

## HELPFUL TIPS WHEN iENROLLING

Here are answers to some of the frequently asked questions when enrolling via the Kidsoft iParent Portal:

1. All mandatory fields must be completed before you can proceed to the next page. Mandatory fields have a red circle with a diagonal line through. Fields with a green tick are optional only.
2. While there is no requirement for children to be immunised at Tanderra, an up-to-date AIR Immunisation History Statement is required on enrolment. This can be accessed from your MyGov account. The iParent Portal has a MyGov tab so that you can navigate there to download it.
3. The portal will ask you to upload your child's birth certificate however this is not compulsory. Families can abstain from this step if they wish.
4. All documents can be uploaded via the portal or you can email them to us or present them in person if you prefer. You do not have to upload the documents in order to proceed and submit your iEnrolment.
5. When completing the SUBURB field in the enrolment document, begin typing the name of the suburb. As you proceed (even as far as the state and postcode in some cases) a drop-down list will appear from which you will need to select the suburb. You won't be able to proceed in the document until you have selected from this drop-down list.
6. If you have only submitted your waitlist request, you have not enrolled your child yet. You have only completed part 1 of a 2-step process. A service representative will approve your waitlist request soon. Please allow up to 24 business hours for this. If you are in a hurry, please contact us via phone or email. After approving your waitlist request, you will receive an email prompting you to complete your iEnrolment. Click [HERE](#) for detailed steps to assist you in this.
7. Once you have completed your enrolment and provided all required documentation, medication, authorisations etc you will be contacted by a service representative who will verify your child's enrolment and start date. If you are brand new to the service, we recommend you consider booking a date to visit the service with your child for an orientation. More information on this is available in our [Family Information Booklet](#).
8. Once your iEnrolment is finished, you will be able to make casual bookings via the iParent Portal. You will also be able to check the status of your account, manage your direct debit payments, send and receive messages and access relevant documents such as excursion permission forms, regular transportation authorisations, letters and newsletters. To change permanent bookings or cancel any bookings, you will need to contact the service.

If you are having trouble completing iEnrolment or would like further assistance, please contact us.

