

Spike Childcare App

Dear Parents and Caregivers

Our Outside of School Hours Care (OSHC) service utilises the Spike Childcare app to manage your child's placement and bookings.

Via the app you are be able to:

- **book** your child into OSHC,
- **view** your child's:
 - bookings, including permanent bookings,
 - health and dietary conditions,
 - view your invoices and statement.
- **send** messages, activities (including photos), notes and alerts,
- **contact** us.



Parents / Caregivers are added to the Spike app on acceptance of their child's enrolment to OSHC, where the:

- username is the parent's/caregiver's email address,
- password is their PIN.

Accessing Spike

Once the Spike app is installed on your device, all you need to do is to click on the Spike app icon to sign in.

If you have yet to install the Spike app on your device, there are some simple instructions to help you access the Spike app and its features on the following pages.



Please note: Only the account holder can access the Spike parent app.

Online tutorial – Please view this video, it's very helpful.

A short video tutorial (3min 55secs) showing how to use the Spike app is also available via the link below.

- https://youtu.be/LjeY_yM52VY

It was developed by Hawthorndene Primary School, however is relevant and helpful for any family using the Spike app, with information including how to:

- view your child's confirmed OSHC bookings;
- view days with OSHC availability;
- cancel a booking;
- send messages to OSHC.

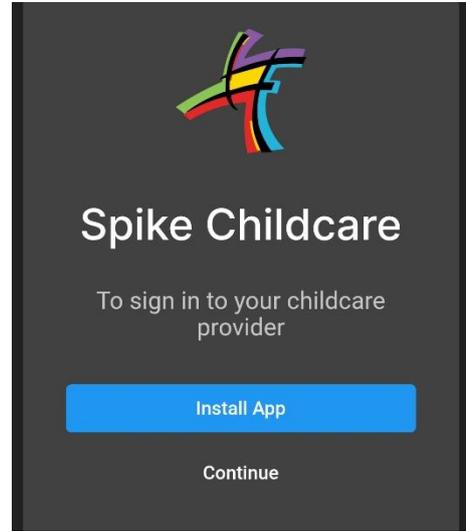
Spike Childcare app

1. Follow this link (or scan the QR code) if you **DO NOT HAVE THE APP ALREADY INSTALLED** on your device:

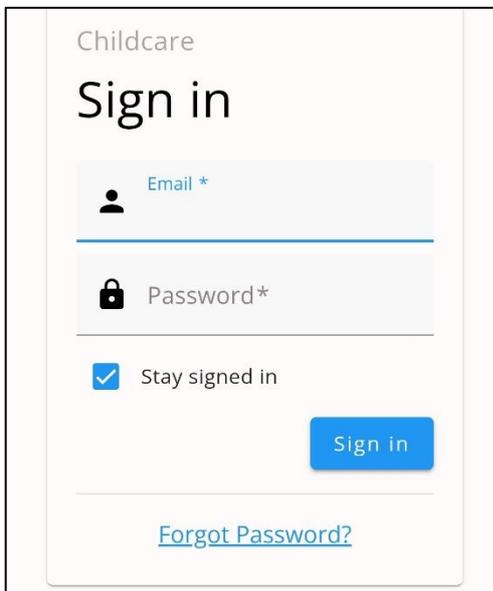
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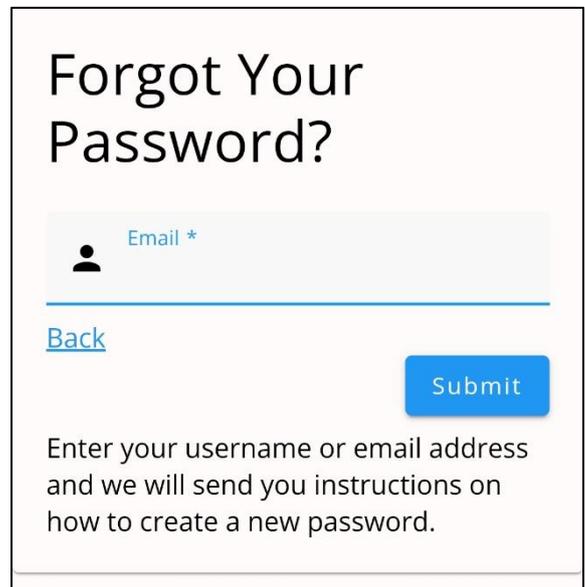
2. A screen, similar to the one on the right, will appear.
 - If you have not installed the app to your device, click on **Install App**.



3. If you already have the app, or once the app is installed, just click on **Continue**.
 - You can also just **click on the Spike App icon** that appears on your device's screen or taskbar.
 - You will be directed to the log in screen.



4. Your username is your email address and your password is your PIN.
 - If your pin does not work or if you have not been allocated a PIN, click on "**Forgot Password?**".



5. You will then receive an email from Economic Outlook with the subject "**Reset password**".
 - If you do not receive an email, first check your junk mail / spam folder, otherwise please contact OSHC to confirm the email address we have on file.

6. Use your email address and password to log in to the Spike Childcare app.

Using the online bookings feature

Log into the Spike parent app and select the **Bookings** tab. Available bookings will be displayed:

The screenshot shows a list of available bookings for three children: Jack Bailey, Harry Bailey, and Sarah Bailey, all for 'After School Care'. Each booking has a dropdown arrow and an 'Accept' button. To the right is a calendar for August with dates 1 through 31. The calendar shows that the 20th, 21st, 22nd, 23rd, 27th, 29th, and 30th are available for booking.

To accept a booking, simply click **Accept** for all of your children and confirm.

This screenshot shows the same list of bookings as the previous one, but now the 'Accept' buttons are highlighted in green, indicating they have been clicked. The calendar on the right remains the same.

Confirm

3

If a booking appears with the number 1 alongside it, this means that there is only one booking available.

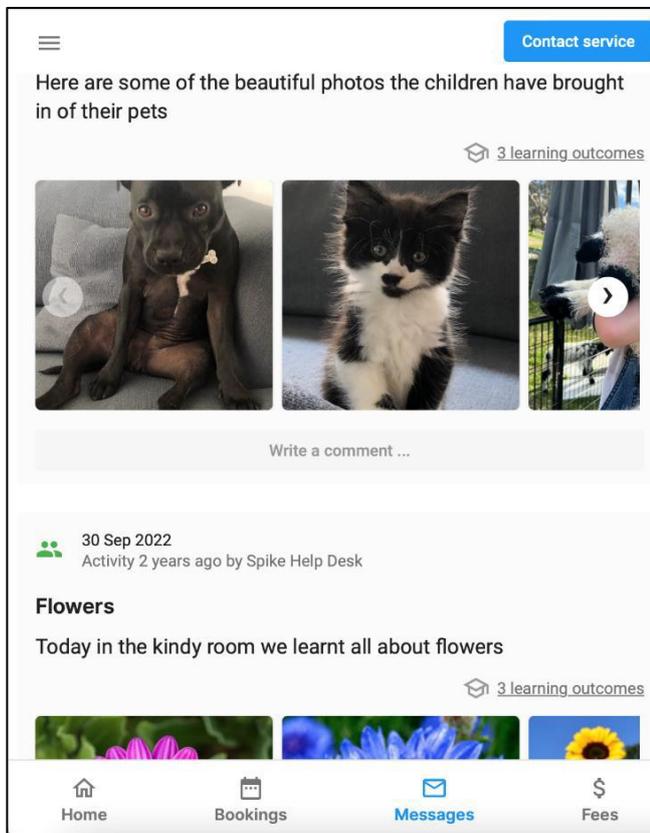
This screenshot shows the same list of bookings, but now the 'Accept' buttons are greyed out and have a small orange circle with the number '1' next to them, indicating that only one booking is available for that date. The calendar on the right shows that the 21st, 22nd, 23rd, 27th, 29th, and 30th are available for booking.

If you try to accept more than one booking, eg for multiple children, for a date with only 1 vacancy, you will get the following error at the top of the screen and no bookings would have been created for any of your children.

Booking requests were not accepted

Messages tab

- Select the **Messages** tab to see all of the messages, including activities that we have sent to you.
- By selecting the **Contact Service** button, you can send messages, photos and PDFs to us.



- The **Fees** screen displays all of your tax invoices, child care fees, CCS payments and receipts.

