# Sandbox Parent Portal Quick Start Guide

Your childcare provider uses Sandbox Software to help manage their center. Sandbox Software has a Parent Portal that enables parents to manage information for their family as well be kept up-to-date with regular updates and pictures of their children.

There are two ways that you can register for a parent portal account with your child care provider:

1. Your provider can email you a link to create your account
2. You can create your account through the Sandbox Parent Portal page*

*Not all providers permit you to setup an account directly from the Parent Portal page

## 1. Create your account using the link that is emailed to you

1. Click on the link in the email that your provider has sent to setup your account.
2. Your email address is automatically set as the email address that you have given to the provider. This is used to uniquely identify you, and cannot be changed.
3. Create a password.
    *Your password must be at least 6 characters long*
4. Confirm your password.
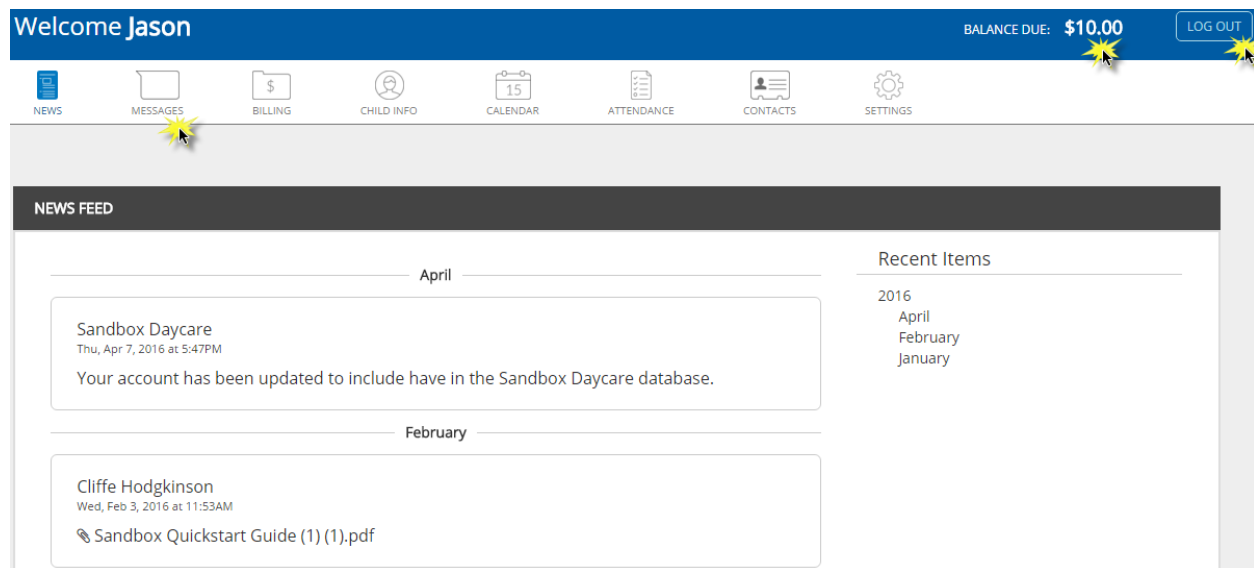5. Click 'Create Account' to create your account.

## 2. Create your account using the Sandbox Parent Portal Login page

1. Go to https://parentportal.runsandbox.com
2. Use your email address as the username.
3. Create a password.
    *Your password must be at least 6 characters long*
4. Confirm your password.
5. Click 'Create Account' to create your account.

Once you have created your account you will be logged in immediately. In the future, you will need to login to your account directly from the Parent Portal website: parentportal.runsandbox.com Type this in the address bar on your web browser to login securely on any device, including your mobile phone, tablet, laptop or desktop computer. (We are currently working on developing apps for both Apple iOS and Google Android devices that will be released in a future update).

## Parent Portal Instructions



1. *Click the icons to navigate from one section to another. It is possible that not all icons will be available to you since they appear based on how your provider chooses to use the Parent Portal.*
2. *When you're finished using the Parent Portal, make sure to click the **Log Out** button on the top right-hand side to prevent anyone else from accessing your account.*

1. **News Feed**

When login to the Parent Portal you will be brought to the News Feed section. The News Feed is where you will see information that is shared by your provider. (i.e. pictures and announcements)



2. **Messages**

The Messages section enables you to communicate with your provider privately. Currently you are not able to select a specific teacher to message, so the messages will be viewed by any authorized staff. You will need to contact your provider directly if you wish to communicate with a specific teacher.

## 3. Billing

The billing section lets you view your account balance, as well as any invoices on your account or payments that you've made. You can print monthly statements as well as any available tax receipts by clicking Print Statement on the top right-hand side. You can also view/print invoice and payment details by clicking on them in the list.

## 4. Child Info

In the Child Info section, you can view information for your child. You can add or edit information for your child by clicking the *pencil* icon on the far right.

- You can only edit information if the pencil icon is present.
- The attachments section enables you to upload documentation if required by your center.
- If you have more than one child at the same location, you can move from one child to the other by clicking on the child's name.

## 5. Calendar

The Calendar section shows you the days that your child is scheduled to attend. Use the arrows at the top of the calendar (left and right) to navigate between months.

- If enabled by your provider, you can add/edit vacation days by clicking the Add Vacation button.
- If you have more than one child at the same location, you can move from one child to the other by clicking on the child's name.

## 6. Attendance

In the attendance section you are able to view the details for when your child attended as well as when they were marked as absent.

- If you have more than one child at the same location, you can move from one child to the other by clicking on the child's name.

## 7. Contacts

In the Contacts section you can view information for the guardians, emergency contacts and the family doctor on your account. You can add new guardians/contacts by clicking the Add Guardian/Add Contact buttons, and you can edit this information by clicking the *pencil* icon on the far right-hand side.

- You can only edit information if the pencil icon is present.
- You add pictures for the guardians/contacts by clicking the *Upload icon.*
- You can change pictures for the guardians/contacts by clicking on the existing picture.

## 8. Settings

The Settings section enables you to change your Parent Portal password and Timeclock Passcode as well as set your email notification preferences.

- Select the pencil to edit the password for your Parent Portal account or to reset your Timeclock passcode.
- Select the *pencil icon* to make modifications to your notifications.
  - You can choose to receive an automated email when your child is checked in/out.
  - You can choose to receive an automated email each time something is posted to the News Feed.
  - You can choose to receive an automated email each time you receive a new message.
  - If your provider enables you to pay your invoices online, the Payment Details section will let you add new payment information or edit/delete your existing payment information. If applicable, you can also choose to set up your account for Automatic Withdrawal here.