

Integrated Childcare™



Childcare Application and Waitlist Module

(Formerly known as 'ONELIST')

User Guide



User Guide

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1.0 General Overview

OneHSN Childcare Application and Waitlist Module central application and registry is designed to help you learn about the child care services available in our community and apply for a child care space. The application form is easy to use and the information you provide will determine the child care options available to you. You apply your child's name to as many Centres as you choose. The Child Care Centre will contact you when a space becomes available. Your place on any registry list will be determined by the date you submit your on-line application.



2.0 Registration and Log In



Figure 2-0

The registration and login section is displayed at the top/right portion of the screen and is depicted in Figure 2-0. In order to apply for child care you must first register, set up a passphrase and then you can log into the website. To sign up online, you must have an active e-mail address.

2.1 Registration

Click the [Click Here to Register](#) link. This will direct you to the **Create a new account** screen (see Figure 2-1).

Create a new account.



Figure 2-1

1. Enter your Email address in the **Email** textbox.
2. Type the multiple letters and/or numbers in the **Type the text** textbox that are displayed in CAPTCHA™ security box. If you are having difficulty interpreting what is in the security box, click the Get a new challenge link  on the CAPTCHA™ security box. If you are still having difficulty with the security box data, click on the Get an audio challenge link  to get an audio challenge, enter what you hear without spaces in the **Type what you hear** textbox.
3. Click the [Register](#) link to register your email address and the Registration Complete screen is displayed (see Figure 2-2). You only have to register your email once.



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Registration Complete.

Thank you for completing the account registration process. To continue with this process and Register for Childcare, please check your email for a link that has been sent there.

Figure 2-2

4. After you have completed the registration process, an email with a passphrase link will be sent to the email address you provided (see Figure 2-3). A passphrase is similar to a password but it is longer and more complex for added security. It is a sequence of words or other text that controls access to the system. Click on the [link](#) in the email to set your passphrase. This link is only valid for 24 hours, if you don't complete the passphrase set up, you will have to register your email again.

Thank-you for registering with Onehsn Childcare Applications & Waitlist

We are pleased to inform you that your account has been successfully created.

To complete the process we request that you please click on the link below to set up your initial passphrase:

Passphrase link

<https://training.onehsn.com/Niagara/Account/ResetPassword/f092d3fb-e250-4c6a-8c21-2b3c94b1b1b8>

If you are having difficulty with the link please try to copy and paste the url into your browser's address bar.

The above link will expire in 24 hours.

Figure 2-3

2.2 Setting Your Passphrase

After clicking the passphrase [link](#) (see Figure 2-3) in your email you will be presented with the Change Passphrase screen (see Figure 2-4). A passphrase is a sentence you can easily remember and that only you would know. When creating a passphrase for a new account or when changing your passphrase, it is important that you choose a strong passphrase. Your passphrase gives you access to your personal information that is stored within your account. The passphrase strength feature assists users in choosing strong passphrases. Each character that you add to your passphrase increases the protection that it provides. The text below the '**Confirm New Passphrase**' textbox (see Figure 2-4) indicates how many more characters are needed to create your passphrase. Eight characters is the minimum, but you should add more. It is important to include more than one type of character. This means integrating capital letters, lower case letters, numbers and symbols into your passphrase. If the Passphrases match and are complex enough then the meter should indicate **Good** or **Strong**. Click the [Set Passphrase](#) link to set the passphrase and log into the system. If the meter says **Weak** or **Too Short** then your passphrase is not complex enough.

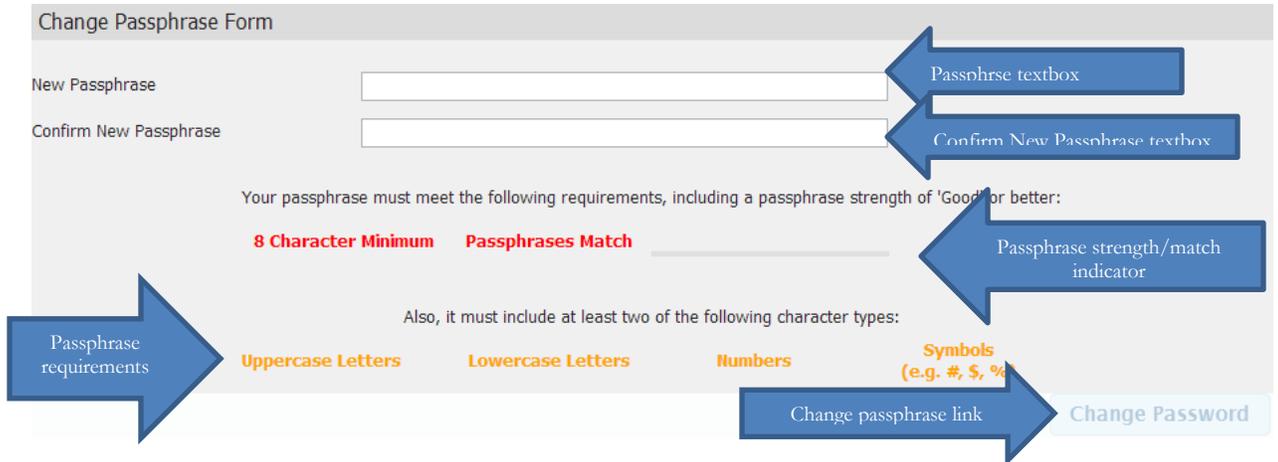


Figure 2-4

Once the passphrase is set you will be logged into the system and the Welcome screen (see Figure 2-5) is displayed.

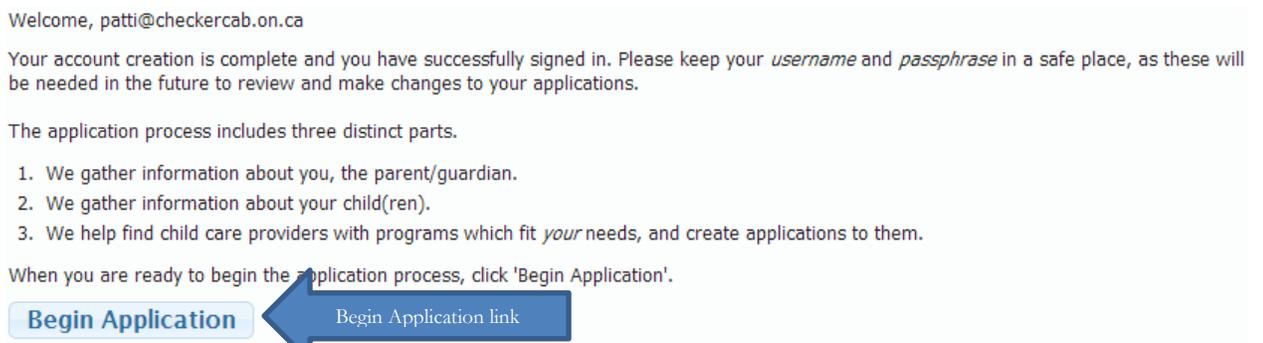


Figure 2-5

Click on the [Begin Application](#) link (see Figure 2-5) and the Contact Info screen is displayed (see Figure 3-0), continue to section **3-0 Begin Application**.

2.3 User Login

1. Once you have registered your email and set your passphrase, all future access to the website is through the [Log In](#) link (see Figure 2-0). Click the [Log In](#) link which will direct you to the Log In screen (see Figure 2-6). If you haven't yet registered, click on the [Click Here to Register](#) link and go to section **2-1 Registration**.

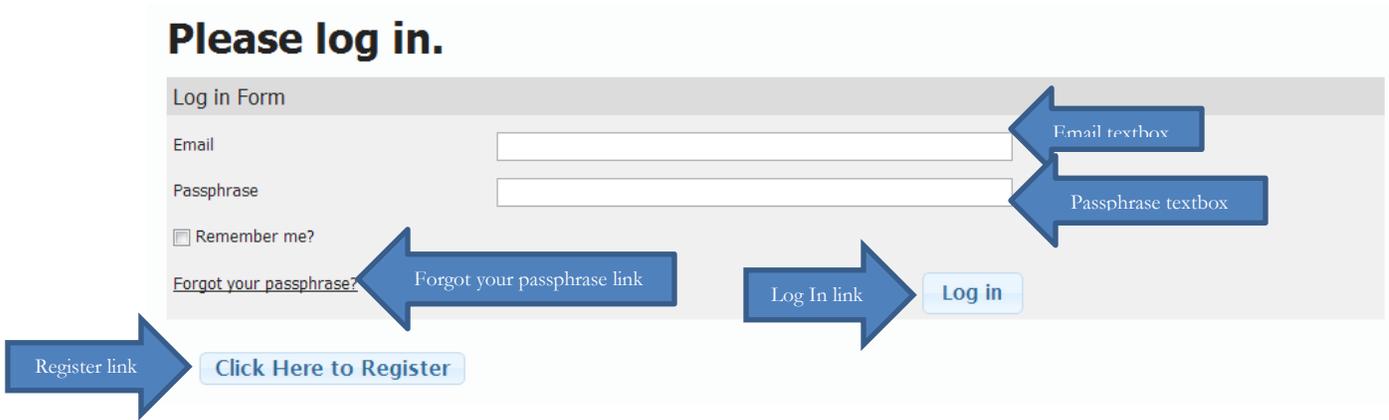


Figure 2-6

2. Enter your email address in the **Email** textbox.
3. Enter your Passphrase in the **Passphrase** textbox.
4. Click the **Log In** link.

If your Email and Passphrase are correct then you will have successfully logged in as a Parent/Guardian and the Contact Info screen is displayed (see Figure 3-0), continue to section **3-0 Begin Application**.

2.4 Forget your passphrase?

If you have forgotten your passphrase, click on the [Forgot your passphrase?](#) link (see Figure 2-6) and the Reset Passphrase screen is displayed (See Figure 2-7).

Reset your Passphrase.



Figure 2-7

Enter your Email in the Email textbox and click on the [Submit](#) link. The following message will be displayed.

Change Passphrase Request Has Been Sent to Your Email

Click on the link in the email (See Figure 2-8) to be directed to the Change Passphrase screen.



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Your Onehsn Childcare Applications & Waitlist Passphrase reset request has been received.

To complete the process we request that you please click on the link below to reset your passphrase:

 <https://training.onehsn.com/Niagara/Account/ResetPassword/19383d1c-5ab4-49ff-98b4-221cdd1384d4>

If you are having difficulty with the link please try to copy and paste the url into your browser's address bar.

The above link will expire in 24 hours.

Figure 2-8

Return to section **2-2 Setting your Passphrase** for instructions on changing/setting a passphrase.

2.4 Logging Out

1. Make sure that any information that you have changed is saved before you log out of your account. Failing to do so may result in loss of information.
2. In the Welcome back section, click the **Log Out** link found at the top, right of the screen (Figure 2-9).



Figure 2-9



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3.0 Begin Application

The Contact Info screen is used to gather the Parent/Guardian information for contact purposes.

1 Contact Info
How we can contact you.

2 Activity Info
Information about you.

3 Summary
Review your answers.

Required Fields are shown in red.

Primary Contact Information (required)

First Name Last Name

Home Phone

Address Information (required)

Additional Contact Information (optional) [Add](#)

Address Not Completed

Unit/Appt Number - Street Number

Street Name

Municipality Postal Code Province

Country

Latitude: Longitude:

[Next Step](#) [Next step link](#)

Figure 3-0

The **First Name**, **Last Name**, and **Home Phone** are highlighted in red, indicating that they are required fields. All phone number fields are formatted ‘###-###-####’, hyphens are already inserted. Street Number, Street Name and Municipality are also required fields. The Postal Code, Province and Country will be auto filled. The map shown is for confirmation of the address entered. If the address returned is not correct then please double check your address information. If the address is correct but the red marker is in the wrong location then it can be moved to the correct one. This location will be saved for future reference. Click on the “Additional Contact Information (optional)” [Add](#) link (see Figure 3-0) to add additional contact phone numbers and the Additional Contact Information screen is displayed (see Figure 3-1). It is highly recommended that more than one contact number be provided.



Additional Contact Information
✕

Phone Number:

Contact Method:

Work Phone ▾

Cancel Submit

Figure 3-1

Enter the Phone Number in the phone number textbox then select a Contact Method of Primary Phone, Work Phone, Secondary Phone, Fax, Text Only Phone or Voice Mail Only Phone from the drop down list. Click on the [Submit](#) link (see Figure 3-1) to add the contact information. You can [Edit](#) or [Delete](#) this information by clicking on the corresponding link (See Figure 3-2)

Additional Contact Information (optional)
Add

Work Phone
(519) 942-4444

Edit
Delete

Secondary Phone
(519) 943-4444

Edit
Delete

Figure 3-2

Once all required fields are entered, click on the [Next Step](#) link on the Contact Info screen (see Figure 3-0) and the Activity Info screen is displayed (See Figure 3-3)

1 Contact Info
How we can contact you.

2 Activity Info
Information about you.

3 Summary
Review your answers.

Employer/School Information

Are you currently employed by an agency that provides childcare? Yes No

Do you wish to enter your employer / school information? Yes No

Previous Screen
Next Step

Figure 3-3

If you click on the [Previous Screen](#) link the Contact Information screen is redisplayed (see Figure 3-0), allowing you to make any necessary changes to this information. If you click [Yes](#) on the



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“Are you currently employed by an agency that provides childcare?” link (see Figure 3-3), the Work at Provider drop down menu is displayed (see Figure 3-4).

Figure 3-4

Select the Provider Name that you work for from the drop down menu.

If you click [Yes](#) on the “Do you wish to enter your employer / school information?” (see Figure 3-3) the Employer/School [Add](#) link is displayed (see Figure 3-5).

Figure 3-5

Click on the [Add](#) link and the Employer/School screen is displayed (See Figure 3-6).

Figure 3-6

Click on the Employer or School link, then enter your Employer or School Name, Phone Number, Unit/Apartment Number, Street Number, Street Name and Municipality. The Postal Code, Province and Country will automatically be displayed. Click on the [Save](#) link and the information you’ve entered is displayed (See Figure 3-7).



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Figure 3-7

Click on the [Edit](#) link and the Employer/School screen is redisplayed (see Figure 3-6) allowing you to change information. Click on the [Delete](#) link and the Employer/School information is deleted from your Activity Info. Click on the [Next Step](#) link (see Figure 3-3) and the Summary screen is displayed with all the information that you provided (see Figure 3-8).

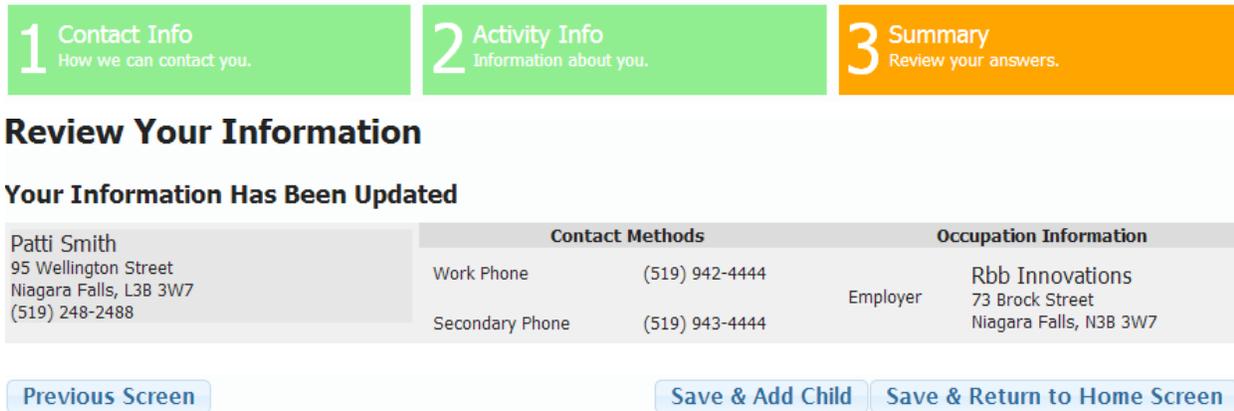


Figure 3-8

Click on the [Previous Screen](#) link to make changes to your information. Click on the [Save & Add Child](#) to save this information and continue to section **4.1 Child & Application Information** screen (see Figure 4-0) Click on the [Save & Return to Home Screen](#) to save your information and return to the home screen (see Figure 3-9).



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Welcome back, *Patti Smith*!

You currently have **1** children with **0** total applications entered into the system.

To view a complete summary of your applications click [here](#)

Parent/Guardian Information

Our current record related to your information indicates you live in **Niagara Falls** and your primary telephone number is **(519) 248-2488**

If this information is incorrect, please click [here](#)

Change information link

Information about you is used to help suggest child care programs for your child(ren).

If you would like to manage your account, please click [here](#)

Manage account link

If you would like to deactivate your account, please click [here](#)

Child & Application Information

Here you can review information about your child(ren) and applications.

Jake Smith

Born on: **Monday, September 01, 2008**

With a preferred Start Date of: **Tuesday, September 03, 2013**

Child has **0** active applications.

Child is placed in **0** programs.

Child Details

Review Applications

Apply to Programs

To add a new child, click 'Add Child' below.

The process of adding a new child includes two distinct parts.

1. We gather information about your child(ren).
2. We help find child care providers with programs which fit your needs, and create applications to them.

Add Child

Figure 3-9

To modify your information click the link “If this information is incorrect, please click [here](#)” under the Parent/Guardian Information heading and the Primary Contact Information screen is displayed (See Figure 3-0). To change your passphrase or your email address click on the “If you would like to manage your account, please click [here](#)” link and the Manage Account screen (see Figure 3-10) is displayed.

3.1 Manage Account

Manage Account

You're logged in as **onehsn@rbbinnovations.com**.

Change Passphrase

Change Passphrase Form

Click here to send request to your email address

Change passphrase link



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Change Email Address

The screenshot shows a form titled "Change Email Address Form". It contains two input fields: "Passphrase" and "New Email Address". A blue callout box with an arrow points to the "Passphrase" field, labeled "Passphrase textbox". Another blue callout box with an arrow points to the "New Email Address" field, labeled "New Email Address Textbox". At the bottom right of the form is a blue button labeled "Change Email Address".

Figure 3-10

To change your passphrase click on the [Click here to send request to your email address](#) link and an email is sent to your email address. Click the link in the email and return to section **2-2 Setting Your Passphrase**. To change your email address, enter your passphrase in the Passphrase textbox and your new email address in the New Email Address textbox. Click the [Change Email Address](#) link.

Figure 3-10

To deactivate your account click the link “if you would like to deactivate your account, please click [here](#)” and the Deactivate form will be displayed (See Figure 3-11). Deactivating your account will also deactivate any children that you have added which will prevent them from being placed or seen by providers.

The screenshot shows a dialog box titled "Deactivate" with a close button (X) in the top right corner. The text inside the dialog box reads: "Are you sure you'd like to deactivate your account? **Note:** doing so will deactivate any children you may have added." At the bottom of the dialog box are two buttons: "No" and "Yes".

Figure 3-11



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4.0 Child & Application Information

A parent must have a Parent/Guardian account created first in order to add their child(ren) (See Figure 2-###). Click on the [Add Child](#) link and the Child Details form is displayed (See Figure 4-1).

4.1 Child Details

Required Fields are shown in red.

1 Child Details
Information about your child.

2 Referrals
Referral sources.

3 Fee Subsidy
Subsidy information.

4 Summary
Summary of your answers.

About Your Child

First Name Last Name

Date of Birth This date represents my baby's due date

Gender Primary Language

School Board

School Search:

Your relationship to child being entered:

Does this child still require childcare?

Aboriginal Disclaimer

Declaration is voluntary and information is used solely for the purpose of planning for aboriginal services in our community.

Aboriginal

[Cancel](#) [Next Step](#)

Figure 4-1

All required fields are highlighted in red and must be entered. Press the [Cancel](#) link to delete the information you've added and return to the Home Screen (Figure 3-9). Press the [Next Step](#) link to save this information and continue to the Referrals form (Figure 4-2).

4.2 Referrals



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1 Child Details Information about your child.	2 Referrals Referral sources.	3 Fee Subsidy Subsidy information.	4 Summary Summary of your answers.
---	---	--	--

If your child has been referred to care by an agency select 'Yes' and indicate the referring agencies.
If you have not been referred to care by an agency you may skip this selection.

Is your child being referred to care by an agency?

Yes, my child is being referred.

No, my child is not being referred.

[Previous Screen](#) [Next Step](#)

Figure 4-2

If your child has not been referred by an agency, select “No, my child is not being referred.” and skip this section by clicking on the [Next Step](#) link and continue on to the Fee Subsidy form (See Figure 4-3). If your child has been referred to care by an agency select “Yes, my child is being referred.” and a pop up window showing the referring agencies is displayed (See Figure 4-2-1). Click on the agency that provided the referral and click on the [Next Step](#) link to continue to the Fee Subsidy form (See Figure 4-3).

Select any referring agencies:

- Family and Children’s Services
- Niagara Child Development Centre
- Niagara Peninsula Children’s Centre
- Speech Services of Niagara

[Next Step](#)

Figure 4-2-1



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4.3 Fee Subsidy

1 Child Details
Information about your child.

2 Referrals
Referral sources.

3 Fee Subsidy
Subsidy information.

4 Summary
Summary of your answers.

Do you require assistance with monetary fees? Select one of the options below that best suits your needs. You may use the Fee Calculator below to determine the portion of the monthly child care fee must be paid by you. The remaining portion (if applicable) may be subsidized by an organization providing subsidy.

[Click here to apply for subsidy or for more information](#)

No fee assistance is required
 Fee assistance is required
 Fee assistance is preferred but will accept non-assistance care

Fee Calculator

Instructions:

1. Enter the combined annual income, for you and your spouse, found on line 236 of your Tax Assessments into the box labeled 'Family Income'.
2. Click 'Calculate Fee'.
3. Your result will appear in the box labeled 'Your Estimated Monthly Cost'.

Family Income (line 236 of NOA): \$

[Calculate Fee](#)

Your Estimated Monthly Cost: \$

Disclaimer: The values presented here are only an estimate. Eligibility for subsidy and parental contribution amounts will be confirmed at an assessment meeting. There are factors, such as receipt of the Universal Child Care Tax Benefit, that may adjust your income slightly.

[Previous Screen](#)
[Next Step](#)

Figure 4-3

Click on the “[Click here to apply for subsidy or for more information](#)” link and you will be redirected to your cities website. If subsidy is not required, click on the “No fee assistance is required” link and the [Next Step](#) link to proceed to the Summary form (See Figure 4-4). If subsidy assistance is required, click on the “Fee assistance is required link”, and then enter your combined family income, found on line 236 of your Tax Assessments and then click on the [Calculate Fee](#) link and your estimated monthly cost is displayed. This cost is an estimated amount only and may change once you have completed an assessment meeting. If subsidy is preferred but not mandatory click on the “Fee assistance is preferred but will accept non-assistance care” link, enter your combined family income, found on line 236 of your Tax Assessments and then click on the [Calculate Fee](#) link and your estimated monthly cost is displayed. Click on the [Next Step](#) link to proceed to the Summary form (See Figure 4-4).



4.4 Summary

1 Child Details
Information about your child.

2 Referrals
Referral sources.

3 Fee Subsidy
Subsidy information.

4 Summary
Summary of your answers.

Review Your Child's Information

Your Child's Information Has Been Updated

Jake Smith Date of Birth: 9/1/2008 Gender: Male Primary Language: English Aboriginal: N/A Francophone: Prefer not to disclose	Referrals	Special Needs	Fee Assistance
	No references indicated	No special needs indicated	Fee assistance is preferred but will accept non-assistance care

Comments
 Additional comments about your child:

[Previous Screen](#)
[Save & Return to Home Screen](#)
[Save & Continue to Care Requirements](#)

Figure 4-4

If information on the Summary form is incorrect, click on the [Previous Screen](#) link to go back and change information. If the information is correct, click the [Save & Return to Home Screen](#), to save the information and return to the home screen (See Figure 3-9) or click the [Save & Continue to Care Requirements](#) to save the information and go to the Care Requirements form (See Figure 5-0)

5.0 Review Applications

Click on the [Review Applications](#) link on the Home Screen (Figure 3-9) to display the active applications form (Figure 5-0) Press the [Print View](#) link to print a copy of the active applications.

The current active applications for Jake Smith are:

[Print View](#)

Niagara Region Home Child Care 3340 Schmon Parkway Thorold, L2V 3Z3 905-984-6900	Program	Application Date	Pref. Start Date
	Pre-School, Evenings (After 6:00pm)	September 09, 2013	September 03, 2013

[Return Home](#)

Figure 5-0



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Click the [Return Home](#) link to return to the home screen (Figure 3-9).

6.0 Care Requirements and Program Selection (Apply to Programs)

This section allows the parent to indicate what type of care they are looking for and apply to specific programs.

6.1 Care Requirements

1 Care Requirements What you're looking for.	2 Program Selection Apply to programs.	3 Summary Application Summary.
--	--	--

For: Smith, Jake

Preferred Start Date:	Preferred Provider Type:
<input type="text"/> <p style="font-size: small; color: red; margin-top: 5px;"><i>Changing the preferred start date and program times will not alter any waitlist you have currently applied to. Changes will impact all future waitlist applications.</i></p>	<input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Centre Based <input checked="" type="checkbox"/> School <input checked="" type="checkbox"/> Nursery Based <input checked="" type="checkbox"/> Home Based
Days of the week requiring care:	
<input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday <input checked="" type="checkbox"/> Varies	
Program times:	Optional Program filters:
<input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Full Day <input checked="" type="checkbox"/> Half Day AM <input checked="" type="checkbox"/> Half Day PM <input checked="" type="checkbox"/> After School <input checked="" type="checkbox"/> Before School <input checked="" type="checkbox"/> Evenings (After 6:00pm) <input checked="" type="checkbox"/> PD Days	<input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Lunch <input checked="" type="checkbox"/> Breakfast <input checked="" type="checkbox"/> Dinner <input checked="" type="checkbox"/> Early drop off <input checked="" type="checkbox"/> Late Pickup <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Weekends

[Next Step](#)

Figure 6-0

Enter the Preferred Start Date mm/dd/yyyy or click on the Calendar link and click on the date. Select the Preferred Provider Type(s), Select All, Centre Based, School, Nursery Based and/or Home Based. Select the days of the week requiring care, Select All, Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday or Varies. Select program times, Select All, Full Day, Half Day AM, Half Day PM, After School, Before School, Evenings (After 6:00pm), and/or PD Days. Select Optional Program filters, Select All, Lunch, Breakfast, Dinner, Early drop off, Late Pickup, Overnight and/or Weekends. Click on the [Next Step](#) link to save this information and continue to the Program Selection form (See Figure 6-1).



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6.2 Program Selection

1 Care Requirements
What you're looking for.

2 Program Selection
Apply to programs.

3 Summary
Application Summary.

For: Smith, Jake

The information you provided in the previous section directly affects the programs available to you.
You have indicated that you required care on the following days: **All Selected**

For these program times: **After School, Before School, Evenings (After 6:00pm), PD Days**
You require the following options: **Lunch, Dinner, Early drop off, Late Pickup, Overnight, Weekends**

Current Waitlists

List View
Map View

Provider Name: Max Distance(km): Filter

Niagara Region Home Child Care	Distance to provider: 16.61 km	Show Programs
--------------------------------	--------------------------------	-------------------------------

Previous Screen
Next Step

Figure 6-1

Click on the “Show Programs” link and the programs that match the requirements indicated is displayed (See Figure 6-2). Click the [Apply](#) link to

Niagara Region Home Child Care		Distance to provider: 16.61 km	Show Programs
3340 Schmon Parkway, Thorold, L2V 3Z3		SUBSIDIZED FAMILIES ONL	
905-984-6900		Y	
Offers Subsidy <input checked="" type="checkbox"/>	Special Needs <input checked="" type="checkbox"/>	Home Child Care providers may have availability 24 hours a day, 7 days a week	
Provider Type: Home Based		Placements available throughout Niagara Region	
Description	Program	Date	
	Evenings (After 6:00pm), Pre-School		Apply

Figure 6-2



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Click on the [Next Step](#) link to display the Summary form (See Figure 6-3).

6.3 Summary

1 Care Requirements
What you're looking for.

2 Program Selection
Apply to programs.

3 Summary
Application Summary.

For: Smith, Jake

Review Your Application(s)

Print View

Applications Updated

Your child care applications have been received

The current active applications for Jake Smith are:

Niagara Region Home Child Care <small>3340 Schmon Parkway Thorold, L2V 3Z3 905-984-6900</small>	Program	Application Date	Pref. Start Date
	Pre-School, Evenings (After 6:00pm)	September 09, 2013	September 03, 2013

You will be contacted by a provider when a position becomes available.
 If you wish to modify the programs you have selected, you may:

- a. Click the 'Previous Screen' button and return to the program selection screen now.
- b. Return to the program selection screen at a later time from the home screen.

 An e-mail will be sent to onehsn@rbbinnovations.com within an hour of your most recent changes.

Previous Screen

Save & Return to Home Screen

Figure 6-3

Click on the [Print View](#) link to print a confirmation copy of the applications. Click on the [Previous Screen](#) link to return to the Program Selection form and make any required changes. Click on the [Save & Return to Home Screen](#) to save the application(s) and return to the home screen (See Figure 3-9)