

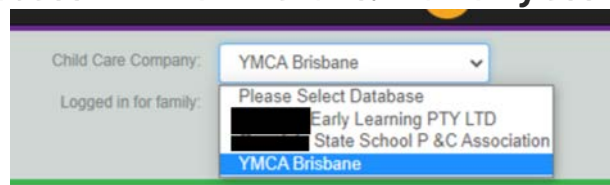


## What went wrong?

### **I receive an “Invalid Log In” message when trying to log in.**

Please contact your service, you may be using a different email to what is linked to your account. Your service will be able to check – or you may be entering the incorrect password. Once you ensure you are using the correct email address follow the “Forgot my Password” link.

### **Once I log in, I can not see YMCA of Brisbane. I can only see a previous Provider.**



Check the top right drop down box and select YMCA Brisbane from the list.

You should be able to see the following logo at the top of your page once you have selected YMCA.



If you can not select YMCA Brisbane, or see the Outside School hours Care logo above, please contact your service for assistance.

### **I need to change a contact person on my form.**

Our policy for enrolment is that we have 2 Additional Contacts on an enrolment excluding Guardian 1 and 2. If you wish to change a contact, you will need to type a new contacts information over the top of the contact you wish to remove.

### **I need to add another child for 2021**

Please select “Add child” and complete enrolment form for additional child.