# Questions and Suggestions (/support/Index)

## 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.

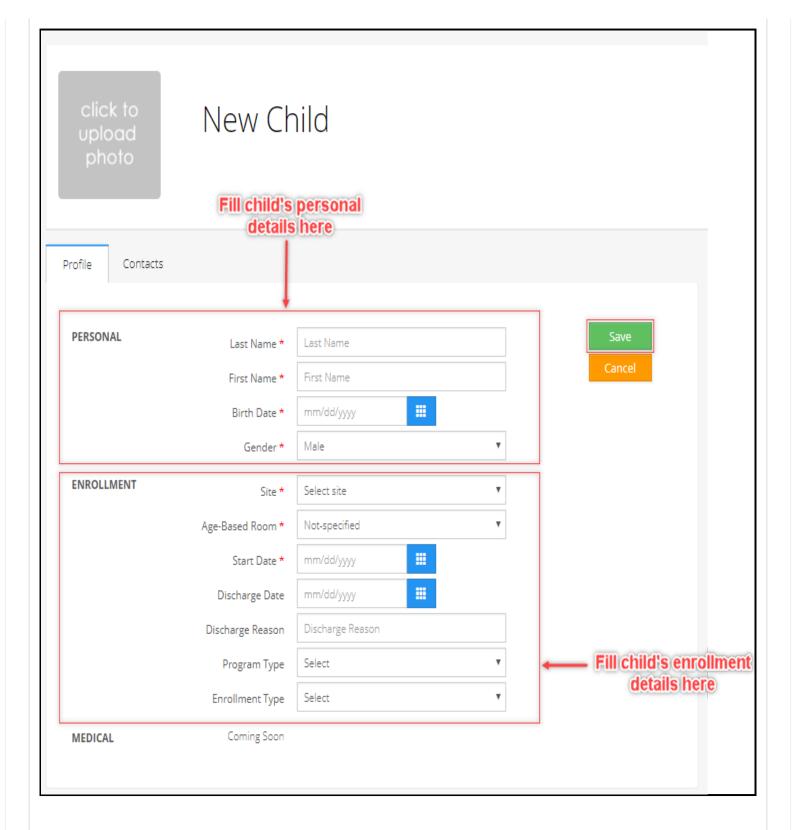
- When a parent is added manually, all their details will be filled by the admin and an email will be sent to the parent's registered email address to set up the password and access their account.
- When a parent is invited, they will receive an email with their login ID and a link to create a password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

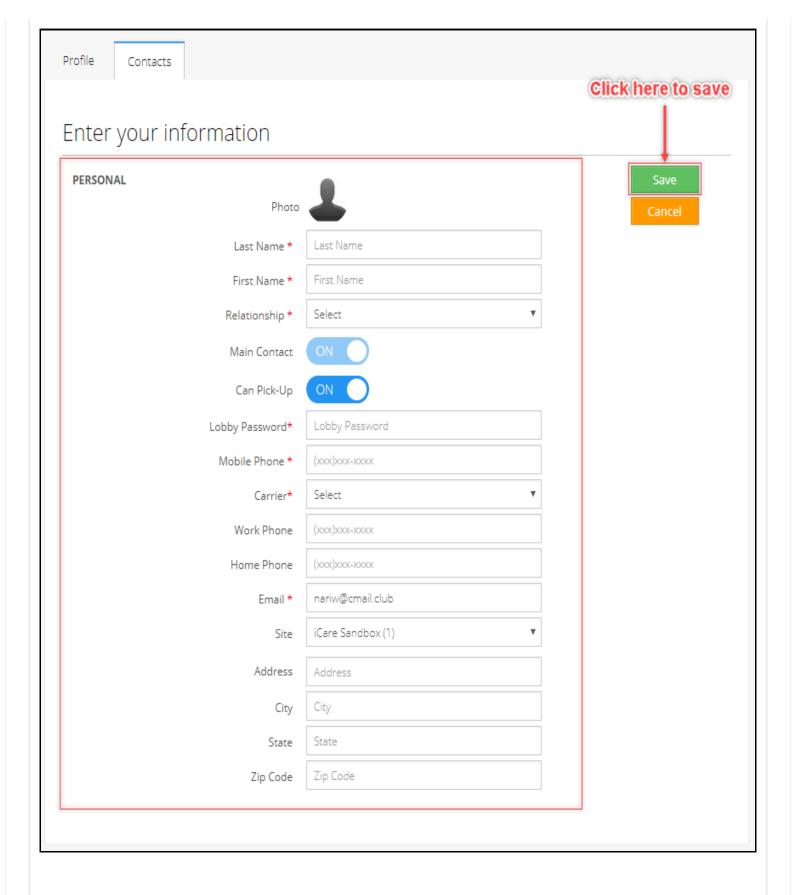
After logging in to the iCare application, parents may register their children, schedule them and make payments for the scheduled P/Cs.

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.





### **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

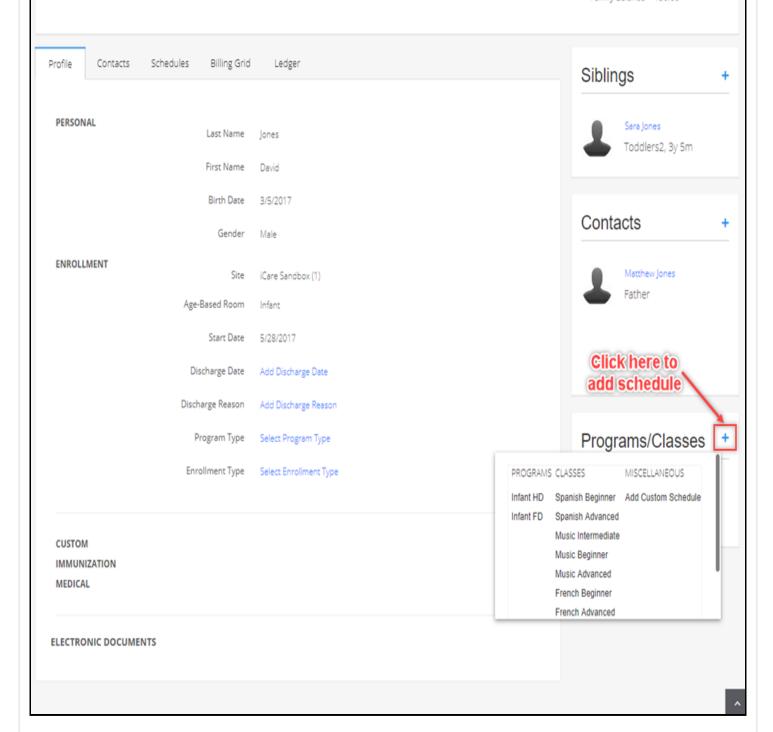
Room Infant Age 0y 8m

Enrollment Active

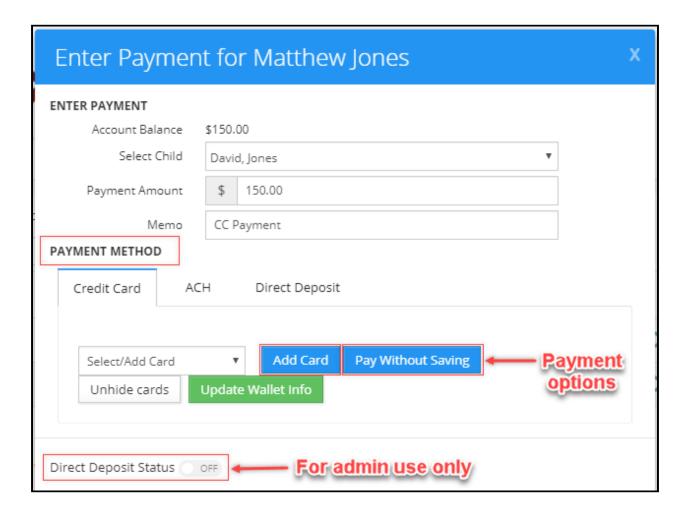
Today's Status Did Not Attend

Main Contact Matthew Jones

Family Balance 150.00



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.

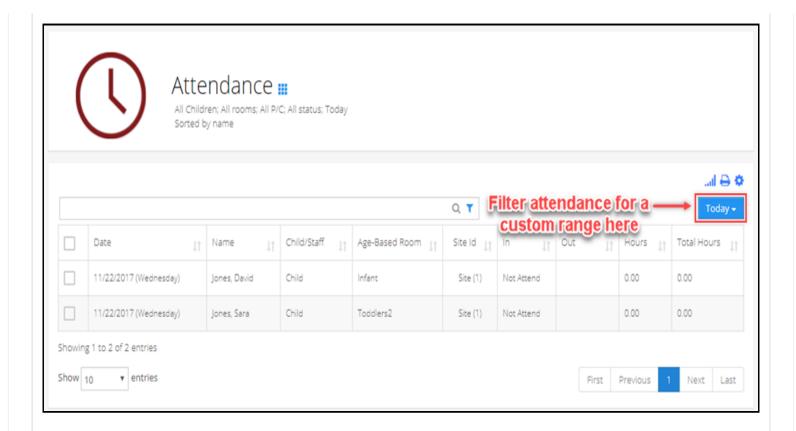


### Attendance (Lobby)

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.

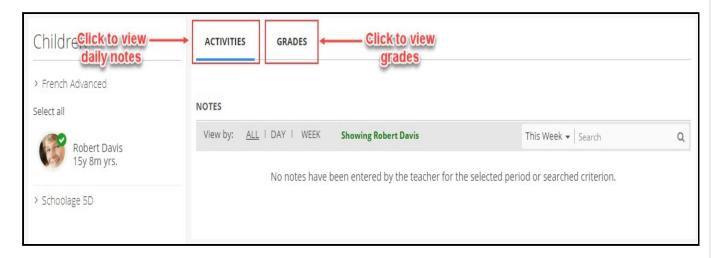


5. You may also keep a track of your child's attendance from the Attendance page. Use the filter button to view attendance for a custom period.



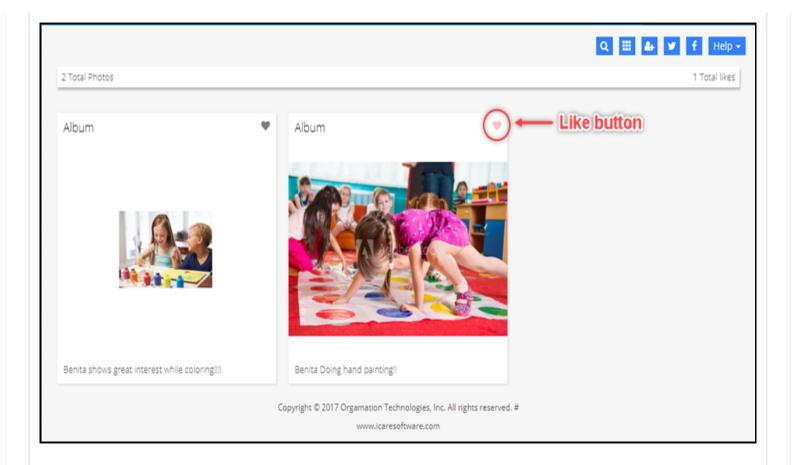
### Journal

6. 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.



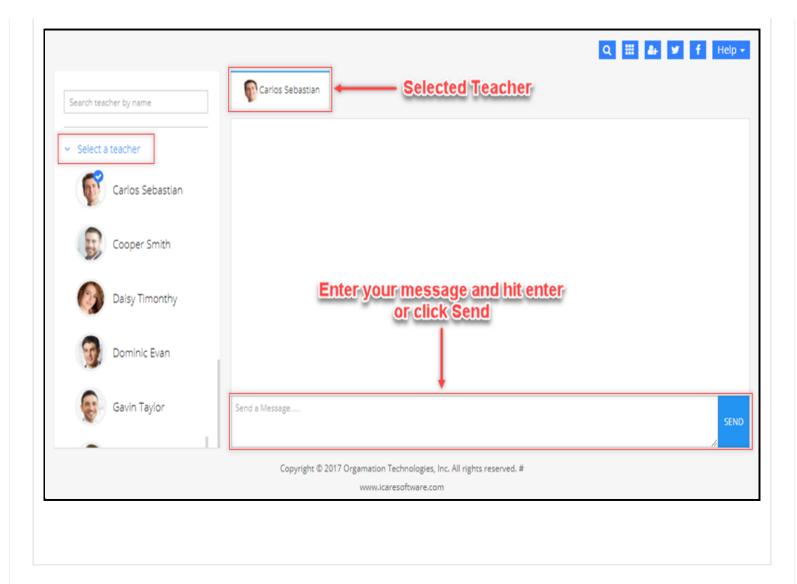
### **Photos**

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



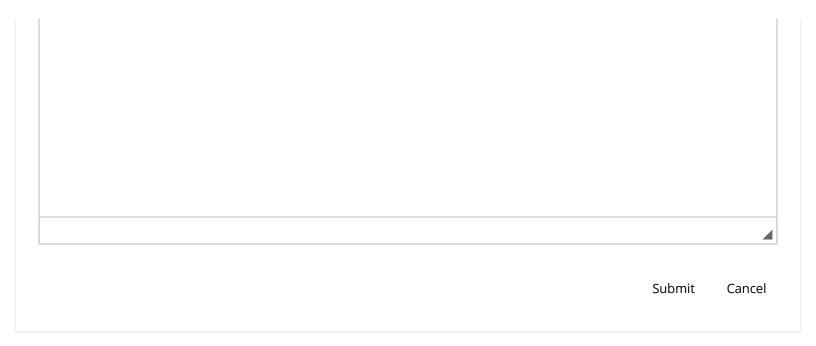
### Chat

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



# Leave a Comment / Question

# Enter Email Comment Source Styles Format Font Size Format



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