



OWNA Fact Sheets

This document details the follow instructions for families and caregivers:

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Submitting a waitlist request

Submitting a waitlist request is easy and can be done online or on our iPad at sign in or out.

Please click the following link to submit a waitlist request:

<https://www.owna.com.au/waitlist.aspx?c=ejkidscares>



Submitting an enrolment form

Please click the following link to complete your enrolment form:

<https://www.owna.com.au/enrol.aspx?c=ejkidscares>

By completing this form, you will have access to make casual bookings.

If you have an existing child on your account and this is a new enrolment, we will manually merge your accounts together.



How to reset your pin

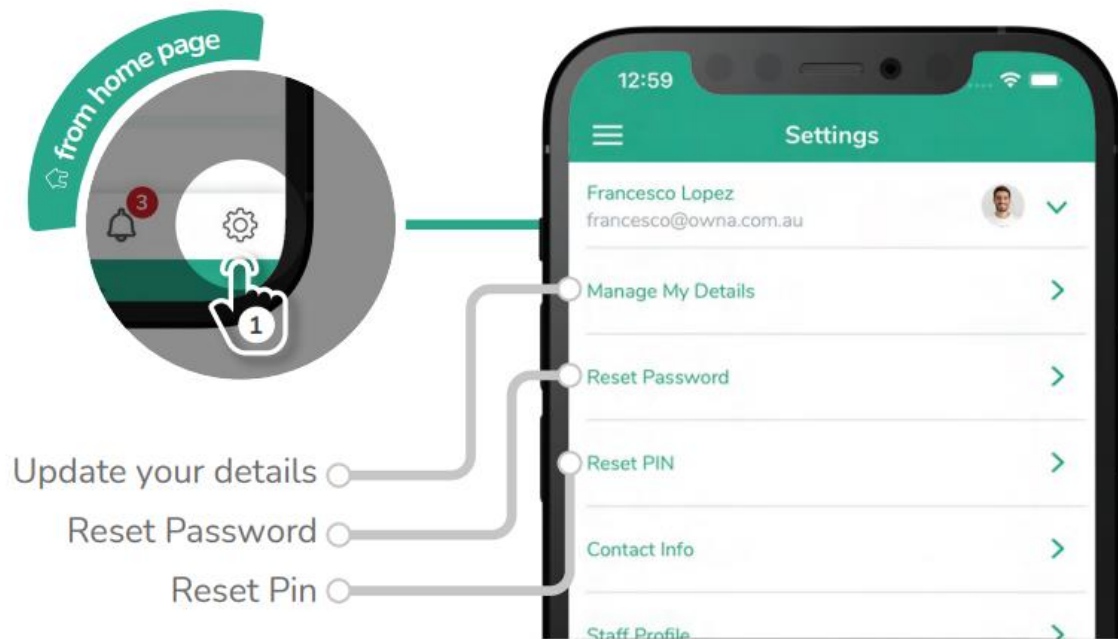
Log in to the App with your username and password

Go to the Settings menu (cog/gear icon in the bottom right corner)

Select Reset PIN

Enter a new PIN code in both fields - it must be at least 6 digits!

Press Submit





Updating Direct Debits and Making One-Off Payments

Select the three horizontal lines

Select Statements/Invoices

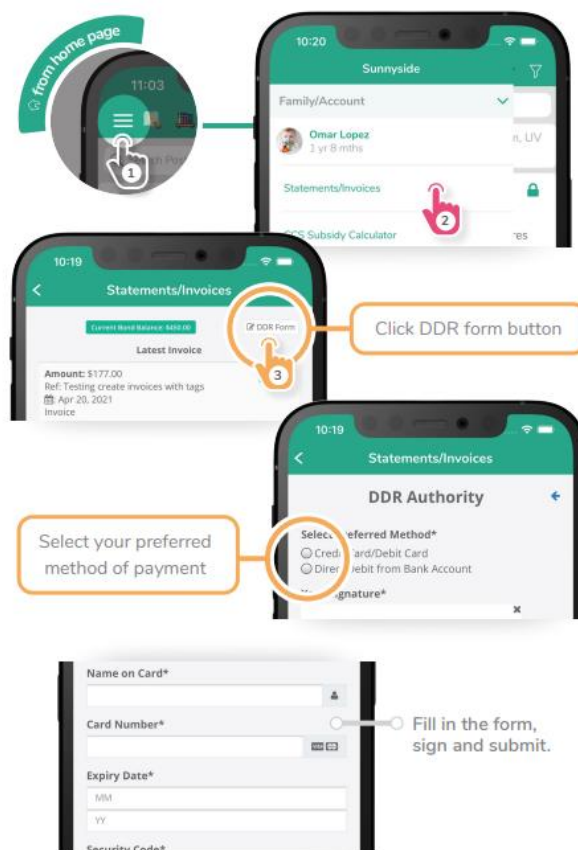
Press the DDR Form button

Select your preferred method of payment

Fill in the form

Read and accept the terms and conditions

Sign and submit the form

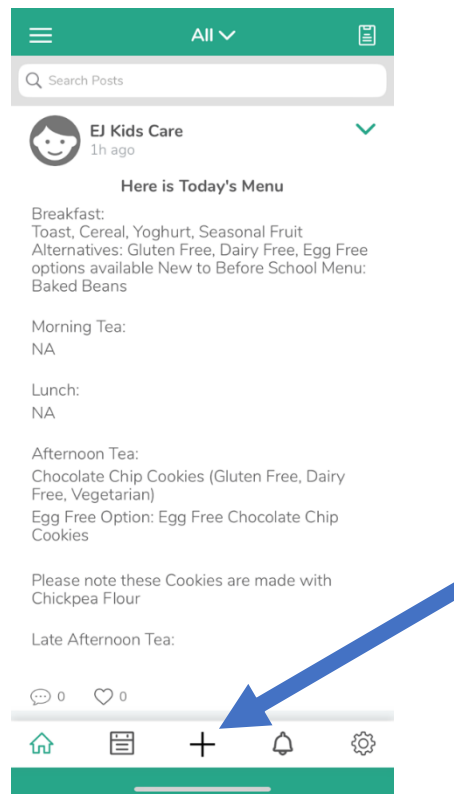




Marking your child absent

Cancelling regular term time bookings

On the OWNA Mobile App select the plus (+) button in the middle of the screen at the bottom.



Select Mark Child/ren Non Attendance.

Below the calendar will be the dates that your child has bookings with us, hold the date that you want to mark your child as Non-Attending and slide from right to left revealing an option to Mark your Child/ren as Non-Attending.

Cancelling Casual Bookings

You can cancel casual bookings as long as you are still outside of the notice period.

Press the + icon

Select Casual Bookings

Press on a booked session(s)

Press Cancel Booking



Submitting forms

We are slowly rolling out more forms at the Service. Please go here to process the following requests:

- Feedback for incursions or other family engagement surveys
- Outside Activities Permissions Forms
- Adding another Authority and Emergency Contact to collect your child

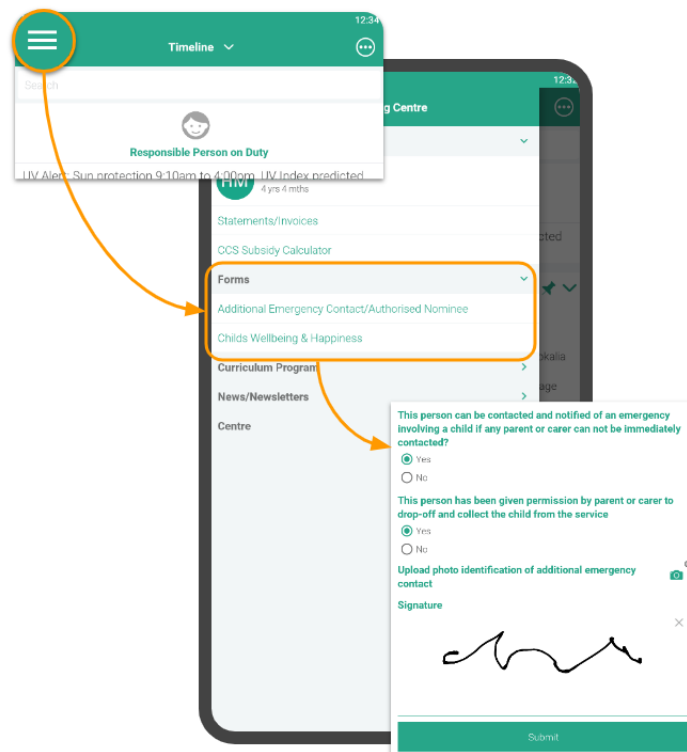
Submitting forms

Select the three horizontal lines then go to Forms

Select the form you want to complete

Answer all the questions (some may be mandatory)

Press submit





Making a casual booking

Press the + icon

Select Casual Bookings

Select the Week, Child, and Room you would like to book for

Chose from the available days (in Green) - if you are booking for multiple children, you can see how many spots are available

Press Book Selected to confirm

If there are no spots available, you can click the bell icon to be notified if a spot opens up!

Cancelling casual bookings

You can cancel casual bookings as long as you are still outside of the notice period.

Press the + icon

Select Casual Bookings

Press on a booked session(s)

Press Cancel Booking

Further breakdown of instructions can be found here:

<https://drive.google.com/file/d/1PK6m623YDZH1KEdMOu0vRA1MGelFsL9V/view>