



What is Harmony?

Harmony is a web-based software solution used by Educators and Family Day Care services to take care of all their business needs.

Your Educator may streamline your sign in process by using Harmony's electronic signature functionality.

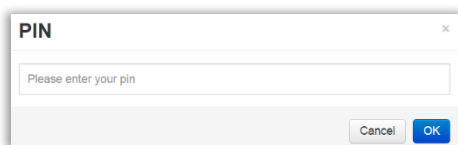
Contents

<u>Child Care PIN</u>	<u>2</u>
<u>Signing In and Out – A Quick 4 Step Guide</u>	<u>3</u>
<u>Signing In and Out with e-Signatures</u>	<u>4</u>
<u>Signing In and Out Siblings</u>	<u>7</u>
<u>Signing In Casual Sessions</u>	<u>9</u>
<u>Signing a Timesheet</u>	<u>11</u>
<u>Remote Signatures</u>	<u>13</u>
<u>Parent Portal</u>	<u>16</u>
<u>Parent Feedback and Messaging</u>	<u>23</u>

[Child Care PIN](#)

Your Family Day Care Service is using a technology platform designed to streamline communication and administration processes with families. One of the important components of this is the introduction of electronic signatures (or e-Signatures).

It is a regulatory requirement that all children are signed in and out of care each day. Your Family Day Care service will be using a PIN to verify a person's identity when signing child attendances.



A system generated random PIN will be sent to you via your email address.

PIN Security

Your PIN should never be shared with anyone else. Encryption technology will secure your PIN. If you have forgotten your PIN, your Family Day Care service can resend a new random generated number to your email.

Changing your PIN

You have the option of changing this PIN to a number of your choosing via the link you have received in your email or within the Parent Portal. You can change it to any 4 to 8 digit combinations, except for clashing numbers and weak security numbers, such as 1111 or 1234, etc.

NOTE: If you are changing your PIN via the link in your email you have 72 hours to do so. If you miss the timeframe to change your pin just ask your educator to contact your Family Day Care Service (or contact them directly) to request a new Child Care PIN be generated. This will contain a new pin with a new link.

Who else can sign In and Out?

The registered guardian will be issued with a Child Care PIN. In addition, different PINs can be provided to other persons, nominated by the registered guardian, with authorisation to collect your children.

Incorrect PIN Entry

In the event that your Child Care PIN is entered incorrectly more than 5 times, your PIN will become invalid. This will result in you receiving an 'Invalid PIN' error when attempting to use your PIN. To have a new PIN issued, ask your Educator to contact your Family Day Care Service (or contact them directly) to request a new Child Care PIN. The pin can be then changed in the parent portal.

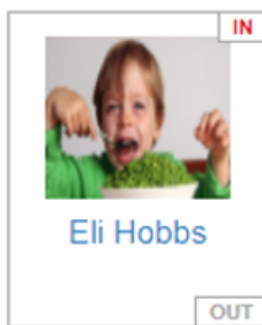
Quick 4 Step Guide

Upon arrival, your educator will have a device ready for you to use to sign in and out using e-Signatures.

To sign your child in and out of care, follow the easy 4 step process:

Step 1.

Select your child by clicking their name place card:



Step 2.

Tell us who you are:

A screenshot of a 'PIN Entry' dialog box. The title bar says 'PIN Entry'. Below the title bar is a blue instruction bar: 'Please choose from either Guardians/Partners/Authorised Pickups or Other.' Underneath, there are two sections. The first is 'Guardians/Partners/Authorised Pickups' with three buttons: 'Laura Stebbings' (highlighted in green), 'Jason Stebbings', and 'Nina Stebbings'. The second is 'Other' with a dropdown menu currently set to 'Unselected'. Below these is a 'Pin' field with the text 'Please enter your PIN'. A red arrow points from the 'Laura Stebbings' button to the 'Pin' field. At the bottom right are 'Cancel' and 'OK' buttons.

Step 3.

Enter your Child Care PIN:

A screenshot of the 'PIN Entry' dialog box, similar to Step 2. The 'Laura Stebbings' button is highlighted in green. A red arrow points to the 'Pin' field, which contains several asterisks. The 'OK' button is highlighted in blue.

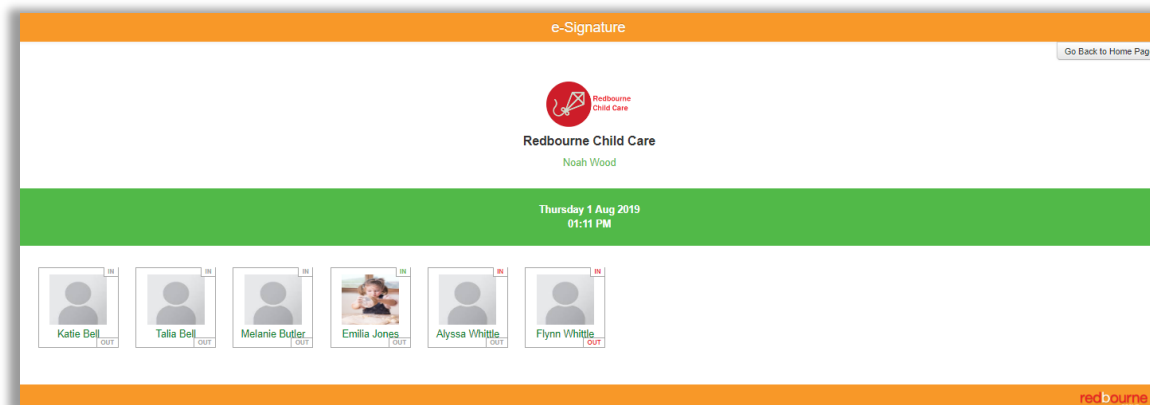
Step 4.

Click 'Sign In' or 'Sign Out':

A screenshot of a child care interface. At the top, it says 'Friday 9 Nov 2018 10:24 AM'. Below that is a profile card for 'Jace Stebbings' with a photo and a green checkmark. Under the profile card, there is a status indicator '08:00 AM - 06:00 PM' with a 'Not Present' checkbox. Below that is an 'IN 10:29 AM' button. At the bottom, there is a 'Comment...' field and three buttons: 'CANCEL', 'SIGN OUT', and 'SIGN IN'. Red arrows point to the 'SIGN OUT' and 'SIGN IN' buttons.

[Signing In and Out with e-Signatures](#)

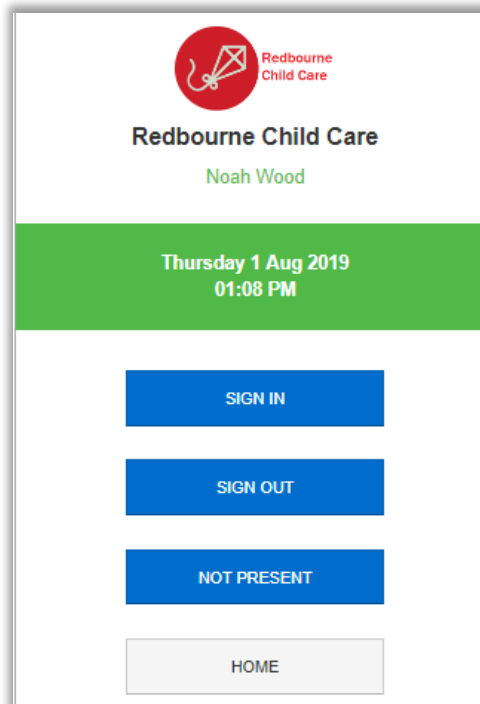
When arriving to drop off children into care, the educator will have the following screen open:




You will need to click on your child's name and the following window will open where you may now select **your name** and enter **your PIN**. Once your PIN has been entered, click **OK**.

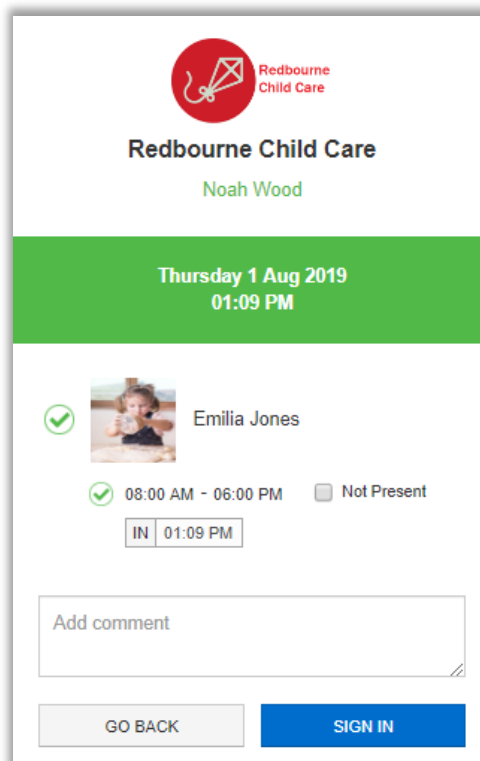
The 'PIN Entry' dialog box has a title bar with a close button. Below the title bar is a light blue instruction box: 'Please choose from either Guardians/Partners/Authorised Pickups or Other.' Under the heading 'Guardians/Partners/Authorised Pickups', there are four buttons: 'Samantha Daly' (highlighted in green), 'Albert Daly', 'Andrew Daly (Uncle)', and 'Martha Daly (Grandmother)'. Under the heading 'Other', there is a dropdown menu currently set to 'Unselected'. Below that is a 'Pin' input field with a masked password '.....'. At the bottom right, there are 'Cancel' and 'OK' buttons.

Once you have clicked **OK**, the e-Signature options will display:



To sign your child (or children) into care, please click the  button.

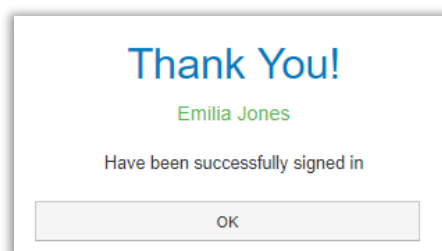
Once the **Sign In** button has been clicked the following screen will open:



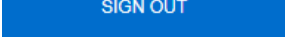
Click the **Sign In** button and your child will be signed in at the current date/time. If you would like to add any comments regarding this session, you can do so in the comments box before clicking **Sign In**.

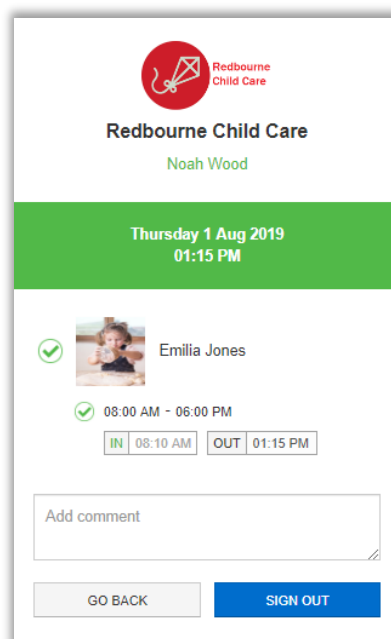
NOTE: If your child is absent from care, please click the 'Not Present' button and then click 'Sign In'. This may also be selected directly from the e-Signature option page. Once clicked, this button will change to red.

Once your child has been signed in you will receive the following message:



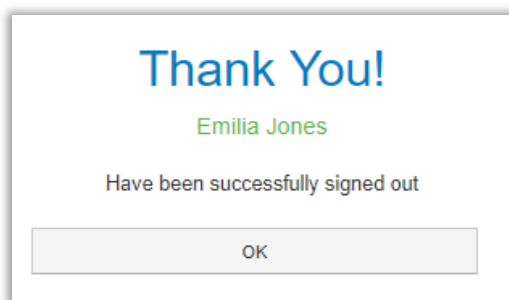
The Sign Out process is very similar to the above steps. When you return to pick up your child (or children), the same e-Signature screen will be available for you to click your child's name. Simply repeat the process of selecting your child, selecting your name and entering your PIN.

To sign your child out of care, please click the  button. Once the **Sign Out** button has been clicked the following screen will display:



Please click **Sign Out**. Once again, if you would like to add any comments regarding this session, you can do so in the comments box before clicking **Sign Out**.

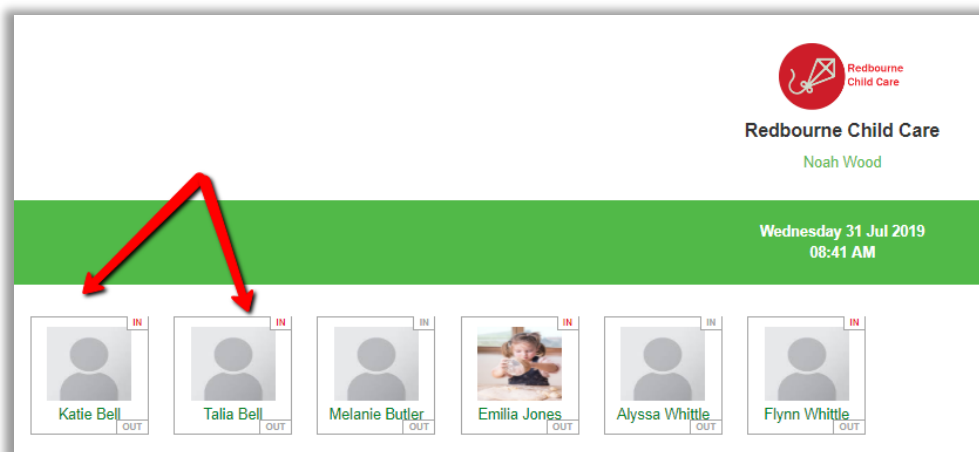
Once the child has been signed out you will receive the following message:



NOTE: that if you have more than one child, you will be able to sign all children in/out at once. You will also be able to untick children, if you do not wish to sign specific children at that time.

Siblings

Siblings will all be signed in/out together. In the example below Katie and Talia are siblings.



Even if you only select Katie both siblings will appear to sign in:

✓ Talia Bell
08:00 AM - 06:00 PM Not Present
IN 08:49 AM

✓ Katie Bell
08:00 AM - 06:00 PM Not Present
IN 08:49 AM

Add comment

GO BACK SIGN IN

If both siblings are in care then click sign in.

If one child is in care, however the other child is absent then click on **Not Present** for the child that is away before clicking sign in:

✓ Talia Bell
08:00 AM - 06:00 PM Not Present
IN 08:49 AM

✓ Katie Bell
08:00 AM - 06:00 PM Not Present
IN 08:49 AM

Add comment

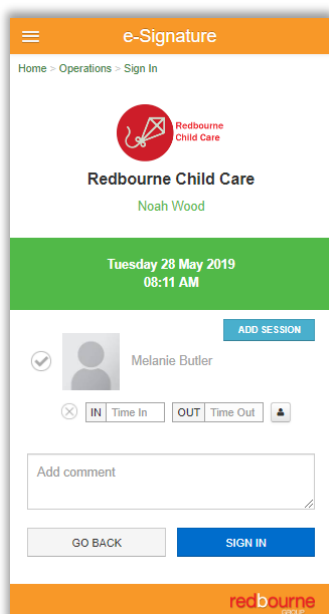
GO BACK SIGN IN

Casual Care

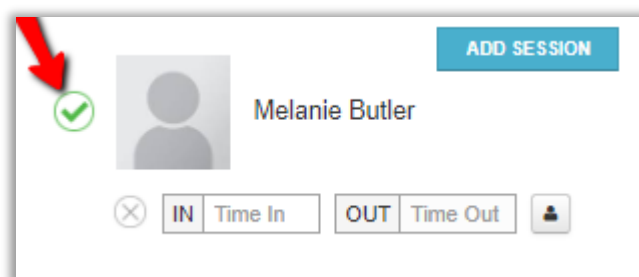
When your child attends care on a day you are not usually booked for, you will need to follow a slightly different process.

You will need to click on your child's name on the e-Signature home screen and complete the PIN entry process.

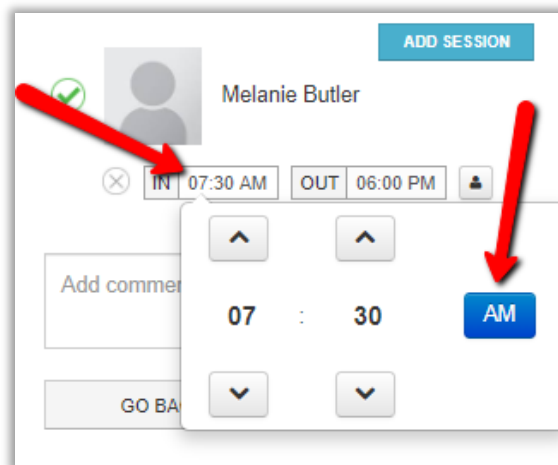
Once again, select the **Sign In** button. The following window will appear:



Click on the **grey** tick beside your child's name and photo. This will change it to a **green** tick. A time in and time out box will then appear underneath.



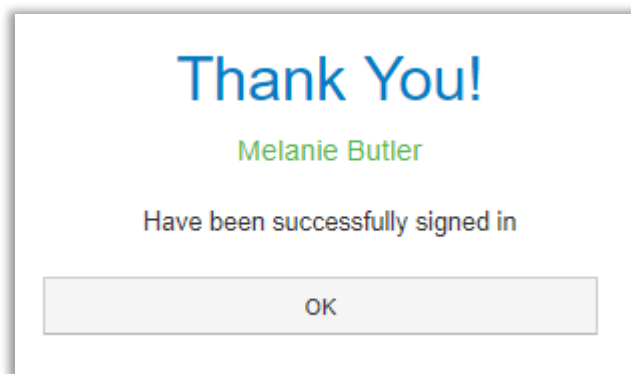
Enter the Time In and **expected** Time Out for that day using the time selector.



NOTE: *If your child is coming in for multiple sessions (before and after school care) please only add the before school care hours as your educator will take care of the afterschool times.*

Click **Sign In**. If you would like to add any comments regarding this session, you can do so in the comments box before clicking sign in.

The following window will appear:




To sign your child/ren out of care, please follow the usual signing out process.

Signing a Timesheet

At the end of your week in care, your Educator may request that you sign and sign your child/children's Timesheet. This Timesheet will contain your sign in and out times, absences, charged hours of care and additional charges (such as food and travel).

To verify the Timesheet, your Educator will have it open for you to view. At the bottom of the page, you may select either 'PIN' or 'PAD':

7. Fee Estimation (This is the estimate as at today.)					
Week Ending Date: 28-07-2019					
Total Fees	Total Hours	Total Admin Levy	Total Other	Total CCS	Gap Fee this Timesheet
\$0.00	0	\$0.00	\$0.00	\$0.00	
Parent Signature			<input type="button" value="PAD"/> <input type="button" value="PIN"/>	Educator Signature	Noah Wood
I certify the records shown are a true and accurate for the care provided. Care was provided by an educator who is authorised to charge and collect fees on behalf of the service.					

HarmonyWeb 

PAD

This option will allow you to sign using a touch pad device:

Signature

Person Picking Up


Signature

Photo

Select your name from the drop down list. Then sign in the signature box:

Signature

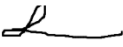
Person Picking Up


Signature


Photo

Save the record. Your signature will then display on the timesheet:

7. Fee Estimation (This is the estimate as at 01-08-2019 2:33 PM.)
 Week Ending Date: 28-07-2019

Total Fees	Total Hours	Total Admin Levy	Total Other	Total CCS	Gap Fee this Timesheet
\$0.00	0	\$0.00	\$0.00	\$0.00	
Signed by Charles Butler on 01-08-2019 2:33 PM					
Parent Signature	 <input type="button" value="Show Photo"/>			Educator Signature	Noah Wood
I certify the records shown are a true and accurate for the care provided. Care was provided by an educator who is authorised to charge and collect fees on behalf of the service.					


HarmonyWeb 

PIN

This option will allow you to verify the timesheet details using your PIN. Click the 'PIN' button and enter your e-Signatures PIN:

7. Fee Estimation (This is the estimate as at today.)
 Week Ending Date: 28-07-2019


Total Fees	Total Hours	Total Admin Levy	Total Other	Total CCS	Gap Fee this Timesheet
\$0.00	0	\$0.00	\$0.00	\$0.00	
Parent Signature	<input type="text" value=""/> <input type="button" value="PAD"/> <input type="button" value="PIN Submit"/>			Educator Signature	Noah Wood
I certify the records shown are a true and accurate for the care provided. Care was provided by an educator who is authorised to charge and collect fees on behalf of the service.					

HarmonyWeb 

Click the 'PIN Submit' button and the timesheet will be verified:

7. Fee Estimation (This is the estimate as at 01-08-2019 2:27 PM.)
 Week Ending Date: 28-07-2019

Total Fees	Total Hours	Total Admin Levy	Total Other	Total CCS	Gap Fee this Timesheet
\$0.00	0	\$0.00	\$0.00	\$0.00	
Electronic signature is verified for Charles Butler on 01-08-2019 2:27 PM					
Parent Signature				Educator Signature	Noah Wood
I certify the records shown are a true and accurate for the care provided. Care was provided by an educator who is authorised to charge and collect fees on behalf of the service.					

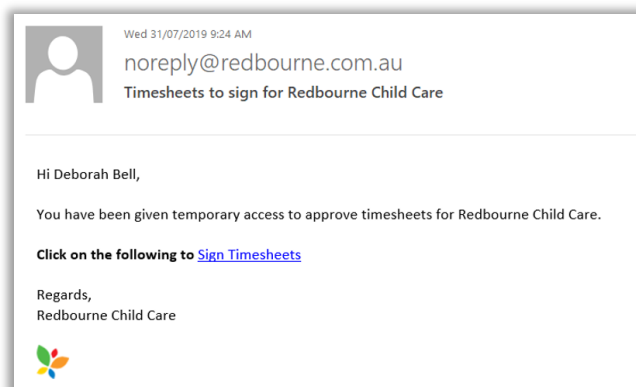
HarmonyWeb 

Once the timesheet has been verified via the PIN or PAD options, it will be locked from editing.

Remote Signatures

Timesheets may be sent to you to verify externally. This will allow you to view the booked and charged hours, e-Signature data and miscellaneous fees on the timesheet. You may then approve or reject the timesheet.

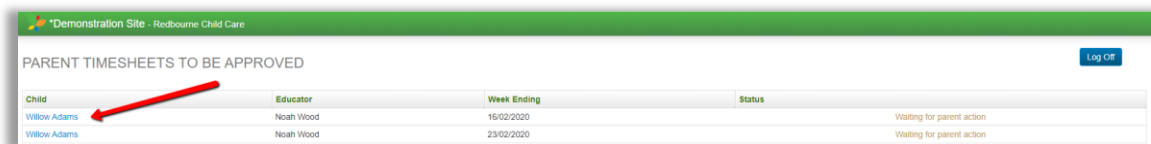
Remote Signature Requests will be sent from your Educator via email:



You will need to click the [Sign Timesheets](#) link and enter your e-Signature PIN:



Any timesheets awaiting your approval will appear on screen:



Child	Educator	Week Ending	Status
Willow Adams	Noah Wood	16/02/2020	Waiting for parent action
Willow Adams	Noah Wood	23/02/2020	Waiting for parent action

Click the child's name and the timesheet will open:

Redbourne Child Care Timesheet E-Form

[Close](#)

It is an offence under Family Assistant Law to provide false or misleading information.

1. Attendance Details Week Ending: 28 Jul 2019

Child	Talia Bell	Educator	Noah Wood	Status
Guardian	Deborah Bell	Enrolment	There are no enrolments for this timesheet.	
Approval	123456(ASC)	Subsidies	CCB	

2. Charged Hours

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In			8:00 AM		8:00 AM		
Out			6:15 PM		6:00 PM		
Absent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Start 24	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Booked Hours

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
e-Signature			08:00 AM - 06:00 PM		08:00 AM - 06:00 PM		

4. Fees

Fee Name	UoM	Amount	Qty	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Eligible For Subsidy	Total
Breakfast	Daily	4		0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	\$0.00
Dinner	Daily	5		0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	\$0.00
Lunch	Daily	4		0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	\$0.00
Snack	Daily	3		0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	\$0.00
Travel	\$ Value	0		0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	\$0.00

[Reject](#) [Approve](#) [Print](#)

HarmonyWeb

Click on the e-signature button to display in/out times for the week:

3. Booked Hours

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
e-Signature			08:00 AM - 06:00 PM		08:00 AM - 06:00 PM		

↓

4. e-Signature

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			7:06 AM G - 6:12 PM G		8:03 AM G - 5:16 PM G		

The data will display the time stamp of when the signature was recorded. It will also indicate who entered the signature.

G – The signature was recorded by the Parent/Guardian.

E – The signature was recorded by the Educator.

AP – The signature was recorded by a family contact authorised for pickup.

EA – This signature was recorded by the educator’s assistant.

S – The signature was recorded by a service staff member.

Check the information on your timesheet and then you may approve or reject it at the bottom of the page:



Clicking **Approve** will send the timesheet back with an electronic verification on the bottom of the timesheet.

Clicking **Reject** will prompt you to enter a comment:

A screenshot of a web application dialog box titled 'Reject Timesheet'. The dialog has a green header bar. Below the header, there is a section labeled 'Reject Comments' with a red arrow pointing to it. Underneath is a text input field containing the text 'Robbie was absent on Monday but has been marked as attended.' At the bottom of the dialog, there are two buttons: 'Reject Timesheet' (green) and 'Close' (blue).

This will allow you to alert your Educator to any disagreements or errors you have found on the timesheet.

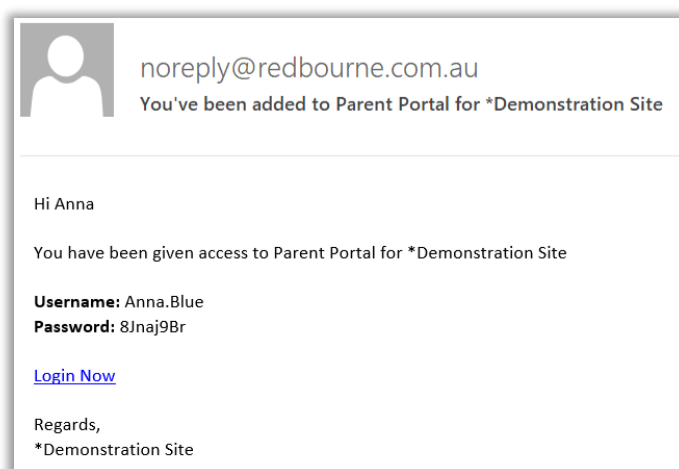
Once you have approved or rejected the timesheet, it will no longer appear in the list of timesheets awaiting approval:

A screenshot of a web application showing a table titled 'PARENT TIMESHEETS TO BE APPROVED'. The table has a green header bar and a 'Log Out' button in the top right corner. The table has five columns: 'Child', 'Educator', 'Week Ending', 'Status', and 'Actions'. The table body is currently empty.

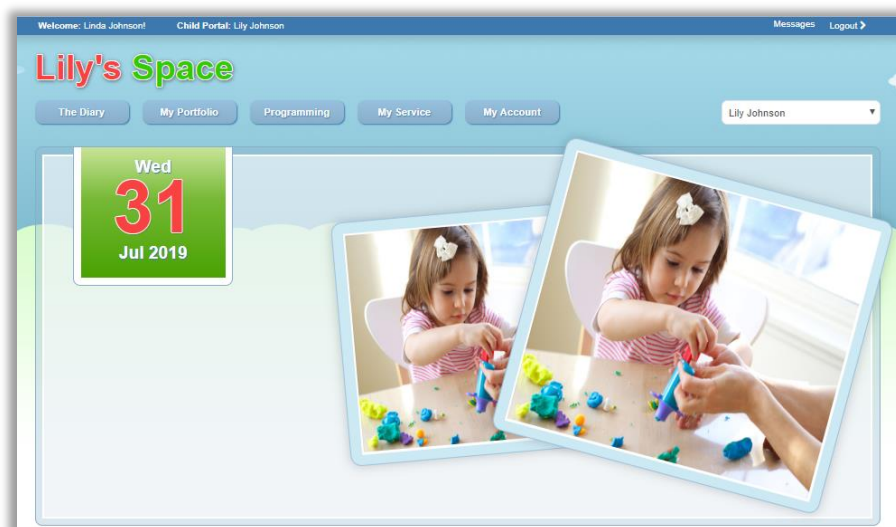
Parent Portal

The parent portal provides a range of content your service or educator shares with you regarding your child/children. This may include Learning Stories, Observations and Daily Diaries and staff profiles. You will also be able to view all invoices and receipts, change your e-signature pin and log in credentials with the added ability to pay your educators directly through the portal!

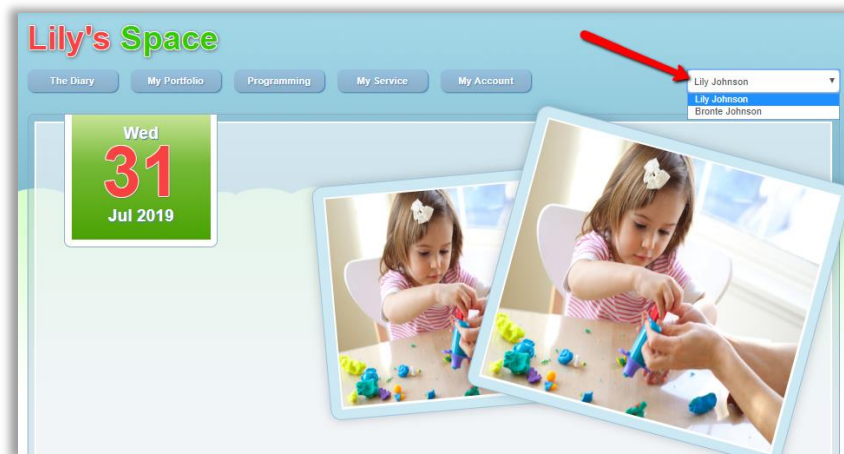
Once your Family Day Care Service have granted you access you will receive an email with your log in credentials:



Click on the log in now link, enter your credentials and sign in. This will then take you to the home screen:



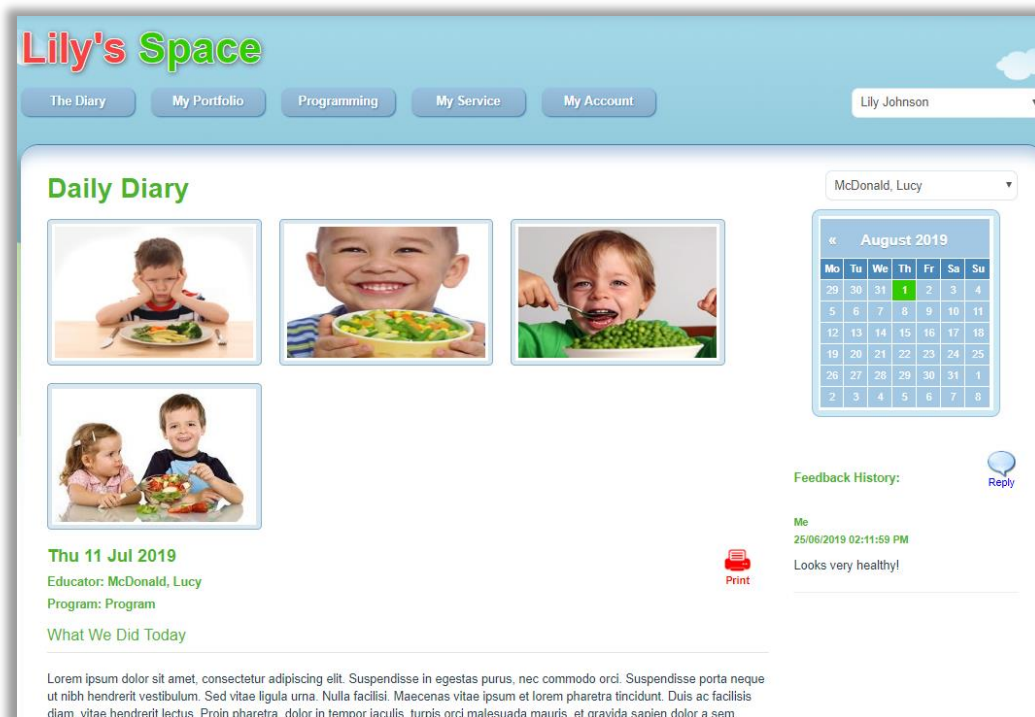
If you have multiple children you can change between the siblings through the option in the top right hand corner:



The Diary



Educators have the ability to record what activities are happening during the day or week. When you click on **The Diary** menu option you are taken the most recent entry the educator has published:



Scroll down to the bottom of the page and click on previous or next to move between records:



My Portfolio



This page will display all observations and learning stories for your child:

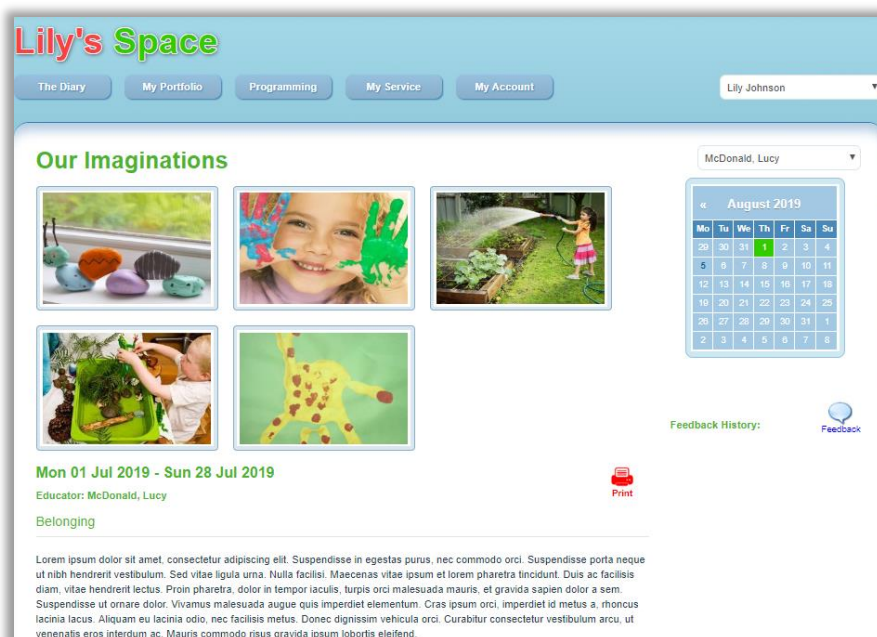


Select a record to view more information.

Programming



This is to show the different programs your educator is running.



My Service



This will display all information your Family Day Care service has published. This can include policies, handbooks and staff profiles

Service Information

Policy Documents

View your service's policy documents.

Parent Handbook

View your service's parent handbook.

Staff Profiles

View your service's staff and educator profiles.

Contact Us

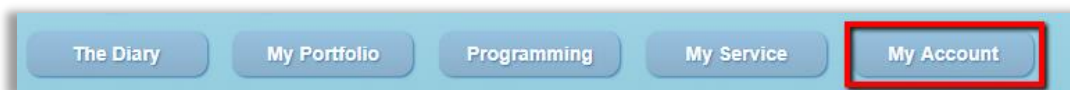
Address
Chermside, QLD, 4032

Phone
1800020126

Fax
1800020126

Email
tester1@redbourne.com.au

My Account



This is where you can manage your account, pin and log in credentials. As soon as you log in you can see your balance with the educator:

Service Account Balance: You are in credit \$38.90
Lucy McDonald: You owe \$250.20

View Invoices & Receipts

Pay Now

Update Online Payment Details

Set Online Payment Code

e-Signature Pin

Change Credentials

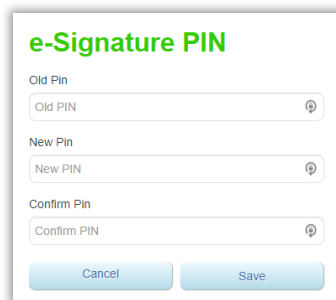
Manage Access

Parent Feedback

Click on **View Invoices and Receipts** to display all invoices and receipts your educator has created. You can also download these by clicking on the view button:

Type	Issued By	Reference	Date	Amount	Invoice Balance	
Invoice	LucyMcDonald	INV-00001019	07/03/2019	-\$50.00	\$50.00	View
Invoice	Service	INV-00001010	02/07/2018	-\$1.10	\$0.00	View
Receipt	Service	REC-00001006	30/04/2018	\$20.00		View
Receipt	Service	REC-00001002	16/02/2018	\$20.00		View
Invoice	LucyMcDonald	INV-00001002	24/10/2017	-\$5.00	\$0.00	View

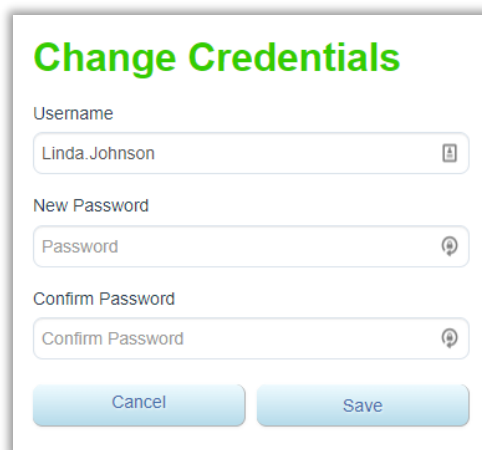
e-Signature Pin option will allow you to change your current pin.



The form is titled "e-Signature PIN" in green. It contains three input fields: "Old Pin", "New Pin", and "Confirm PIN". Each field has a small circular icon with a key symbol on the right side. At the bottom of the form are two buttons: "Cancel" and "Save".

NTOE: PINs may be 4 - 8 digits long, may not contain sequential or repeated numbers (eg 1234 or 1111) and must not contain a zero.

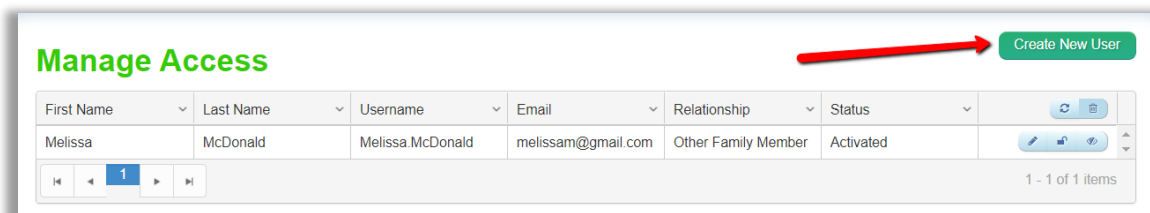
Click on **Change Credentials** to change your password:






The form is titled "Change Credentials" in green. It contains three input fields: "Username" (with the text "Linda Johnson"), "New Password" (with the text "Password"), and "Confirm Password" (with the text "Confirm Password"). Each field has a small circular icon with a key symbol on the right side. At the bottom of the form are two buttons: "Cancel" and "Save".

Select the **Manage Access** option to give additional users access into the portal!
e.g grandparents.

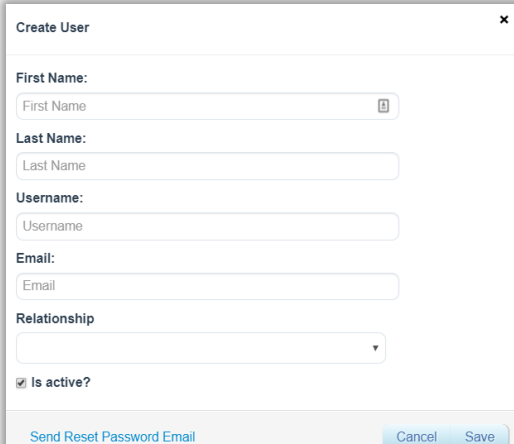
Click on **Create new User**



The form is titled "Manage Access" in green. It features a table with columns: First Name, Last Name, Username, Email, Relationship, Status, and a set of icons (refresh, edit, delete). A red arrow points to a "Create New User" button in the top right corner. The table contains one row of data: Melissa McDonald, melissamcdonald, melissam@gmail.com, Other Family Member, Activated. At the bottom of the table is a pagination control showing "1" and "1 - 1 of 1 items".

First Name	Last Name	Username	Email	Relationship	Status	
Melissa	McDonald	Melissa.McDonald	melissam@gmail.com	Other Family Member	Activated	  




Then follow the prompts to set up a user:





The 'Create User' dialog box contains the following fields and options:


- First Name:** Text input field with a lock icon.
- Last Name:** Text input field.
- Username:** Text input field.
- Email:** Text input field.
- Relationship:** Dropdown menu.
- Is active?**
- Buttons: **Send Reset Password Email**, **Cancel**, **Save**.

Once created successfully the user will display in the list below:

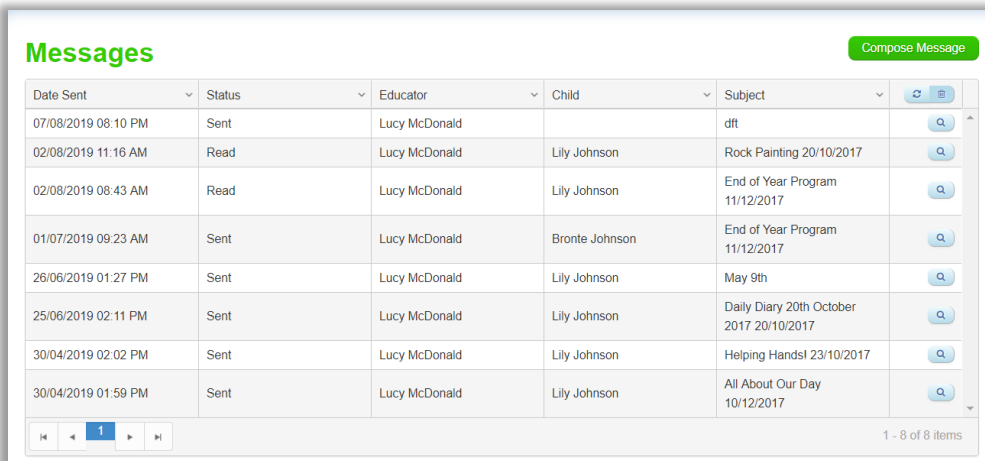
First Name	Last Name	Username	Email	Relationship	Status	
Melissa	McDonald	Melissa.McDonald	melissam@gmail.com	Other Family Member	Activated	  

 Click on this option to edit the user record









 Click this icon to unlock a user (a user can be locked out if there are too many password attempts).

 If you no longer want to have the user to have access click on this to log the user out and their status will display- deactivated.

Parent Feedback option is where you can see a history of feedback left by you and educator replies:

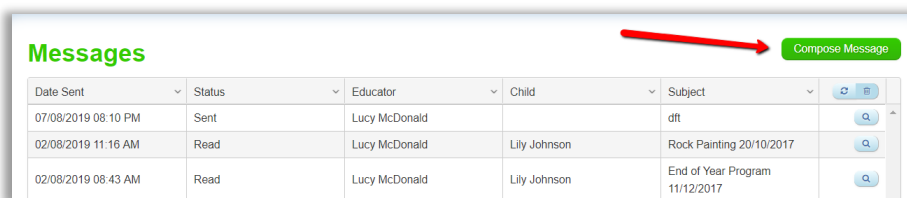


The 'Messages' table includes a 'Compose Message' button and the following data:

Date Sent	Status	Educator	Child	Subject	
07/08/2019 08:10 PM	Sent	Lucy McDonald		dft	
02/08/2019 11:16 AM	Read	Lucy McDonald	Lily Johnson	Rock Painting 20/10/2017	
02/08/2019 08:43 AM	Read	Lucy McDonald	Lily Johnson	End of Year Program 11/12/2017	
01/07/2019 09:23 AM	Sent	Lucy McDonald	Bronte Johnson	End of Year Program 11/12/2017	
26/06/2019 01:27 PM	Sent	Lucy McDonald	Lily Johnson	May 9th	
25/06/2019 02:11 PM	Sent	Lucy McDonald	Lily Johnson	Daily Diary 20th October 2017 20/10/2017	
30/04/2019 02:02 PM	Sent	Lucy McDonald	Lily Johnson	Helping Hands! 23/10/2017	
30/04/2019 01:59 PM	Sent	Lucy McDonald	Lily Johnson	All About Our Day 10/12/2017	

Page navigation: 1 - 8 of 8 items

You can also send messages to your educator through here by clicking on **Compose Message**:

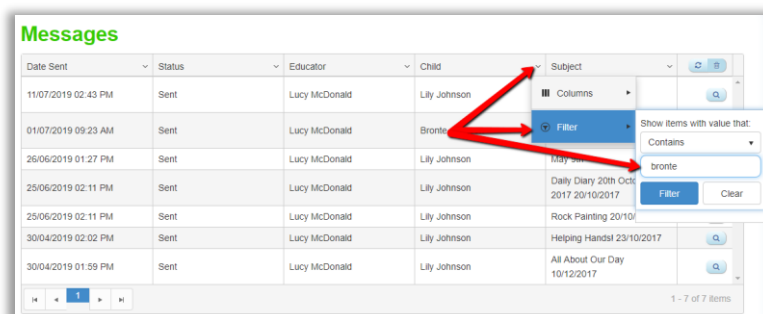


This will open the create feedback window. In the **To** field select the educator your child is linked to. Select **subject** and enter your **message**. You can upload a file/image if you like. Click **send**.

The 'Create Feedback' form has fields for 'To' (a dropdown menu), 'Subject' (a text input), and 'Message' (a large text area with a 'Limit to 500 characters' warning). Below the message field is a 'Message length /500' indicator and a 'Select File' button. At the bottom are 'Cancel' and 'Send' buttons.

Any replies from the educator will also display in this same location.

Each column heading has a search option if you are looking for specific feedback you have left.



Parent Feedback

Parent feedback and messaging is a fantastic way of receiving and sending communication to your educators.

Feedback: You can leave a comment or ask questions via the parent portal through:

- The Daily Diary
- My Portfolio
- Programming

Messages: You can compose a new message which is not linked to a specific record.

Creating Feedback

When you enter either The Diary, My Portfolio or Programming you will see a feedback option on the right-hand side:



Click on feedback icon and the following screen will then open

Create Feedback ✕

To
Lucy McDonald

Subject
End of Year Program 11/12/2017

Message
Limit to 500 characters

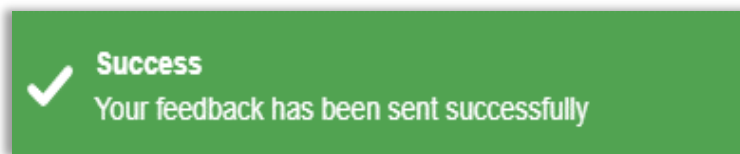
Message length /500

To and **Subject** will automatically pre-fill.

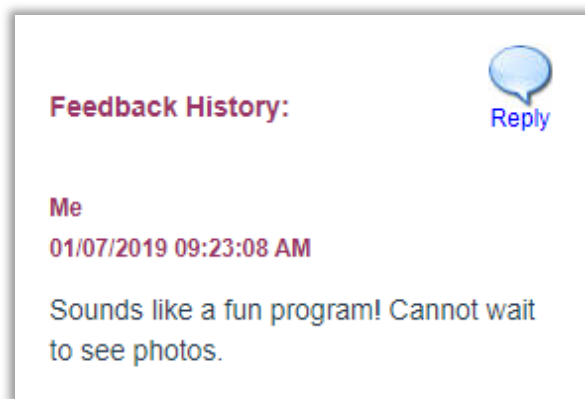
Click in the **message box** and start typing a message for the educator, select a file to upload if you wish and click **send**.

Clicking on **cancel** option will close the message box and not save any feedback you may have already typed in.

A message will appear at the top of the page letting you know the feedback was successfully sent:



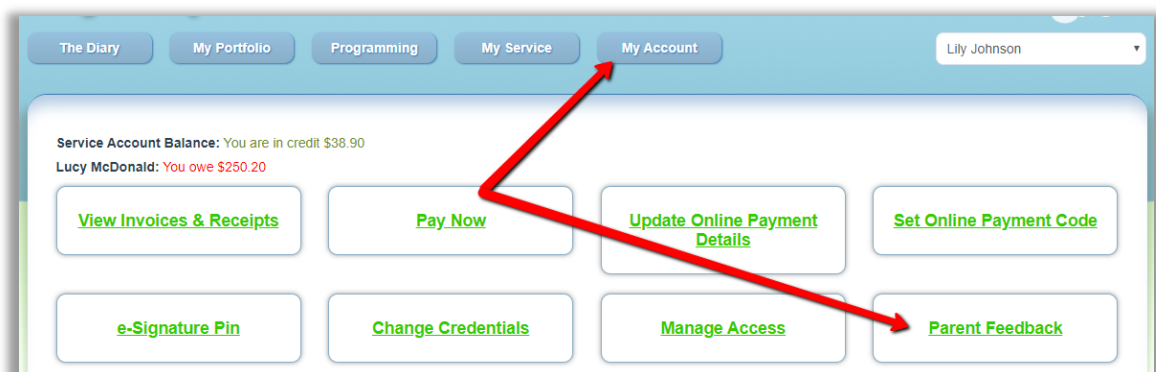
The feedback will then appear via the Feedback History:



Or via the **My Account** menu.

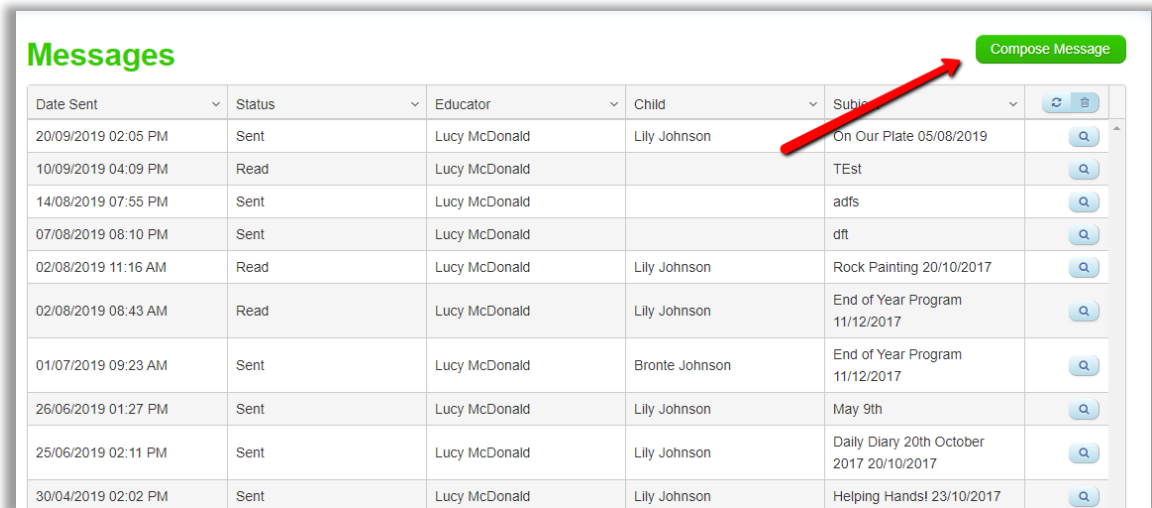
[Creating Messages](#)

Click on **My Account**, then select **Parent Feedback**














The following page will open displaying a history of all feedback and messages you have created/received.

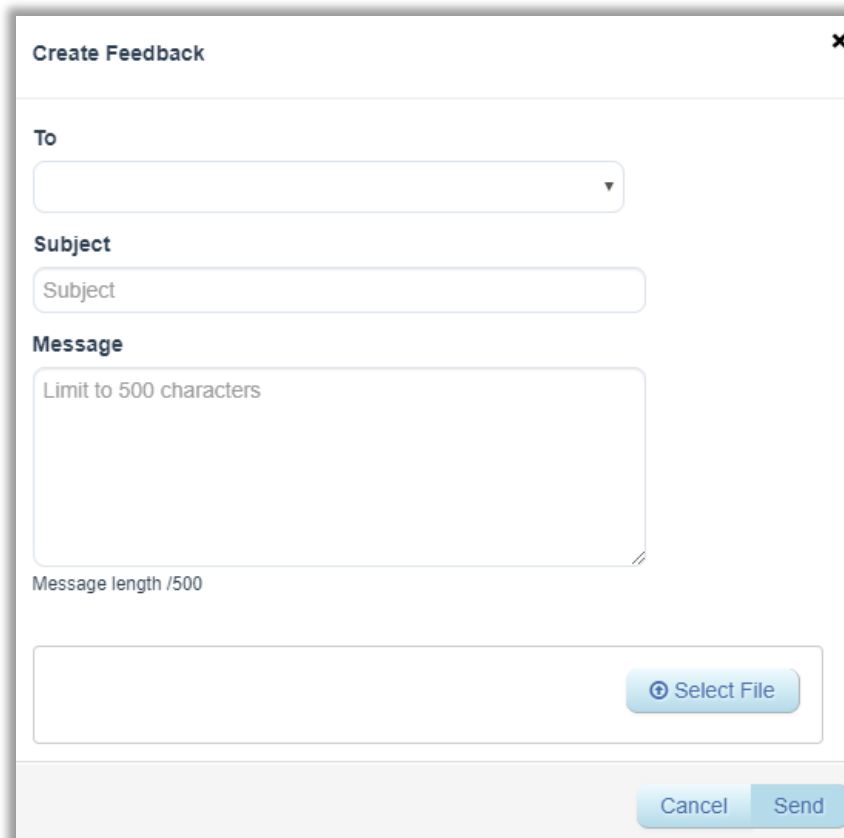
Click on **Compose Message**



The screenshot shows a 'Messages' interface with a table of message history and a 'Compose Message' button. A red arrow points to the 'Compose Message' button.

Date Sent	Status	Educator	Child	Subject	
20/09/2019 02:05 PM	Sent	Lucy McDonald	Lily Johnson	On Our Plate 05/08/2019	 
10/09/2019 04:09 PM	Read	Lucy McDonald		TEst	
14/08/2019 07:55 PM	Sent	Lucy McDonald		adfs	
07/08/2019 08:10 PM	Sent	Lucy McDonald		dft	
02/08/2019 11:16 AM	Read	Lucy McDonald	Lily Johnson	Rock Painting 20/10/2017	
02/08/2019 08:43 AM	Read	Lucy McDonald	Lily Johnson	End of Year Program 11/12/2017	
01/07/2019 09:23 AM	Sent	Lucy McDonald	Bronte Johnson	End of Year Program 11/12/2017	
26/06/2019 01:27 PM	Sent	Lucy McDonald	Lily Johnson	May 9th	
25/06/2019 02:11 PM	Sent	Lucy McDonald	Lily Johnson	Daily Diary 20th October 2017 20/10/2017	
30/04/2019 02:02 PM	Sent	Lucy McDonald	Lily Johnson	Helping Hands! 23/10/2017	

The following window will open:



The screenshot shows a 'Create Feedback' form with the following fields and buttons:

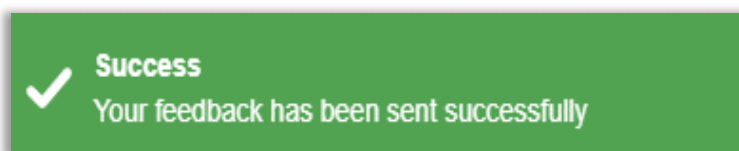
- To:** A dropdown menu.
- Subject:** A text input field with the placeholder text 'Subject'.
- Message:** A large text area with the placeholder text 'Limit to 500 characters' and a character count 'Message length /500'.
- Select File:** A button with a plus icon and the text 'Select File'.
- Cancel:** A button.
- Send:** A button.

Select the educator from the **To** option

Type in the **subject** of your message.

Click in the **message box** and start typing a message to the educator, select a file to upload if you wish and click **send**.

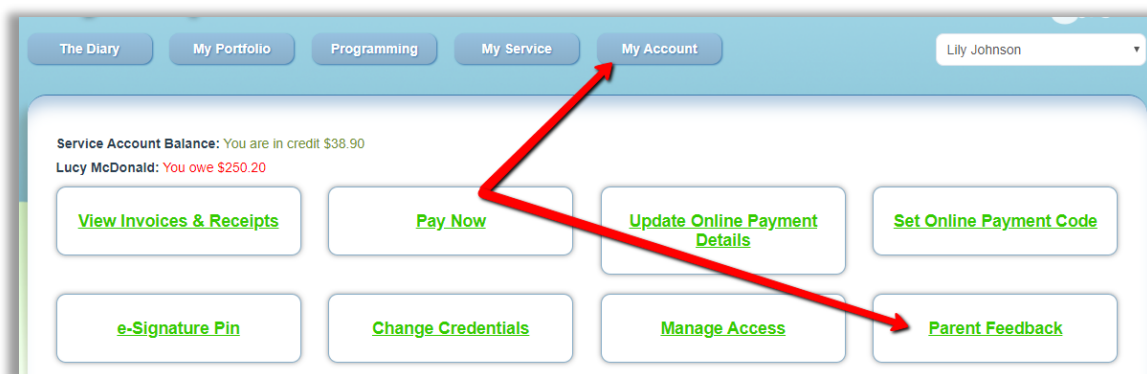
A message will appear at the top of the page letting you know the message was successfully sent:













And then display in the message history.

[Replying to Feedback/Messages](#)

You can reply to all feedback/messages by clicking on **My Account** then selecting **Parent Feedback**:



The following page will open displaying a history of all feedback and messages you have created/received. Click on the  button:

Date Sent	Status	Educator	Child	Subject	
20/09/2019 02:05 PM	Sent	Lucy McDonald	Lily Johnson	On Our Plate 05/08/2019	
10/09/2019 04:09 PM	Read	Lucy McDonald		TEst	
14/08/2019 07:55 PM	Sent	Lucy McDonald		adfs	
07/08/2019 08:10 PM	Sent	Lucy McDonald		dft	
02/08/2019 11:16 AM	Read	Lucy McDonald	Lily Johnson	Rock Painting 20/10/2017	
02/08/2019 08:43 AM	Read	Lucy McDonald	Lily Johnson	End of Year Program 11/12/2017	
01/07/2019 09:23 AM	Sent	Lucy McDonald	Bronte Johnson	End of Year Program 11/12/2017	
26/06/2019 01:27 PM	Sent	Lucy McDonald	Lily Johnson	May 9th	
25/06/2019 02:11 PM	Sent	Lucy McDonald	Lily Johnson	Daily Diary 20th October 2017 20/10/2017	

This will open the following window where you can see the message history and reply via the box provided below:

Create Feedback

Message History

Me 20/09/2019 02:05:12 PM
xcvxzc asdf asd fsdf sd sd

To
Lucy McDonald

Subject
On Our Plate 05/08/2019

Message
Limit to 500 characters

Cancel Send

Click **Send**

[Searching for feedback/messages](#)

The message history can become quite extensive. The newest records will display first however you can use your search options to narrow down your list.

To do this by clicking on the **down arrow** displaying on each column heading. Select **Filter**, type in the **contains** box and click **filter** again.

Messages Compose Message

Date Sent	Status	Educator	Child	Subject
20/09/2019 02:05 PM	Sent	Lucy McDonald	Lily Johnson	On Our Plate 05/08/2019
10/09/2019 04:09 PM	Read	Lucy McDonald		
14/08/2019 07:55 PM	Sent	Lucy McDonald		
07/08/2019 08:10 PM	Sent	Lucy McDonald		
02/08/2019 11:16 AM	Read	Lucy McDonald	Lily Johnson	
02/08/2019 08:43 AM	Read	Lucy McDonald	Lily Johnson	

Show items with value that:
Contains
Helping
Filter Clear

Legal Considerations

Redbourne's e-signature functionality is fully compliant with the relevant state and Commonwealth electronic transaction legislation and the *Privacy Act 1988* (Cth) (**Privacy Act**).

Redbourne understands that some of the information captured may amount to personal information for the purposes of the Privacy Act. Accordingly, Redbourne takes precautions to protect your information from loss, misuse, unauthorised access, modification, interference and disclosure.

To give you peace of mind, you are able to change your PIN at any time and reports are readily available to you documenting your PIN usage.

Redbourne will not knowingly disclose your personal information to outside third parties unless you have provided us with your written consent.

Redbourne will not use or sell your information for the purposes of direct marketing or promotional activities.

For more information about data privacy, please view our Privacy Policy on our website <https://redbourne.com.au>.