Sandbox Parent Portal - Parent Manual

Welcome! You must be using this manual because your childcare provider uses **Sandbox Software** to help manage their center. **Sandbox Software** has a Parent Portal that enables parents/guardians to manage information for their family as well be keep up 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 center can/has emailed you a link to create your account.
2) You can create your account through the Sandbox Parent Portal website.*

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

Creating your account using the link that was emailed to you:

1) Click on the link in the email that your center 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.

## Creating your account using the Sandbox Parent Portal website:

1) Go to 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/copy and paste this link in the address bar on your web browser to login securely on any device. You can login on 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 on 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 center chooses to use the Parent Portal.
2) When you are finished using the Parent Portal, make sure to click the **Log Out** button to prevent anyone else from accessing your account, especially if you are not using your personal mobile phone, tablet, laptop, or desktop computer.
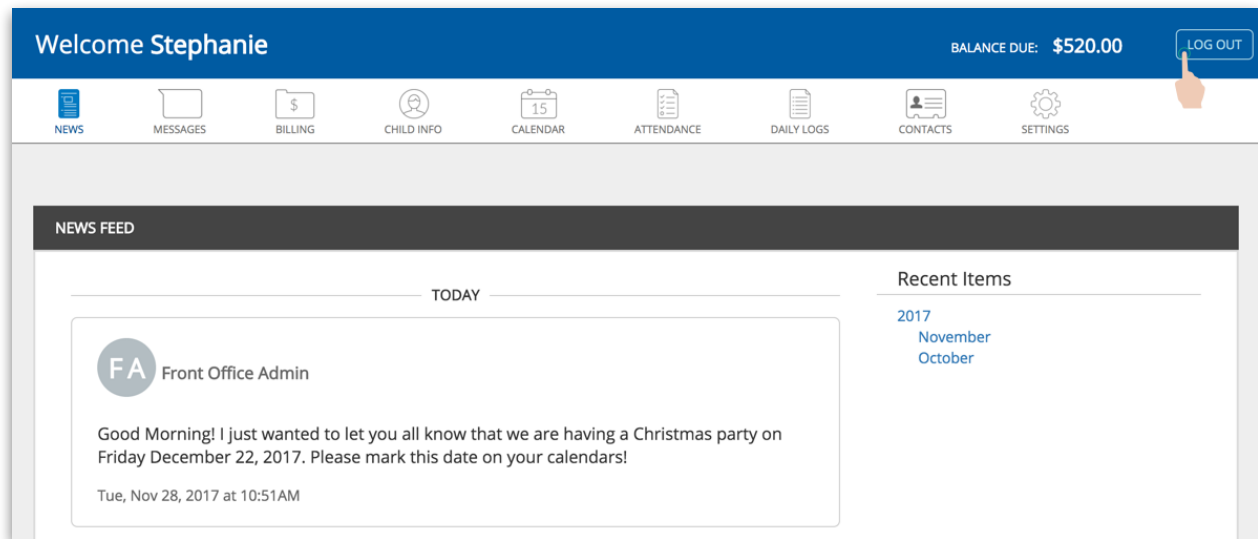

News

When you login to the Parent Portal you will be brought to the **Newsfeed** section. The Newsfeed is where you will see information that is shared by your center such as, messages, pictures, and/or announcements.
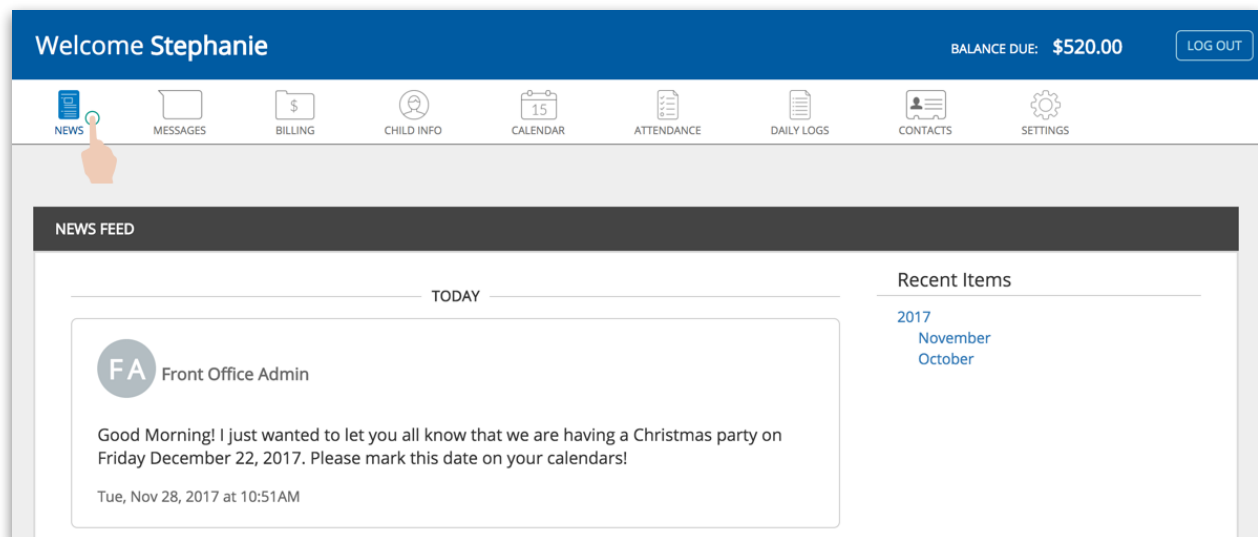
Messages

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 of the authorized staff. You will need to contact your center directly if you wish to communicate with a specific teacher.
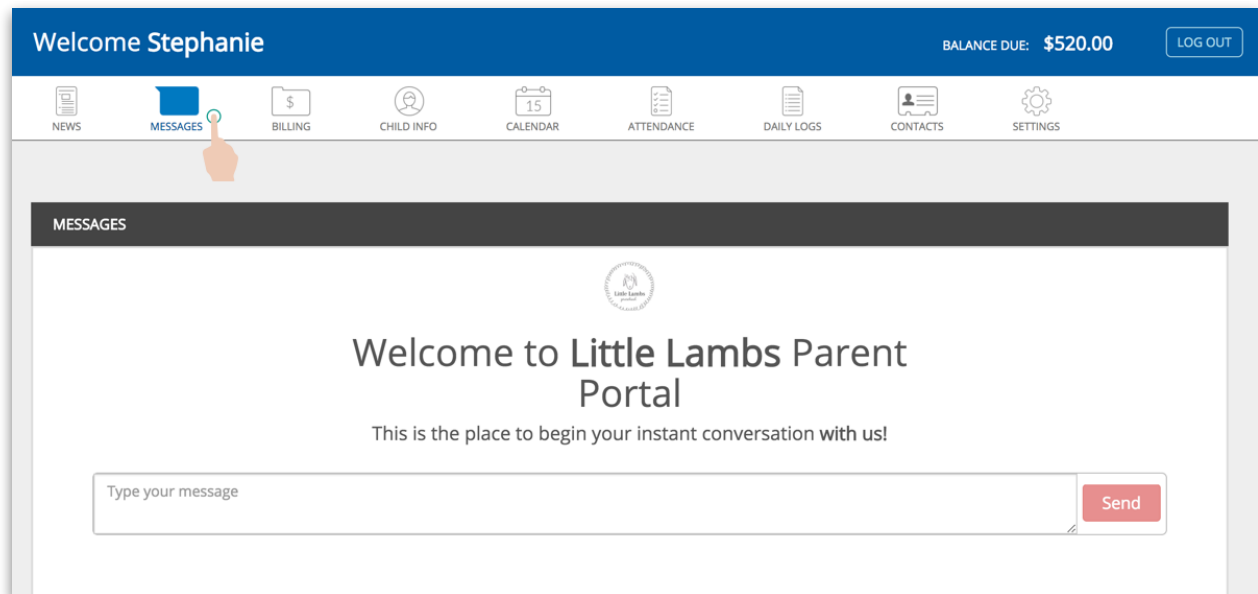
Billing

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** or **Print Tax Receipts**. You can also view/print invoice and payment details by clicking on them in the list.

DATE	BILLING PERIOD	DESCRIPTION	TOT.	AMOUNT DUE	STATUS
18-Dec-2017		Refund - Cash	$520.00		
11-Dec-2017		Payment - Cash	$520.00		
1-Dec-2017	1-Dec-2017 - 31-Dec-2017	Invoice #7	$520.00	$520.00	Unpaid
7-Nov-2017		Payment - Cash	$545.00		
1-Nov-2017	1-Nov-2017 - 30-Nov-2017	Invoice #5	$545.00	$0.00	Paid
9-Oct-2017		Payment - Cash	$400.00		

Child Info

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

- You can only edit information if the pencil icon is present.
- You can add a picture of the child by clicking on the **Upload** button.
- You can change pictures for the child by clicking on the existing picture.
- The attachments section enables you to upload documentation, if required/enabled 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.

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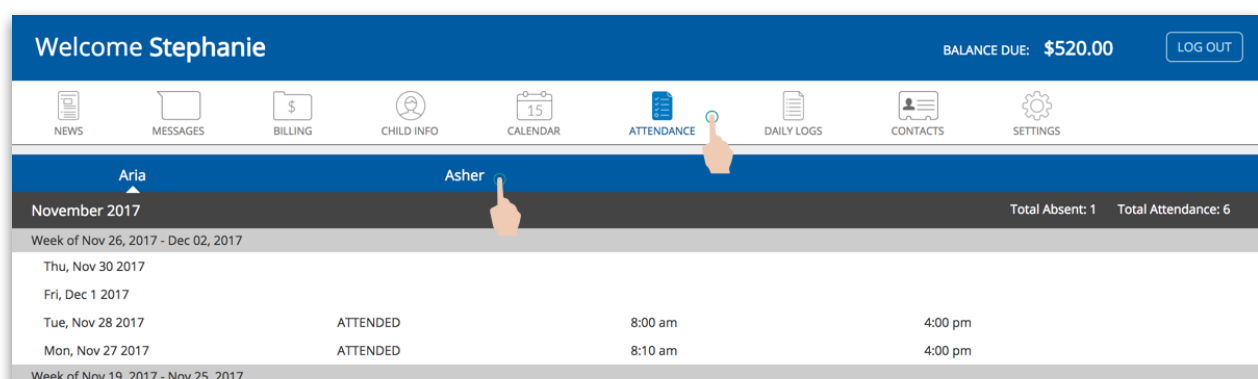
- If enabled by your provider, you can add/edit vacation days by clicking the **Add Vacation** button.
- If you have more than one child at the same location, you can move from one child the other by clicking on the child's name.
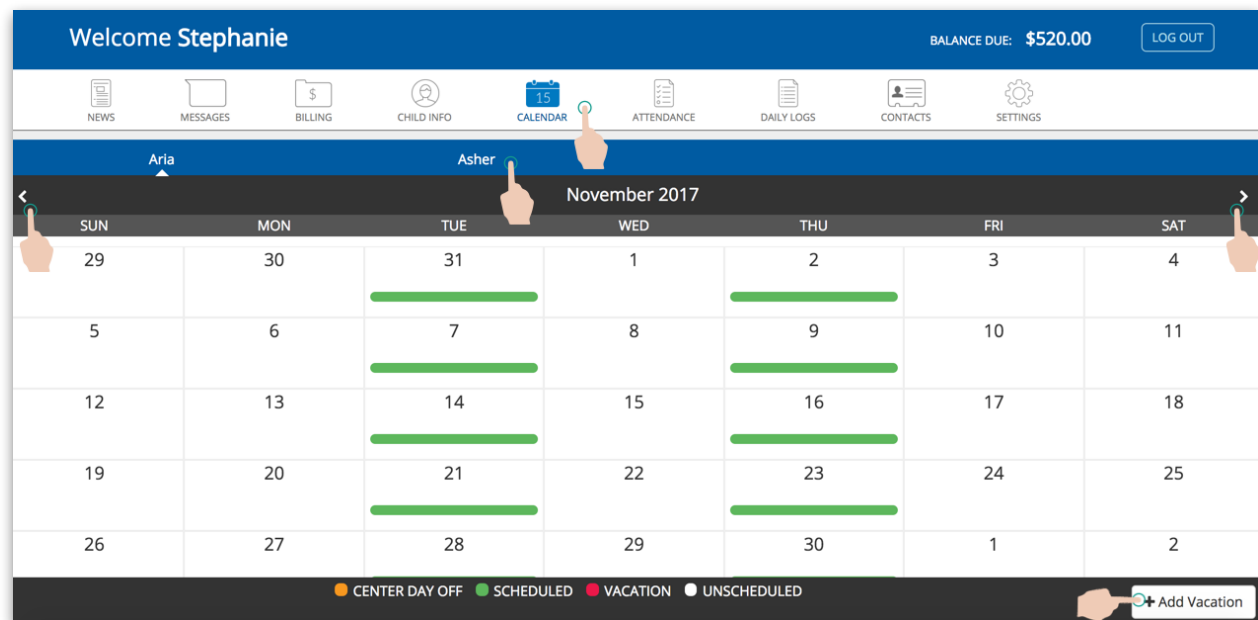
Attendance

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.

Daily Logs

In the **Daily Logs** section, you are able to view a PDF version of the daily logs the center has completed for your child or children. This is only applicable if your center utilizes daily logs in Sandbox.

- 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.
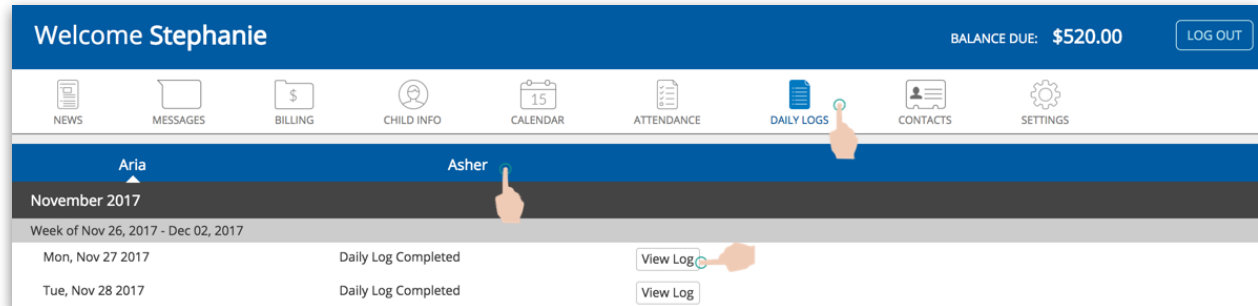
Contacts

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** or **Add Contact** button. You can edit this information by clicking on the **Edit** button (pencil) on the far right.

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

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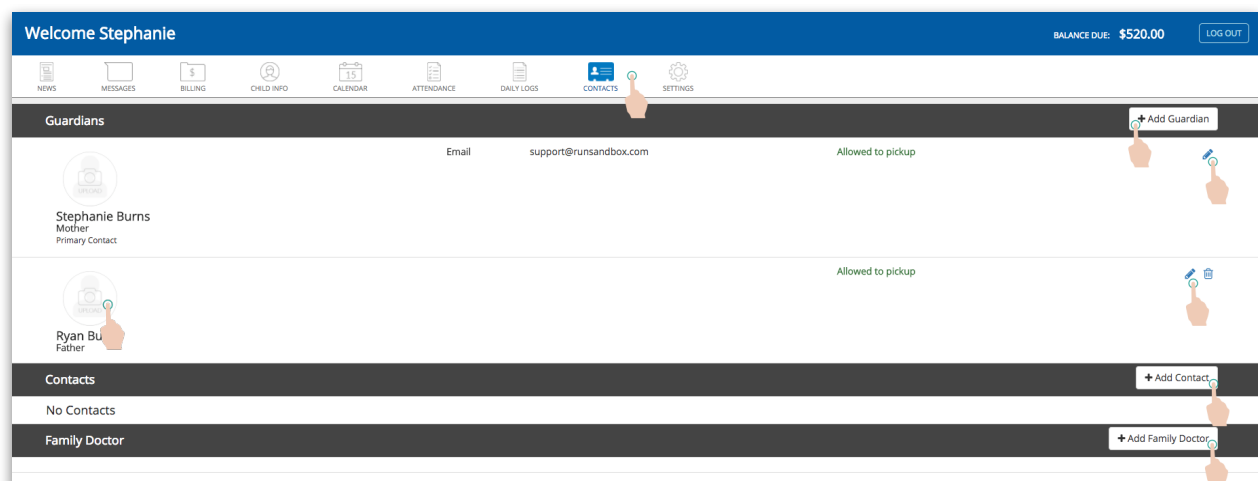
Settings

The **Settings** section enables youth change your Parent Portal password and Timeclock Passcode, as well as set your email notification preferences. If your center accepts Credit Card and/or Direct Debit/ACH payments through Sandbox, you are also able to enter in your card information here.

- Select the **Edit** button (pencil) to edit your **Password** and/or **Timeclock Passcode**.
- Select the Edit button (pencil) to make modifications to your notifications.
  - You can choose to receive an automated email when your child is checked in/out. This would be if you are using the **Timeclock** to check your child in/out.
  - You can choose to receive an automated email each time something is posted to the Newsfeed.
  - You can choose to receive an automated email each time you receive a new message in Parent Portal.
- If your center enables you to pay your invoices online, the **Payment Details** section allow you to add new payment information or edit/delete your existing payment information.
  - If applicable, you can also choose to set up your account with **Automatic Withdrawal**. What this means is that you will not have to pay your bill at each billing period and the center will process these payments for you.
  - If your center accepts *Direct Debit/ACH payments*, there will be a verification process. Once you input your Direct Debit/ACH information, you will need to wait 3-5 business days for two micro-deposits to show up in your account. These amounts will be under a dollar each. Once you receive these amounts, you will sign into Parent Portal, **Settings**, and click on the **Verify** button. You will then enter these two amounts in and your account will be verified, if successful. You will now be able to pay your invoice(s). If you have any questions in regards to this process, please call your center for more information.