



## OWNA – Frequently Asked Questions

As part of our continuous improvement and as a result of the feedback we have received regarding XAP from our termly Parent surveys, we are excited to announce that we are moving to a new Childcare Management System, OWNA, where you will be able to manage your bookings and account via their App or parent portal.

Some of the benefits for families include:

- An easy-to-use App for families to quickly make bookings, check your account details and more.
- Improved time efficiency for educators which enables more of their focus to be on your children.
- Australian based organisation, who are open to receiving feedback on their software, in order to continually review and improve the App/portal for our families.

### Frequently Asked Questions:

#### How do I enrol my child?

Please visit <https://ourpatch.education/before-and-after-school-care/> to select the program you wish to attend and commence the registration process.

#### Why do I have to re-enrol in OWNA when I am already registered and you have all of my details in XAP?

To ensure we have accurate records for your child/ren, we invite families to enrol online and provide their most up-to-date contact details and documents in the lead-up to rolling over to OWNA. This will ensure that all details are accurate and up to date for the safety of your child/ren.

#### I've downloaded the OWNA App, but cannot log in, what do I do?

If you are unable to log-in or have any technical issues, please contact our Customer Care Team on 1300 018 310 or email [info@ourpatch.education](mailto:info@ourpatch.education).

## What do I do if I've forgotten my password?

You can easily reset your password by visiting:

<https://portal.owna.com.au/password-reset.aspx>

## I've finally logged in to the app... what do I do now?

For information on how to place and manage bookings, please refer to our Parent Handbook for instructions.

## Do I have to make bookings via the App on my phone or can I use my PC?

The benefit of OWNA is that you can manage your account via your PC or the App.

If you want to do on your PC then you can access by clicking on this link:

<https://portal.owna.com.au/login.aspx>

If you have any issues in accessing via either the App or PC then don't hesitate to contact our Customer Care Team on 1300 018 310 or [info@ourpatch.education](mailto:info@ourpatch.education)

## I can only make casual bookings; how can I make permanent bookings for the remainder of the year?

At present OWNA only allows you to make casual bookings from the App/portal. If you would like to make permanent/recurring bookings for your child/ren please email: [info@ourpatch.education](mailto:info@ourpatch.education) and our Customer Care Team will make these for you.

## We currently attend a different program for Holiday Care, do I have to create a separate account?

If you would like us to duplicate your account so that you can use more than one program, please contact our Customer Care Team on 1300 018 310 or [info@ourpatch.education](mailto:info@ourpatch.education)

## The OSHC program my child/ren attend is currently full, how do I add my child/ren to the waitlist?

If a session is showing as unavailable, you can now add yourself to the waitlist by clicking on the 'bell' symbol. If there are cancellations or we are able to add more capacity to the OSHC bookings, those on the waitlist will receive a notification to advise that spots have become available and can be booked. If you have trouble booking, please contact our Customer Care Team on 1300 018 310 or [info@ourpatch.education](mailto:info@ourpatch.education).

What happens if I've realised I've entered the wrong details for my child/ren?

You can easily update the details for your child/ren via the Parent Portal or App.

Login here:

<https://portal.owna.com.au/parents/>

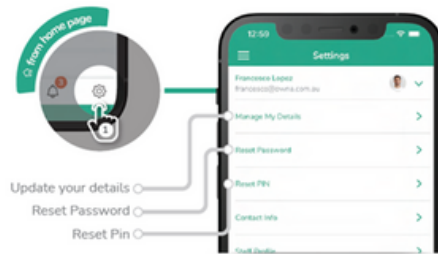
If updating via the App, follow the below prompts or refer to the Parents Handbook for further details.

To Update Payment Details

## Change Your Details

Reset your pin, password and update your details here

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## Documents & Policies

Access fact sheets, forms and Centre information



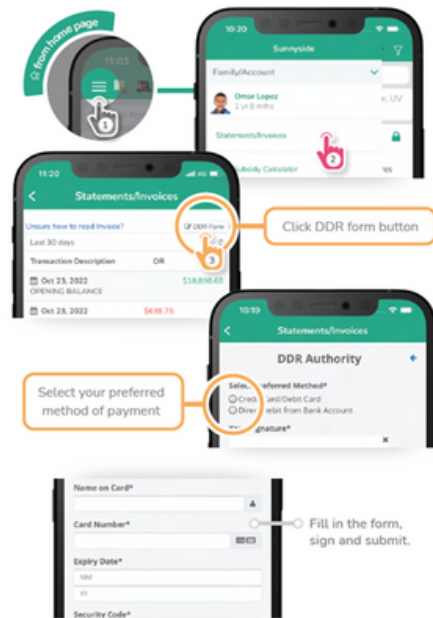
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## Sign Direct Debit Request (DDR) Form

(Please check with your Centre if this feature is available)

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Where else can I find further information about Our Patch and OWNA?

You can refer to our Parent Information Booklet or contact our Customer Care Team on 1300 018 310 or [info@ourpatch.education](mailto:info@ourpatch.education) who will be happy to help you with you questions.