

# Questions and Suggestions (/support/Index)

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## GETTING STARTED GUIDE: How do parents use iCare?

Posted on: 10/19/2017 12:56:57 PM

Replied by : support@icaresoftware.com

### **Parents are either invited or added manually by the admin of the iCare application.**

- When a parent is added manually, all their details will be filled by the admin and an email will be sent to the parent's registered email address to set up the password and access their account.
- When a parent is invited, they will receive an email with their login ID and a link to create a password and access their account.

After logging in to the iCare application, parents may register their children, schedule them and make payments for the scheduled P/Cs.

For enhancing parent-teacher communication we have introduced Journal, Photos and Chat features in the application. Journal helps you keep a track of your children activities, Photos lets you create memories and Chatting keeps you connected with the teachers.

### **Registration**

1. When invited, parents have to add their details after logging in to the application. And, when added manually you may use the Add Child button on the Children page to register your children. Fill in Profile and Contact details of your child carefully and save.


click to  
upload  
photo

# New Child

Fill child's personal  
details here

Profile   Contacts



## PERSONAL

Last Name *	<input type="text" value="Last Name"/>
First Name *	<input type="text" value="First Name"/>
Birth Date *	<input type="text" value="mm/dd/yyyy"/> 
Gender *	<input type="text" value="Male"/> ▼

Save

Cancel

## ENROLLMENT

Site *	<input type="text" value="Select site"/> ▼
Age-Based Room *	<input type="text" value="Not-specified"/> ▼
Start Date *	<input type="text" value="mm/dd/yyyy"/> 
Discharge Date	<input type="text" value="mm/dd/yyyy"/> 
Discharge Reason	<input type="text" value="Discharge Reason"/>
Program Type	<input type="text" value="Select"/> ▼
Enrollment Type	<input type="text" value="Select"/> ▼

Fill child's enrollment  
details here


## MEDICAL

Coming Soon

**Click here to save**

## Enter your information

**PERSONAL**

Photo 

Last Name \*

First Name \*

Relationship \*

Main Contact  ON

Can Pick-Up  ON

Lobby Password\*

Mobile Phone \*

Carrier\*

Work Phone

Home Phone

Email \*

Site

Address

City

State

Zip Code

Save

Cancel

**Enrollment**

2. Enroll children using the add schedule ('+' icon) button on your Child's Profile page. To navigate to your Child's Profile, click their name on Children page.



# David Jones

Room Infant

Age 0y 8m

Enrollment [Active](#)

Today's Status Did Not Attend

Main Contact Matthew Jones

Family Balance 150.00

- Profile
- Contacts
- Schedules
- Billing Grid
- Ledger

## PERSONAL

Last Name Jones

First Name David

Birth Date 3/5/2017

Gender Male

## ENROLLMENT

Site iCare Sandbox (1)

Age-Based Room Infant

Start Date 5/28/2017

Discharge Date [Add Discharge Date](#)

Discharge Reason [Add Discharge Reason](#)

Program Type [Select Program Type](#)

Enrollment Type [Select Enrollment Type](#)

## CUSTOM

## IMMUNIZATION

## MEDICAL

## ELECTRONIC DOCUMENTS

## Siblings +



Sara Jones

Toddlers2, 3y 5m

## Contacts +



Matthew Jones

Father

**Click here to add schedule**

## Programs/Classes +

PROGRAMS	CLASSES	MISCELLANEOUS
Infant HD	Spanish Beginner	Add Custom Schedule
Infant FD	Spanish Advanced	
	Music Intermediate	
	Music Beginner	
	Music Advanced	
	French Beginner	
	French Advanced	

## Payments

3. Select a child and use the 'Make Payment' button (\$) on Children/Transactions/Child Profile page to make payments. You may pay using credit cards, ACH accounts, or Direct Deposits (Recurring Payments). You may also, save the card/account details for faster checkouts in future.

**Enter Payment for Matthew Jones**

**ENTER PAYMENT**

Account Balance \$150.00

Select Child David, Jones

Payment Amount \$ 150.00

Memo CC Payment

**PAYMENT METHOD**

Credit Card ACH Direct Deposit

Select/Add Card Unhide cards Add Card Update Wallet Info Pay Without Saving

Direct Deposit Status OFF

**Payment options**

**For admin use only**

## Attendance (Lobby)

4. You may check- in/out your children using the iCare Lobby. To access the Lobby, you have to enter your unique Lobby Password which is available on your Child's Profile page under Contacts tab.

Welcome, Mary David (Site-1)

**Click here to check-in**

**View lobby messages here**

**View lobby questions here**

Photo	Name	Age-Based Room	In	Out	Hours	Questions
	Shelton, Abby	Infant	<a href="#">Check In</a>		0.00	<a href="#">Questions</a>
	Shelton, Sam	KG	<a href="#">Check In</a>			<a href="#">Questions</a>

For privacy, please click on Log out when done. [Log out](#)

5. You may also keep a track of your child's attendance from the Attendance page. Use the filter button to view attendance for a custom period.



## Attendance

All Children; All rooms; All P/C; All status; Today  
Sorted by name



Filter attendance for a custom range here

Today

<input type="checkbox"/>	Date	Name	Child/Staff	Age-Based Room	Site Id	In	Out	Hours	Total Hours
<input type="checkbox"/>	11/22/2017 (Wednesday)	Jones, David	Child	Infant	Site (1)	Not Attend		0.00	0.00
<input type="checkbox"/>	11/22/2017 (Wednesday)	Jones, Sara	Child	Toddlers2	Site (1)	Not Attend		0.00	0.00

Showing 1 to 2 of 2 entries

Show 10 entries

First Previous 1 Next Last

## Journal

- To keep a record of your children's activities and grades, navigate to the Journal page. Here, you may view daily notes posted by teachers and download your children's grades.


Children

[Click to view daily notes](#) → ACTIVITIES

GRADES ← [Click to view grades](#)

> French Advanced

Select all

 Robert Davis  
15y 8m yrs.

> Schoolage 5D

### NOTES

View by: [ALL](#) | [DAY](#) | [WEEK](#) Showing Robert Davis This Week Search

No notes have been entered by the teacher for the selected period or searched criterion.

## Photos

- On Photos page, you may view, like and comment on the pictures shared by teachers.

2 Total Photos

1 Total likes



Like button

## Chat

8. Using the Chat feature you may communicate with teachers instantly and pass important information. Select a teacher, enter your message and send.

The screenshot shows a messaging interface. At the top right, there are navigation icons for search, grid, share, and social media, along with a 'Help' dropdown. On the left, there is a search bar labeled 'Search teacher by name' and a dropdown menu labeled 'Select a teacher'. Below the dropdown is a list of teacher profiles: Carlos Sebastian (selected), Cooper Smith, Daisy Timonthy, Dominic Evan, and Gavin Taylor. The main area shows the selected teacher's profile, 'Carlos Sebastian', with a red arrow pointing to it and the text 'Selected Teacher'. Below this is a large text input area with the placeholder 'Send a Message.....' and a blue 'SEND' button. A red arrow points from the text 'Enter your message and hit enter or click Send' to the input area. At the bottom, there is a copyright notice: 'Copyright © 2017 Orgamation Technologies, Inc. All rights reserved. # www.icaresoftware.com'.

## Leave a Comment / Question

Email

Comment

Styles

Format

Font

Size

▼ ▼



Submit Cancel

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