

# EZChildTrack Parent Portal – Quick Start Guide v.7

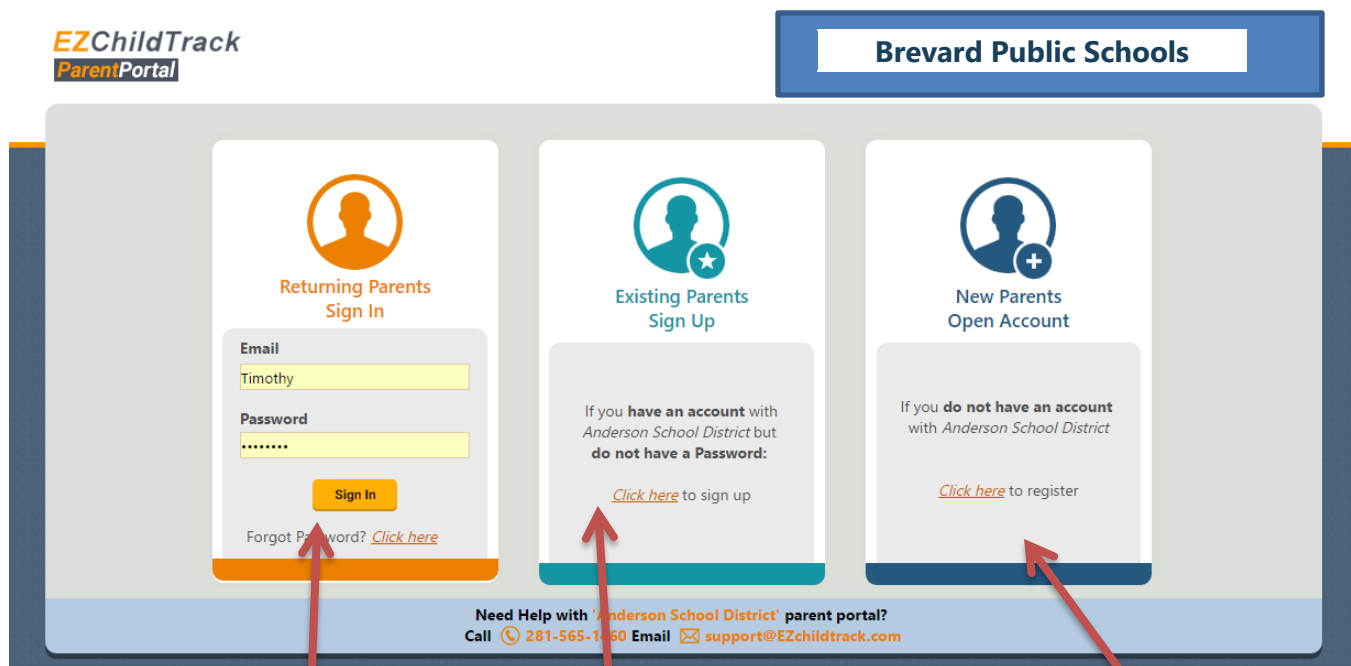
## 1. Accessing the Parent Portal

NOTE: If your child(ren) has attended a BAS Program in the past, you already have an account. To access the portal, you will need a password. Use the [Existing Parents Sign Up](#) to obtain a password. Once you have your password you will sign into the portal through the [Returning Parents Sign In](#). **It is important to verify with the site coordinator that he/she has the most current email address on file in our software system.**

**Primary Account Holders** can access the Parent Portal using the web address given below:

<https://www.ezchildtrack.com/Brevard/parent/>

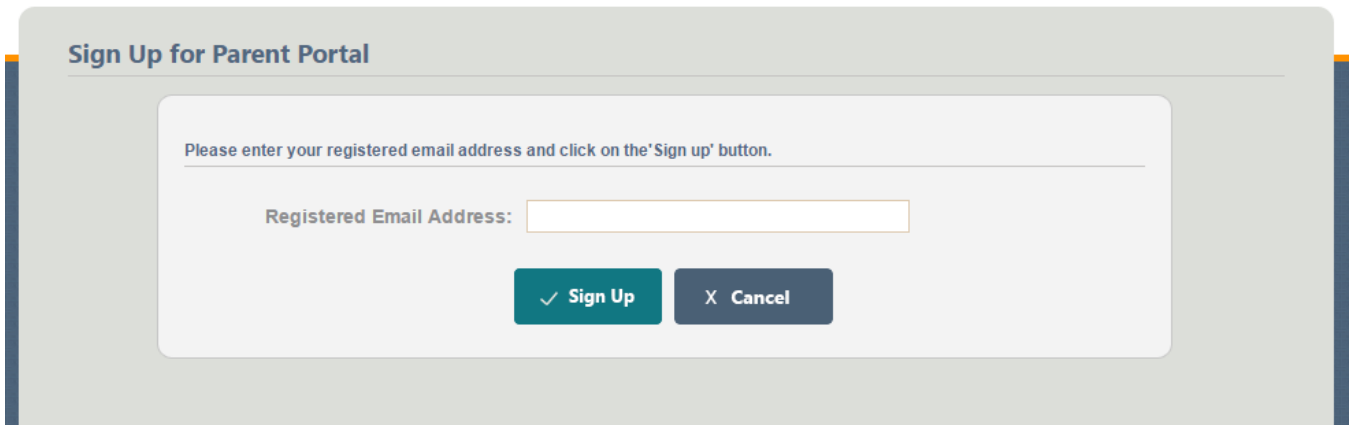
The following screen will be displayed, except on tablets and cell phones (see section 5 for more information):



<p><b>Sign In:</b></p> <p>Returning parents who already have a password will use this box to login to the Parent Portal.</p>	<p><b>Sign Up:</b></p> <p>If your child(ren) are currently attending a BAS Program or have attended in the past but you do not yet have a password, select the 'Click here' link to receive a temporary password by email.</p> <p>Enter the temporary password into the 'Returning Customers Sign In' box to login to the Parent Portal.</p>	<p><b>Open Account:</b></p> <p>This box is for families who are <u>new</u>—who have never had a child registered in the BAS Program. Click this link to open a new account.</p> <p><b>Note: Families with an account number should not click this link as it may create a duplicate account.</b></p>
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## 2. Signing Up for Parent Portal Access

If you have an account number but no password, you can sign up for Parent Portal access using the 'click here' link in the "Existing Parents Sign Up" section. A screen will be shown as follows.



The screenshot shows a web form titled "Sign Up for Parent Portal". At the top, it says "Please enter your registered email address and click on the 'Sign up' button." Below this is a text input field labeled "Registered Email Address:". Underneath the input field are two buttons: a green "Sign Up" button with a checkmark icon and a dark blue "Cancel" button with an 'X' icon.

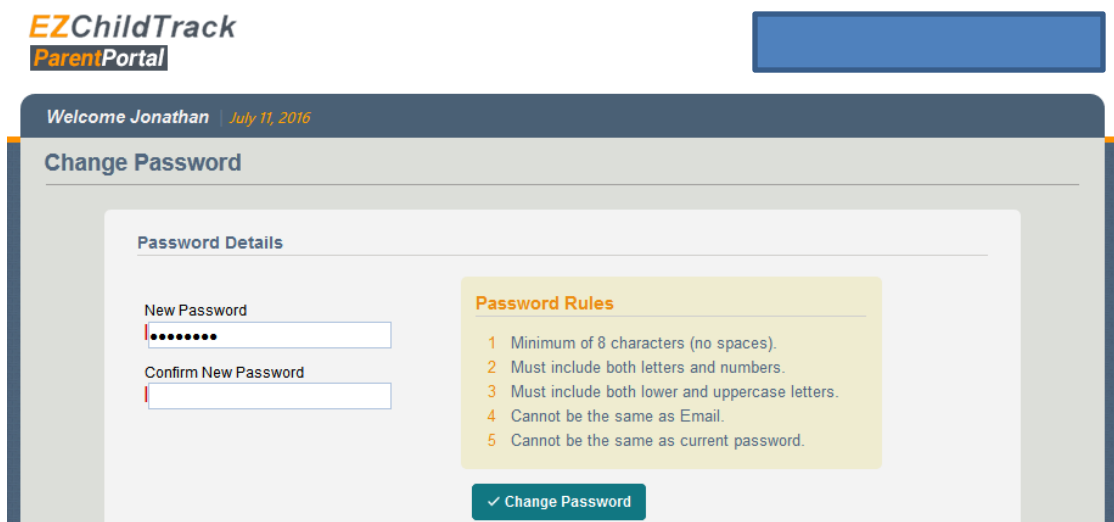
Enter your registered email address (the one which you provided on your child's enrollment form). Click the [Sign Up] button. You will receive a temporary password by email.



The screenshot shows a green success message box. The text inside reads: "You have successfully signed-up." followed by "An email has been sent to John251@gmail.com with your login information." Below that, it says: "If you don't find this email in your inbox then please check your 'Spam' or 'Junk Email' folder. Please make sure to mark this email as 'Not Spam' or 'Not Junk'. If you do not receive an email then please contact us at (000) 111-2222 or send us an email at support@program.com".

## 3. Logging into the Parent Portal

Once you have received your temporary password by email, enter it in the "Returning Parents Sign In" section of the Parent Portal login screen (shown on page 1) and click the [Sign In] button. When you are prompted to change your password, follow the password rules displayed on the screen and click the [Change Password] button.



The screenshot shows the "EZChildTrack ParentPortal" logo at the top left. Below it, a blue bar says "Welcome Jonathan | July 11, 2016". The main heading is "Change Password". Underneath, there's a "Password Details" section with two input fields: "New Password" (with a masked password of seven dots) and "Confirm New Password". To the right of these fields is a yellow box titled "Password Rules" with a list of five requirements: 1. Minimum of 8 characters (no spaces). 2. Must include both letters and numbers. 3. Must include both lower and uppercase letters. 4. Cannot be the same as Email. 5. Cannot be the same as current password. At the bottom of the form is a green "Change Password" button with a checkmark icon.

## 4. Understanding the Parent Portal Home Screen

Registration	Payments & Statements	Information	Toolbar Options
<p>Click the <b>Register</b> button to register your child into a new program.</p> <p>You can view enrollment details by clicking the <b>View Enrollment</b> button.</p> <p>To change enrollment, please call the Site Coordinator at the school where your child attends.</p>	<p>Your account balance and payment due date are displayed in the upper section.</p> <p>Click the <b>Pay Now</b> button to pay using a credit card.</p> <p>Click <b>View Statement</b> to view invoices, statements, payment history, receipts, and tax statements.</p>	<p>You can view the program calendar and bulletins in the top two sections.</p> <p>Toward the bottom, you can download any forms provided by your child care provider.</p> <p>Click the <b>Email History</b> button to view previous email communication.</p>	<p><b>My Account</b> – View demographic information and change your email preference.</p> <p><b>Help</b> – Download Parent Portal User Guide.</p> <p><b>Contact Us</b> – Email your program’s main office.</p> <p><b>Sign Out</b> – Logout from the Parent Portal.</p>

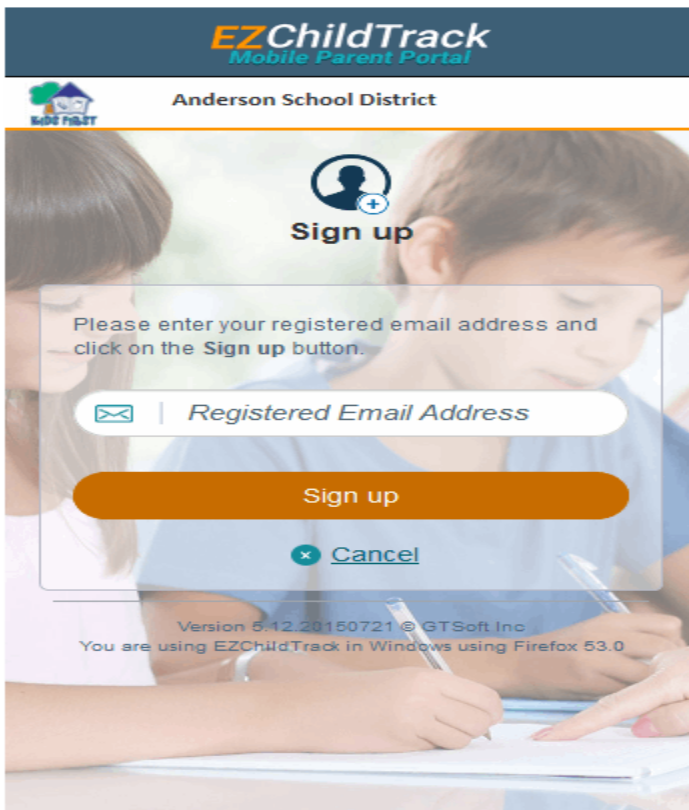
## 5. Mobile Parent Portal Overview

**Primary Account Holders** can use their cell phones to view the Mobile Parent Portal. The Mobile Parent Portal will show a current account balance and provide the option to make a payment. The Mobile Parent Portal *does not* include views of Registration, Account Information, or Email History. **NOTE:** Tablet or iPad users can enter the full site by selecting 'Switch to Desktop Version' from the mobile platform log in screen.

If you do not have a password, you will need the email address you provided during the registration/enrollment of your child(ren) to log in for the first time. Prior to logging in, please verify with the site coordinator that he/she has the most current email address on file in our software system.

### Signing up for Parent Portal Access

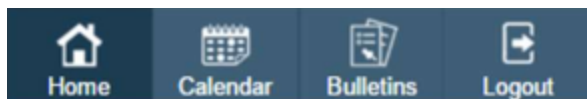
Enter your email address and press the [Sign Up] button from the login page.



You will receive a temporary password by email. Enter the temporary password into the '**Returning Customers Sign-In**' box to login to the Parent Portal.

### Navigation Bar (at the bottom of every screen)

- A. Home & Make Payments
- B. View Calendar events
- C. View Bulletins
- D. Logout



A                      B                      C                      D