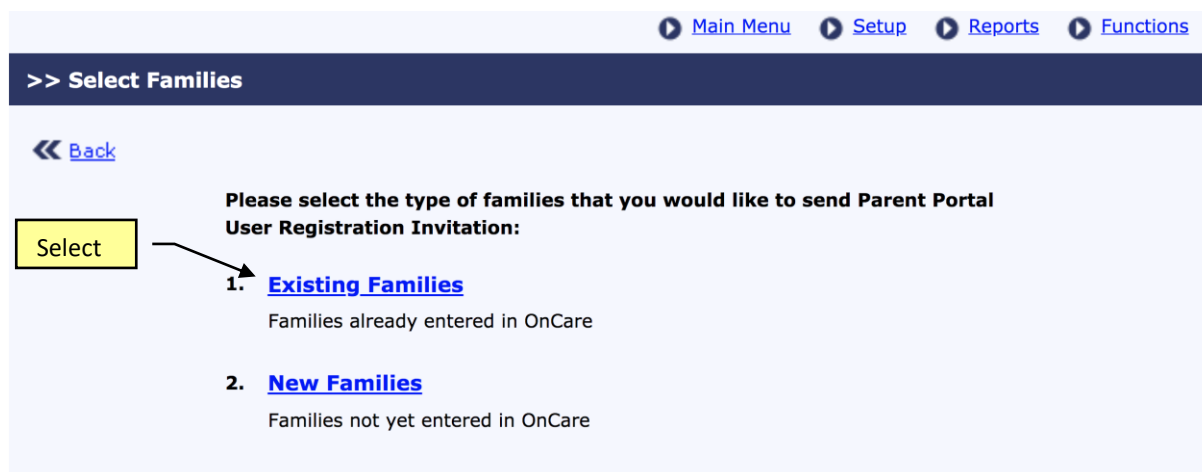
The next step is to invite parents to register with the OnCare Parent Portal by sending the system generated email to invite families to register and login to the Parent Portal by following the steps below

Family Accounting --> Functions --> Send Parent Portal User Registration Invitation Email



There are two options to invite your families:

1. **Existing Families**



Note: If you have the basis information for your existing families uploaded to OnCare, you can invite and ask the families to login to the Parent Portal to review and update the family and child record information as appropriate. This can potentially save your time and ensure that the information is accurate and updated.

When inviting existing families, the system organizes the families in 3 categories as shown in 3 tabs:

Select families to send email invitation

3 tabs here show the status of parents' invitation and registration

Invitation Not Sent Invitation Sent But Not Yet Registered Already Registered

No.	Sel.	Family Acct Key	First Name	Last Name	Parent Type	Child(ren)	Email	Family Status
1	<input checked="" type="checkbox"/>	BAUTISTA	JOVIE	CABAB	Cosponsor	MATTHEW	jcabab86@aol.com	Active
2	<input checked="" type="checkbox"/>	BUTLER	Matthew	Butler	Sponsor	Tuvia	1matthewbutler44@gmail.com	Active
3	<input checked="" type="checkbox"/>	CHANG-O	Catherine	Chang	Sponsor	Olivia	catsangalange@yahoo.com	Active
4	<input checked="" type="checkbox"/>	CHENG	KATHARINE	FONG	Sponsor	CHLOE, CARTER	katfong@gmail.com	Active
5	<input checked="" type="checkbox"/>	CHUNG	Steve	Chung	Sponsor	Dylan	mrchung2u@yahoo.com	Active
6	<input checked="" type="checkbox"/>	DAVIS-TURN	Katy	Davis	Cosponsor	Nayali	katyblissdavis@yahoo.com	Active
7	<input checked="" type="checkbox"/>	HERNANDEZD	Judy	Hernandez	Cosponsor	Derrick	rickhernandez3872@yahoo.com	Active
8	<input checked="" type="checkbox"/>	LEON	TRISHA	HIMM	Sponsor	TYSON	hurd.jeanna@gmail.com	Active
9	<input checked="" type="checkbox"/>	MENDIETA	JENNIFER	MENDIETA	Sponsor	TALIA	mendieta-jennifer@yahoo.com	Active
10	<input checked="" type="checkbox"/>	STONE	Waldin	Stone	Cosponsor	Chase	waldin@gmail.com	Active

Continue

2. New Families

Enter Family Account Key, Name and Email.

>> New Families

[Back](#)

Please enter the information below. The system will create a **new family record** and send an invitation to the parent to register with the OnCare Parent Portal. Once registered, the parent can update the information in the family and child record.

Note: For Family Acct Key, use up to 10 characters of the family last name. For common last name (e.g. SMITH), add a digit after the last name to make Family Account Key unique(e.g. SMITH1, SMITH2).

No	Family Acct Key	First Name	Last Name	Email
1	SMITH	Mary	Smith	marysmith@yahoo.com
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note: Family Acct Key must be unique within the center. For common last name, use 1 and 2 to make key unique

Continue

Note: If you use the invite **New Families** flow, you do not need to create the family and child record in Family Accounting first before you can invite the families. By entering the 3 basic pieces of information (Family Account Key, First and Last Name and Email), the system will create a basic family record in Family Accounting and send out the Parent Portal invitation in one step.

The system will generate an email template for you to send as shown below. You can customize the email message as needed before sending.

>> Compose Message and Send

<< Back

From TTT School-Age at Sunset Ridge

Subject Parent Portal Account Registration

Message

In this email, you will find the link to register and create a user account to access your account in the center online Parent Portal.

Once you login into the Parent Portal, you can update your family and child information, view and print account statement, etc..

Thanks,
Director

This is an example of the Parent Portal invitation email the parents will receive. Note the system will automatically generate two links at the bottom of the email which are unique for each family

Parent Portal Account Registration

Dear Mary,

In this email, you will find the link to register and create a user account to access your account in the center online Parent Portal.

Once you login into the Parent Portal, you can update your family and child information, view and print account statement, etc..

Thanks,

Director

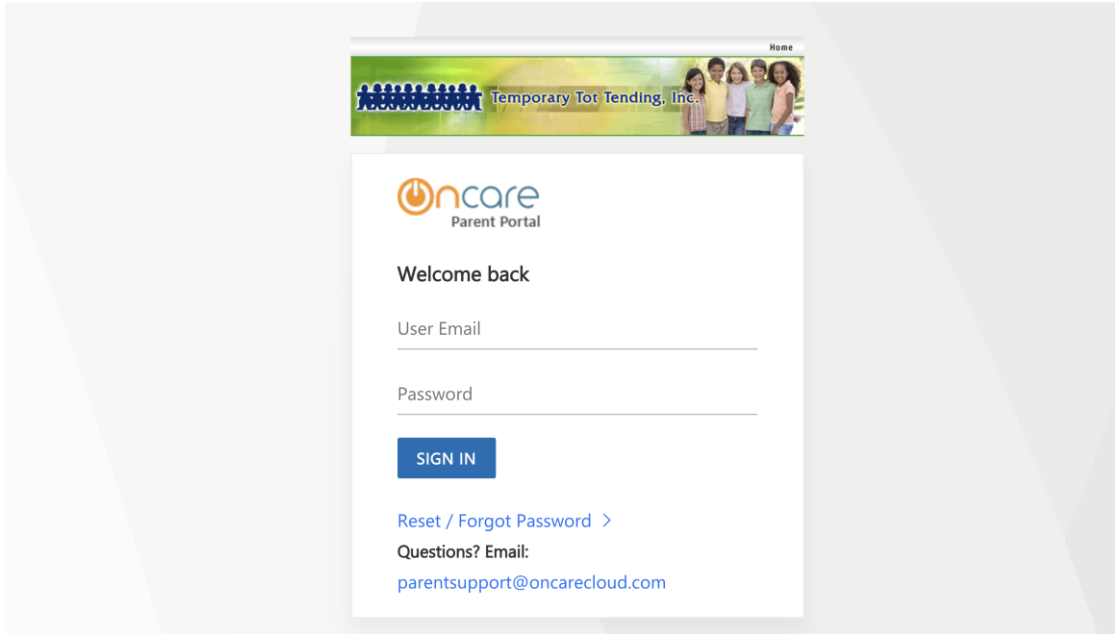
For new parents, they will click this link to register

Click here to register online: <https://www.oncareoffice.com/ParentPortal/ParentRegistration.aspx?IKEY=a0883a51-1c50-4d0d-99a3-37a5e0ea869b>

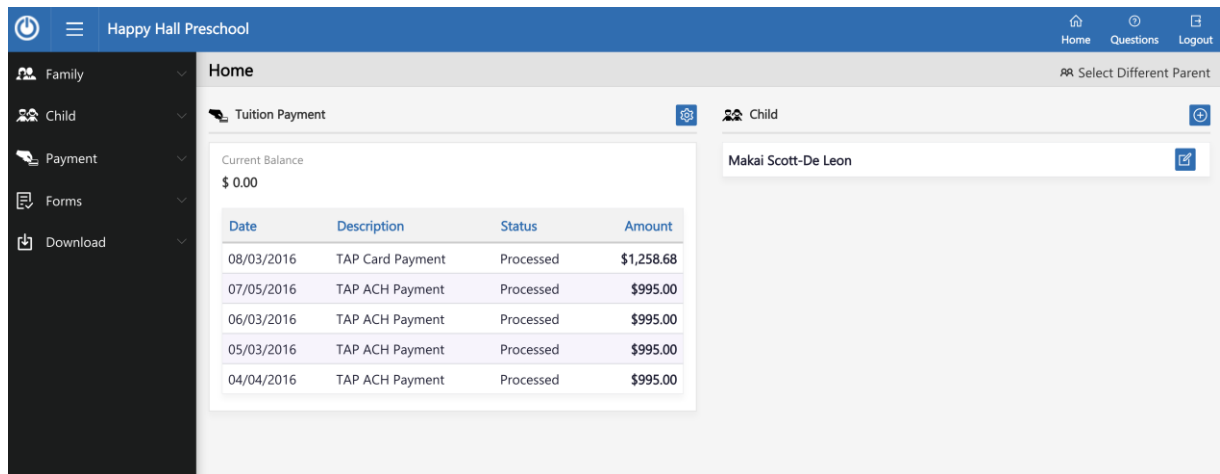
Click here to Login online: <https://www.oncareoffice.com/parentportal/parentlogin.aspx?ID=5DDF61EB-971D-4003-B99B-9DF110C85676>

4. Parent Portal Home Page

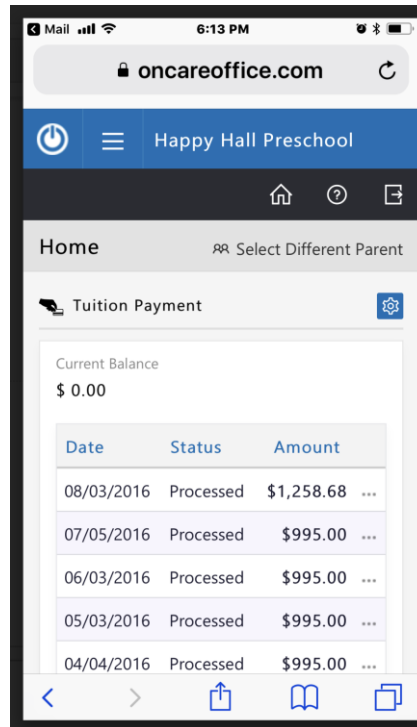
When parents click on the OnCare Parent Portal URL, they will see the following login page:



When families login to the Parent Portal, they can access the various functions as shown on the home page.



Note: The OnCare Parent Portal is fully mobile enabled which means if the parents login using their mobile devices, the Parent Portal page will automatically adjust for mobile display as shown below:



Recommendation: One good way to get familiar with the Parent Portal flow before inviting your families is to **setup a Test family** in your OnCare account and invite yourself as a parent. This way you can follow each step in the process and see what the parents see.

Note: You must use a **personal email** for the Test family. You CANNOT use the same business email that is already used for OnCare administrative access.