FAQ About the ChildCarers Parent App

What Does It Do?

The App allows parents to log-in to their ChildCarers account on their phone or tablet to view News, Learning Journeys, Children's Updates, Policies and Documents that the centre has shared with them. They can also receive notifications when new content is posted.
Parents will also have the ability to log into multiple centres if they have 2 children attending different places (eg. one child attending Preschool and another attending a separate before and after school care.)

Can the staff use it?

No, the App is just for parents. However if they are the parent or legal guardian of children at the centre they can log-in as a parent using their nominated email address to get updates for their children only.

Who can see the photos etc.?

Only the parents/guardians of the children the post has been created for can see pictures and learning journeys.

How do I log-in?

Once you have been sent your login details by email; open the app on your phone or tablet.
Enter your email address and then press 'Next'
(If you have accounts with multiple centres it will ask you to select one, and then press next again)
Enter your password below your email. You can then choose to change email or login.

What does it Cost?

Nothing, the Parents App is free to download from the App Store and Google Play.

What are notifications and how do I turn off notifications?

Notifications are pop up messages to let you know when something new has happened in your account while you don't have it open, eg. New Children's Update, news or Learning Journey Post.
You can turn this off from inside the app by pressing the picture of the house at the top left of the screen to open the menu; press 'App Settings' and then you can un-tick the notifications box.
For more advanced options you can go to Settings on your apple device, open Notification Centre and then select ChildCarers from the list of apps.
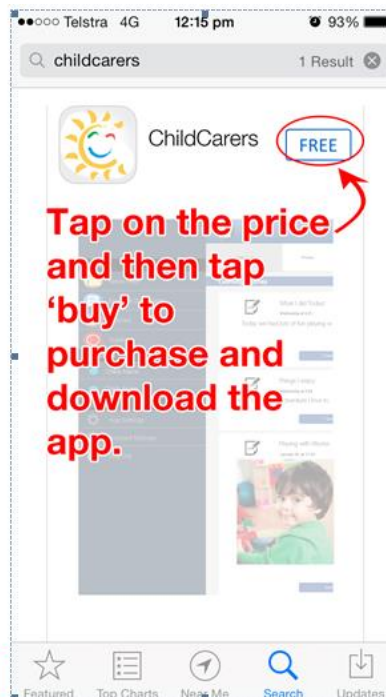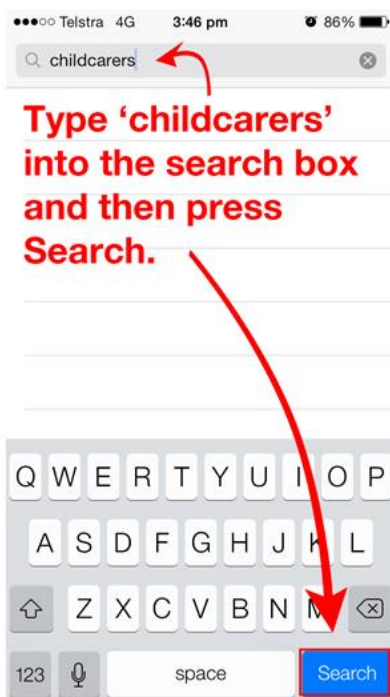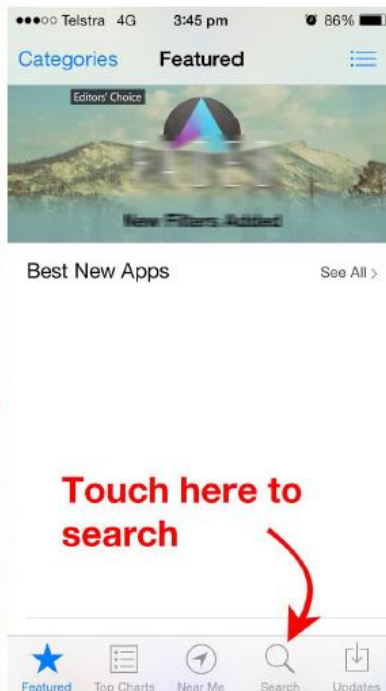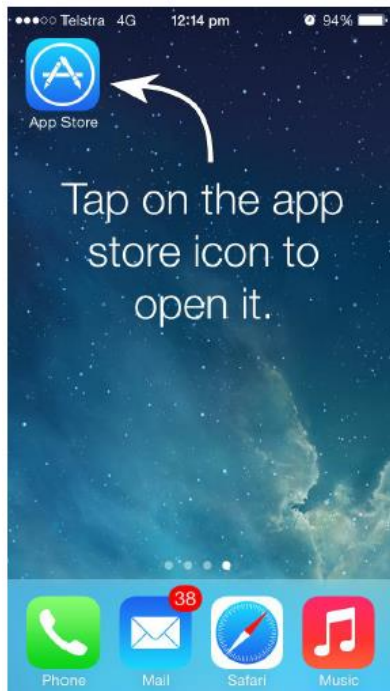
How Do I download the app?

For Apple products use the App Store.

ChildCarers
Good Start Grow Smart

Tap on the app store icon to open it.

Tap on the search box

Touch here to search

Type 'childcarers' into the search box and then press Search.

Tap on the price and then tap 'buy' to purchase and download the app.

Tap on the ChildCarers logo to begin

For Android, use Google Play Store.

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www.childcarers.com.au