

# OWNA- Frequently Asked Questions

Welcome to our 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://schoolplus.com.au/before-and-after-school-care/> to select the program you wish to attend and commence the registration process.

### **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 07 3395 8099 or [enrolments@schoolplus.com.au](mailto:enrolments@schoolplus.com.au)

### **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.

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## **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 07 3395 8099 or [enrolments@schoolplus.com.au](mailto:enrolments@schoolplus.com.au)

## **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: [enrolments@schoolplus.com.au](mailto:enrolments@schoolplus.com.au) 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 07 3395 8099 or [enrolments@schoolplus.com.au](mailto:enrolments@schoolplus.com.au)

## **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 07 3395 8099 or [enrolments@schoolplus.com.au](mailto:enrolments@schoolplus.com.au)

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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.

### Change Your Details

04



Go to home page

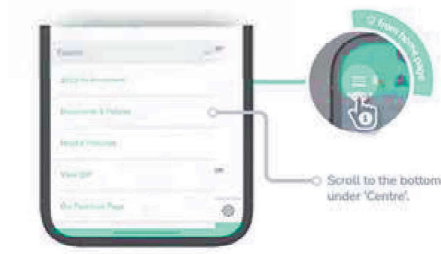
My Profile

My Child

My Contact

### Documents & Policies

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Scroll to the bottom under 'Centre'.

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To Update Payment Details

### Sign Direct Debit Request (DOR) Form

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Click DDR form button

Select your preferred method of payment

Review and submit

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