

HubWorks!TM

The one portal connecting parents, services, govt.

Parent Portal User Guide

v4.0

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If you'd prefer to word or phrase search for specific information rather than use the Table of Contents, please find the following steps to assist:

To perform a basic PDF search:

1. Press CTRL-F (PC) or Command (⌘)-F (Mac)
2. A search box will be displayed in the upper right of the screen
3. Enter your search criteria by typing in the word or phrase you want to search for in the entry field

- Use the small left and right arrows in the blue search box to skip to the previous or next instance of the searched for word.

To perform an advanced PDF search:

1. Press Shift-CTRL-F (PC) or Shift-Command (⌘)-F (Mac)
2. A new window will open alongside your document with more options
3. Enter your search term there

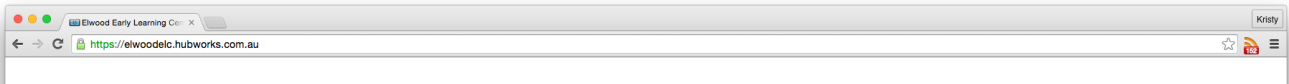
- You can also select whether to search the current document or all PDF documents on your computer, as well as other options.

Step 1: Website Log In

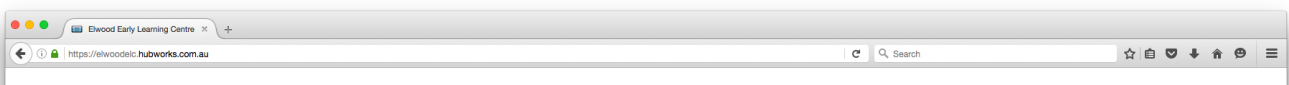
Your child care service will be able to provide you with their HubWorks! powered service URL. In most cases this URL will include your service name and end in 'hubworks.com.au'.

Copy or type this URL into your internet browsers **address bar**. It is important that you do not simply Google this address. We recommend the use of Google Chrome, Mozilla Firefox or Apple Safari when accessing HubWorks. For these browsers, your address bar will look like this:

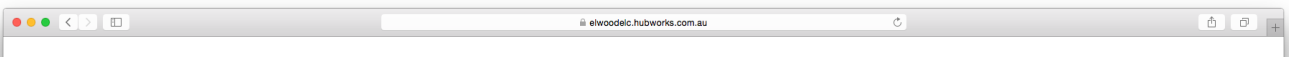
Google Chrome



Mozilla Firefox



Apple Safari

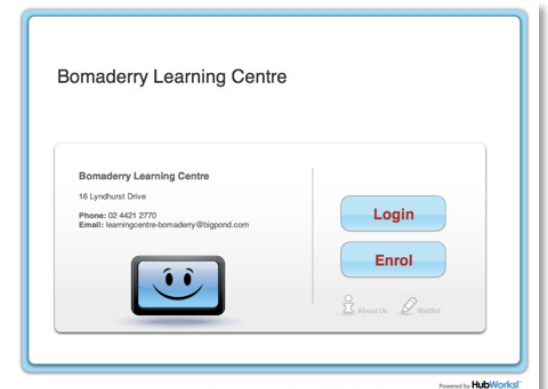


If you choose to use *Internet Explorer*, your address bar will look like this:



There is no need to type www. into your web browser window. Please bookmark this page in your web browser for fast future access. You can also save to the home page of your smartphone or tablet.

Click the Login button and enter your unique username and password. If you've forgotten your password, you can select the 'Forgot your password?' prompt or contact your service. You'll be provided with password reset information to the email address you have listed in your child's enrolment form. Alternatively, you can contact your Service for assistance.



Step 2: End User Licence Agreement

The first time you access your parent portal you will be provided with the End User Licence Agreement, you must click 'Agree' if you wish to proceed. You won't be asked again once the End User Licence Agreement has been agreed to.

Step 3: Choose your selection

Past Attendance Tab

The Past Attendances tab can be used to view all of your historical information. You can view your child's attendances that have already been processed and details such as their CCB% at that stage, eligible hours, any payments and extra entitlements and absences. The Past Attendance tab lists absences for all care your child attends, not just at one particular service.

Click on the calendar icon to search by week.

Important Notes: The Australian Government will calculate all days your child has been absent from an approved childcare service. So if your child attends more than one location for childcare (such as Long Day Care at a service and Family Day Care with another organisation), it will list all absences from all services to gain a total.

Your CCB % reflects what you are eligible for by being a Centrelink parent. Your Service can in no way manipulate this percentage. If you're ever concerned about why your CCB is different than what you thought, you are best to contact Centrelink directly.

Fees Tab

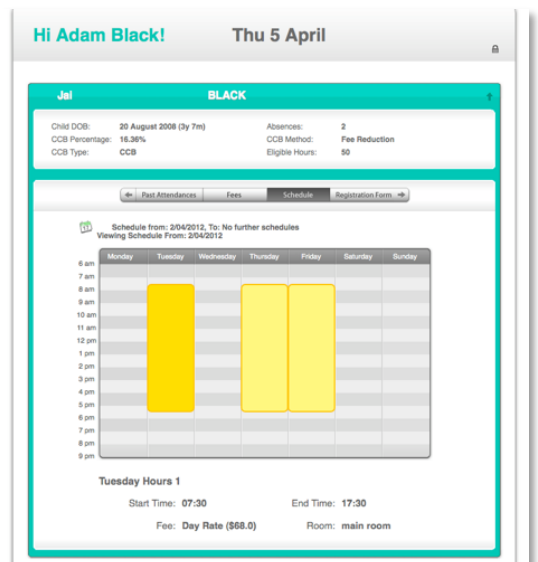
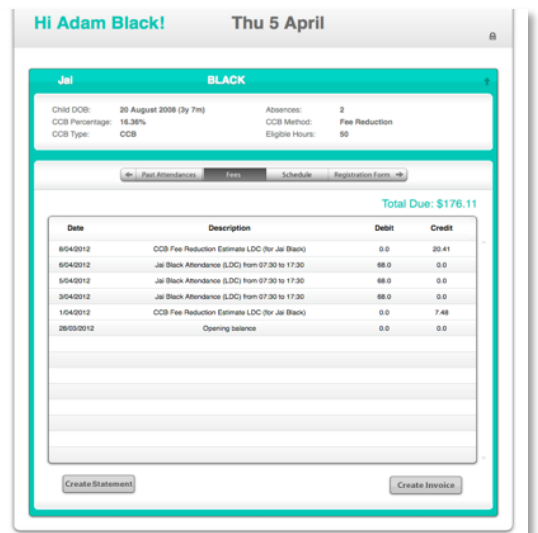
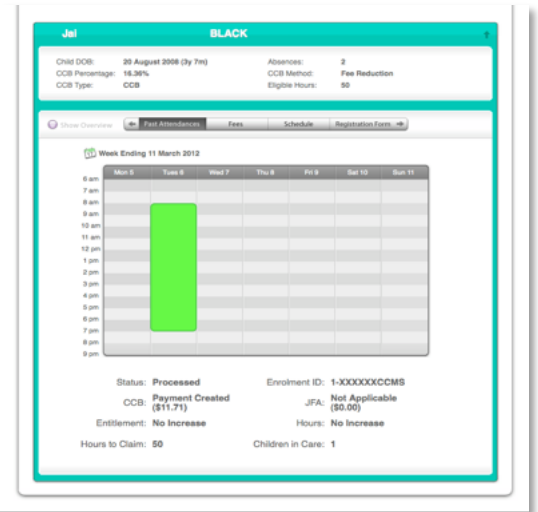
On the Fees tab you can view information regarding your payments, attendances, CCB reductions and extra charges. You can see your due amount or credit amount. This is also where you can download and print your own invoices and statements.

Schedule Tab

The Schedule tab can be used to see the days and hours your child is booked into child care. By clicking on one of the yellow blocks, you reveal underneath, the times, rates and room allocation (if applicable).

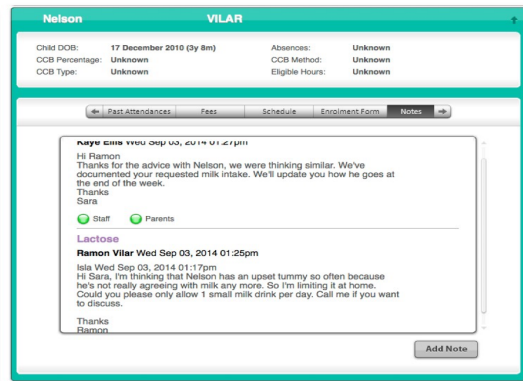
Enrolment Form Tab

The Enrolment Form tab can be used for referencing and updating all of your child's information. It's so easy to fix a phone number, email address, medical history, new emergency contact etc. Whatever amendments you make; the service is alerted so they are aware of any important new information that comes to light.



Notes Tab

You can use the Notes Tab to share information particular to a specific child in your family with the service. When you press 'Save' your service will be alerted to your new entry and they can view or view and respond.



Step 4: Managing Payments

You can use the Star icon for managing your HubDebit (direct debit) information if your service utilises this great feature as a way of easily managing your childcare fee payments.

