



# HAPPY HAVEN

## How to Enrol with Fully Booked

### Step 1:

Head to <https://www.happyhaven.com.au/> and click 'Enrol Now To Fully Booked!'

It will then bring you to the below page. We recommend having a read of the left hand side \*Please note, we recommend saving this link as a bookmark or to your home page as this will be the link you need to access your account in the future.

The screenshot shows the Happy Haven website's sign-in page. On the left, there is a 'Welcome to Happy Haven OSHC!' message. Below it, it says 'For existing users please sign in using your email address and password you have created.' Further down, it instructs users to register their child/ren by clicking 'No account yet? Register now'. A list of required information for registration is provided, including Centrelink CRN, credit card/bank details, emergency contact, doctor/Medicare details, court orders, and medical/allergy information. On the right, there is a 'Sign in' section with input fields for 'Email' and 'Password', a yellow 'SIGN IN' button, and links for 'Forgot Password?' and 'No account yet? Register now'.

### Step 2:

Once ready click 'No Account Yet? Register Now'

This screenshot is identical to the one above, showing the sign-in page. However, the 'No account yet? Register now' link in the bottom navigation bar is circled in red to indicate the recommended action.

### Step 3:

You will then be brought to our New User Registration page as shown below. You will need to select your service (school site) by clicking on the drop-down arrow. Then enter your email address and create a password and tick the appropriate boxes to opt-in or opt-out of notifications, (please note if you opt-out *you are taking responsibility* to check your account weekly without prompt). We have circled below the options we recommend selecting.

**New User Registration**

Select Service: ▼ **Happy Haven OSHC Pty Ltd Terms & Conditions**

**Account Details**

Email:

Password:

Confirm Password:

**Other Details**

Separate account for each parent?  
Please tick if both parents wish to create separate accounts for the same child/ren. If ticked, then please take care to ensure bookings are placed on the correct account.

I would like to opt-out of all email marketing from Happy Haven OSHC Pty Ltd

I would like to opt-out of all SMS marketing from Happy Haven OSHC Pty Ltd

I would like to receive a confirmation email when your bookings are changed

I would like to be notified by SMS of any payment issues (charges may apply)

I would like to be notified when a new Statement of Entitlement is available

**Child Participation**  
I give permission for my child/ren to participate in the OSHC program. I understand both G and PG movies are shown during the OSHC program. I understand that information regarding every excursion is available, whether it be in the Vacation Care Program, on posters and information sheets or on Pupil Free Day.

**Child Information**  
I give permission for OSHC staff to exchange information relating to my child with school staff and to the appropriate persons in an emergency or in regards to special needs or developmental needs.

**Use Email**  
I consent to Happy Haven OSHC using my email address to communicate information to me about my child/ren and or family. Examples include reporting first aid, consent forms, account information and general Happy Haven documents.

**Work Consent**  
I consent to my child/ren's work being displayed around OSHC on display boards, in newsletters, official OSHC documents and on the OSHC Website.

**Inspection for Headlice**  
I give permission for OSHC staff to check my child/ren's hair for head lice. Any checks will be conducted sensitively. I understand that in the event where OSHC staff believe my child/ren have head lice I will need to collect my child/ren. I understand that I may also have to provide a letter from a GP to say that my child/ren is free from head lice upon them returning to OSHC.

**Sun Protection**  
OSHC follows the guidelines of CancerSA which recommend that children wear hats while outside depending on the forecast UV rating. It is OSHC policy that hats are to be legionnaire, wide brimmed or bucket style. Any other hat is not acceptable. During OSHC it is encouraged that children wear hats, this allows children to play unrestricted outdoors. Children without hats are only allowed to play in shaded areas. I understand that if my child arrives during Vacation Care or on a Pupil Free Day without a hat,

We recommend reading over our terms and conditions on the right hand side. Scroll to the bottom and tick the box to accept. Then click register.

Please read the T&Cs and check this box if you accept these.

**REGISTER**

You will then come to our main dashboard.

Welcome to Happy Haven OSHC Pty Ltd's Enrolment & Booking web site.

Please complete the registration process by following the instructions in each window below.

**Parents/Guardians & Contacts** + Add Contact

⚠ At least one parent or guardian must be added. Please use the "Add Contact" button above to add one.

**Children** + Add Child

⚠ Please use the "Add Child" button above to add a child.

**Account Details** ✎ Update Account Details

User Email:

⚠ Please verify your email address as soon as possible. If you require a new verification email please click the Resend button.

Resend

#### Step 4: Verify Email

The first step is to verify your email address, you would have received a verification email to the email address you listed. If its not in your inbox check your junk or spam folder as it is system generated. If you need it resent, you can click resend.

This is what the email looks like when it comes to your email address with the link here. You will need to click the link to verify your email.



**noreply@fullybookedccms.com.au**  
to me

10:30 (15 minutes ago) ☆ ↶

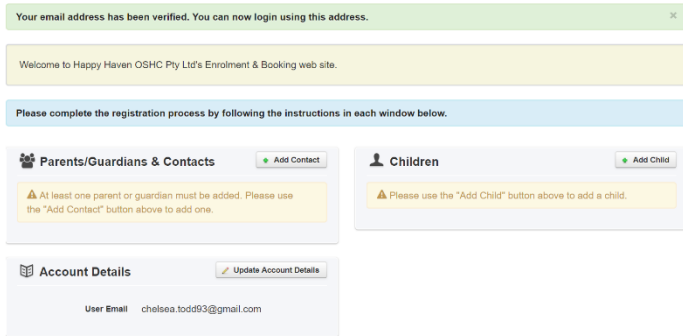
Dear Parent/Guardian

Welcome to Happy Haven OSHC Pty Ltd and thank you for completing step 1 of your online enrolment. Your account has now been created however to be able to login please activate your account by clicking the following link: [https://happyhaven.fullybookedccms.com.au/family/verifyemail?email=\[redacted\]@gmail.com&emailToken=04b1c523-f044-41c0-a770-51eaabf01434](https://happyhaven.fullybookedccms.com.au/family/verifyemail?email=[redacted]@gmail.com&emailToken=04b1c523-f044-41c0-a770-51eaabf01434)

We look forward to welcoming your child/children to our programs once you have completed your registration and entered your bookings.

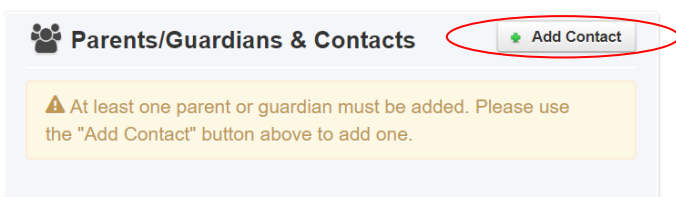
Kind regards,  
The Team at Happy Haven OSHC Pty Ltd

The Fully Booked dashboard will then reload and will look like the below.

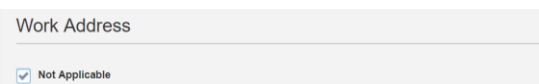


### Step 5: Adding Primary Parent/Guardian & Emergency Contacts

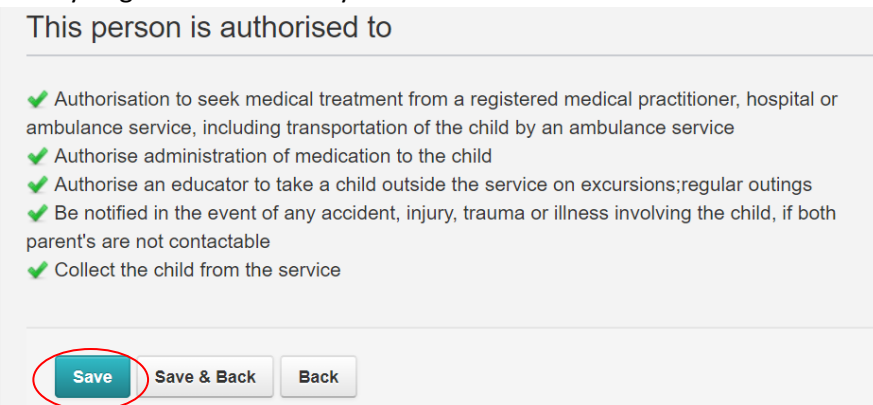
Next click 'Add Contact' in the Parents/Guardians and Contacts section. You will need to fill in all required information. *It is important that this initial primary parent is the person who is registered with centrelink for child care subsidy and that the CRN and DOB have been entered correctly as this will affect you receiving CCS.*



You can leave your Vehicle Registration blank and can tick 'Not Applicable' to your work address.



Once you get to the bottom you click 'Save'



Any issues with the details you entered will come up at the top of the screen in red. You will need to amend these and press save again. If there are no issues you will be taken to the top of the screen and it will say 'Create Successful!'

**Step 6:**

To add your next contact, click 'Add Contact'. You will need to select if this next contact is a 'Parent/Guardian or Emergency Contact' by clicking on the one you require, this will turn green.

This area is very important as legally we require 1 emergency contact in our system. Only area's marked with \* need to be filled in such as name, relationship to child, contact numbers and home address. Once all information has been entered you will get to the bottom where you will need to select which consents you give to the contact you have added.

Once completed you will either press 'Save' or 'Save and Back' depending on what you need to do next. Click Save to add another primary parent or emergency contact or Save and Back if you have finished entering contacts. When clicking 'Save and Back' you will be taken back to the dashboard.

**Step 7: Adding Child/ren**

Next click 'Add Child' in the Children section.

You will need to fill in all required information including selecting media permissions.

The below questions are really important for if you wish to receive childcare subsidy.

You will need to select 'Yes' if you are eligible for child care subsidy or 'No' if you are not eligible.

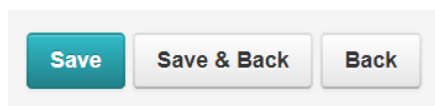
*\*If you have a foster child please refer to our 'Department of Child Protection PDF' to assist you with what to select below. This can be found on the Fully Booked account log in homepage*

*(<https://happyhaven.fullybookedccms.com.au/family/login>) under Department of Child Protection section or our Happy Haven website.*

When you select 'Yes, I wish to receive the subsidy now or in the future' it will prompt you to enter your child's CRN. This will be different to your parent CRN.

The other details are pretty self explanatory with permissions and health details. You will need to upload any medical/court order/allergy plans that you advise us of. Happy Haven will then be required to approve these documents before you will be able to add bookings.

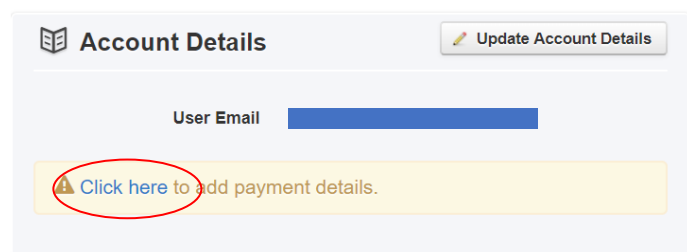
Once completed press 'Save' or 'Save and Back' depending on what you need to do next. Click Save to add another child or 'Save and Back' if you have finished entering your child/ren. When clicking 'Save and Back' you will be taken back to the dashboard. Any issues with the details you entered will come up at the top of the screen in red. You will need to amend these and press save again. If there are no issues you will be taken to the top of the screen and it will say 'Create Successful!'



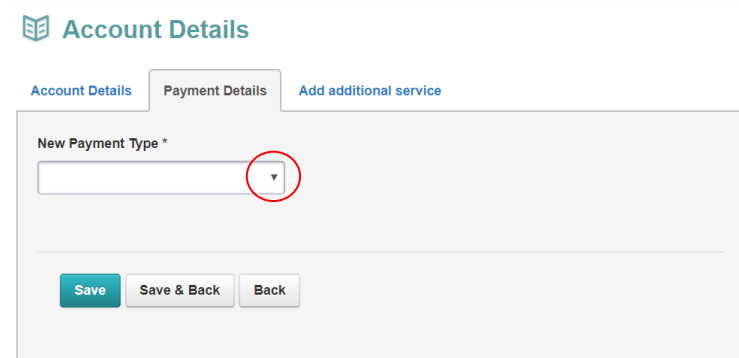
### Step 8: Adding Payment Details

Next add payment details by clicking 'Click Here' to add payment details in the Account Details Section.

\*Please note you will not be able to add bookings until this is completed.



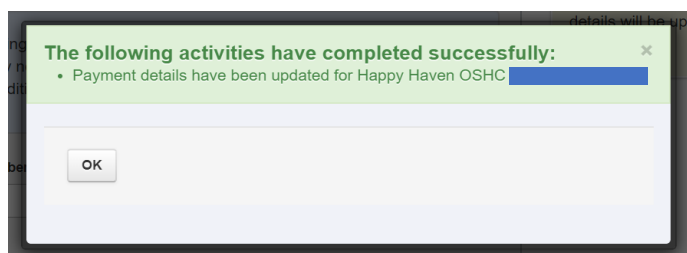
This will bring you to the below screen. Select the drop down box for 'New Payment Type'



You will select either Credit Card or Direct Debit and enter the appropriate details. *Ensure you tick the terms and conditions box* and click 'Save and Back' to go back to the dashboard.

It will then have a pop up showing that Ezidebit have accepted these details.

Your invoice will be emailed to you every Wednesday and this amount will be direct debited on the Thursday.



Now you will be taken back to the dashboard where you will now be able to see a preview booking calendar. This shows you have completed the enrolment process. If you can not see this preview calendar it will mean a task is unfinished in your account. This may show up as a warning sign similar to the below outlining what needs to be done or if you are unsure you can contact us on 8155 5444 or email your sites email address and we can assist.

**Parents/Guardians & Contacts** + Add Contact

**⚠ Education and Care Services National Regulations require a second parent or guardian to be added to your enrolment details. Please use the following buttons to either add details or tell us that a second parent is not applicable.**

+ Add Second Parent
- Second Parent Not Applicable

Below is what a completed dashboard will look like. To learn how to make bookings please refer to our 'How To Make Bookings' in the enrolment information on the below link

<https://happyhaven.fullybookedccms.com.au/family/login> or on our Happy Haven website.

Would you like to make a booking? You can do this by clicking on the "Edit Bookings" button in the bookings window below.

**Parents/Guardians & Contacts** + Add Contact

Name	Relationship	CRN	
Chelsea Todd *	Mother		✎ Edit
Skyle Hepburn	Aunty		✎ Edit

\* represents the primary parent

**Children** + Add Child

Name	Date Of Birth	CRN	
Eddie Todd	01-01-2011		✎ Edit

Use the child's drop down menu to upload required support documentation.

**Account Details** ✎ Update Account Details

User Email chelsea.todd93@gmail.com

Payment Details Direct Debit - [Change](#)

**Statements**

There are currently no statements available for download.

**Preview Current Bookings** ✎ Add/Change Bookings

< > today
May 2019
month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

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