



# Parents' Guide for the Kids Club HQ Booking System

The Dell are working with Kids Club HQ to provide you with a new booking system for their clubs.

This guide is an introduction on how to get going with the system when it goes live.

We're sure you're going to love the new system which will save you loads of time making new bookings.

- Only add your information and the information for your children once
- Automatically receive emails listing the days and sessions your children are booked in for
- Log in to view all your previous bookings
- Available from any computer with internet access

To get set up with the new system and to ensure that your child is registered for the appropriate days, it's important that you go through the following process as soon as possible.

### Requesting a contract

There are several steps involved but it is quite a simple process and this document should help you to get through it in a breeze.

You will have been given a link by your club to get started setting up a new contract. Please click this link now then follow the steps in this document.

The steps involved are:

- 1. Create an account
- 2. Request your contract
- 3. Add your children
- 4. Choose your days and sessions
- 5. Add contacts and collection passwords
- 6. Medical information
- 7. Terms and conditions and consents

#### Step 1. Create an account

To get started, go to the following link:

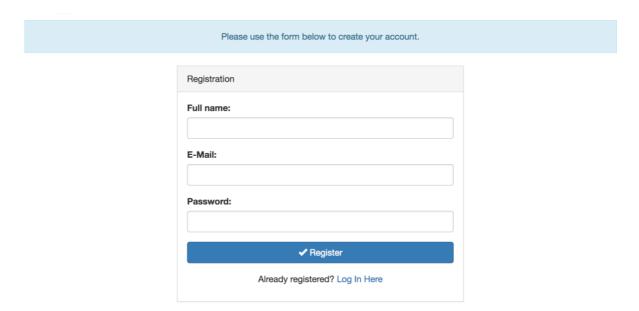




#### https://thedellhertford.kidsclubhg.co.uk/rdr?u=home

When the page loads, there will be a login form shown. Since you do not yet have a login account, click the link labelled 'Not got a login yet? Register Here' below the log in form.

Please fill in the registration form, ensuring you use a password that is secure and that you will remember, then click the **Register** button:



Congratulations! You have just registered your login details.

#### Step 2. Request your contract

Once you have registered, you will see a page with 2 tabs in the top navigation:

- My Bookings and
- My Contracts.

You're interested in the My Contracts tab, as below:





My Bookings My Contracts

### My Contracts

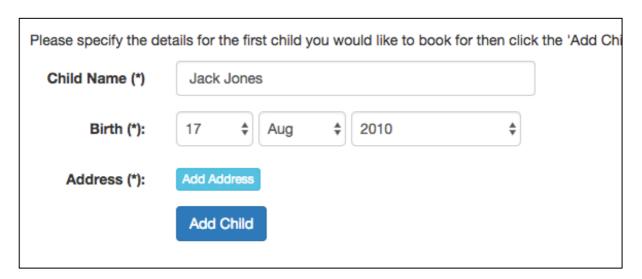
You have not yet requested a contract.

Request a New Contract for... ▼

To start setting up your new contract, click the then select the club that you use from the list that appears.

#### Step 3. Add your children

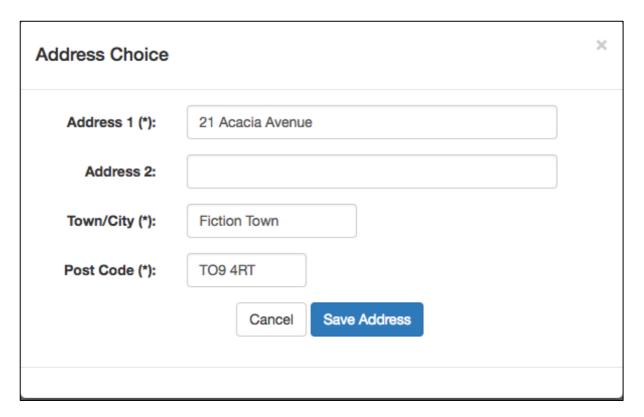
The first step in the process is to add your children to the system. You will initially see a form to complete for your first child like this:



Fill in the name and date of birth for your child then click Add Address. This will show you a form where you should add the address for the child you are adding:



## **KidsClubHQ**



Click Save Address to save the address for the child.

Once the child's details have been specified, click

Add Child

You will then see a list of children with just this child in it and a tick to the left to indicate that this child is selected for the contract:



If you would like more children, click the button and go through the above process for each child you would like to add.





Once all the children you would like to include in the contract have been added, click to go to the next step.

#### Step 4. Choose your days and sessions

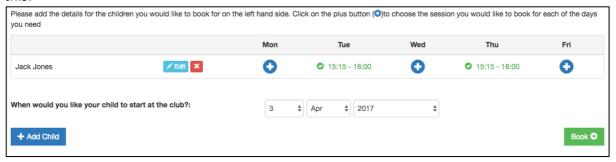
You will see a page similar to the following:



For each day you would like your child to attend the club, click the button to show the available sessions for that day. If there is only 1 session available that day, it will be selected by default.

If you are requesting a contract for multiple children, add the sessions for the appropriate days for each child.

Once you have selected the days and sessions you require, the page will look something like this:



Click Book to continue to the next step.

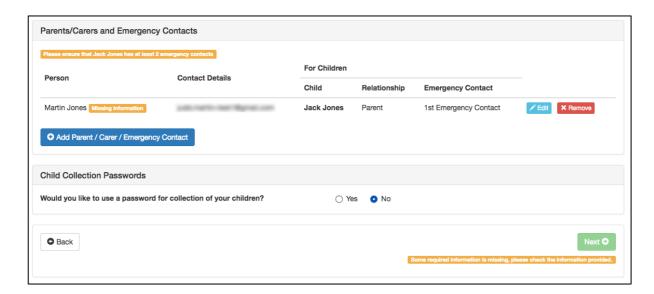
Step 5. Add contacts and collection passwords





#### Parents, Carers and Emergency Contacts

When this page first shows, there are some warning messages in orange about missing information:



To fill in the missing information, click the button to the right of the contact in the list. This will allow you to edit the details for this contact:



Please ensure that you populate the required details which include:

Name





- At least one of: Phone, Work Phone, Mobile
- Select the child(ren) that this is a contact for, the relationship and which emergency contact they are

You will need to add several contacts as defined by the club you use (usually 3). You can add additional contacts by clicking the Add Parent / Carer / Emergency Contact button.

If you added a contact in error, you can remove them by clicking the to the right of the contacts name.

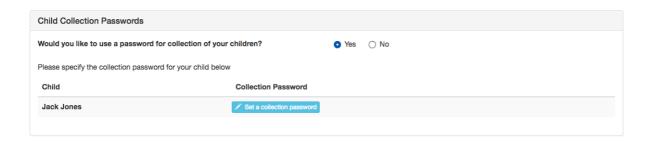
## **≭** Remove buttor

#### Child Collection Passwords

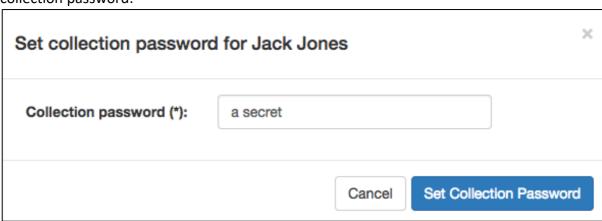
Some clubs have the option for you to specify a collection password for your child(ren). This password can be used by staff to help ensure that the person collecting your child is the person who should be collecting them as they must know the collection password.

If you would like to specify a collection password for your child(ren), select **Yes** to the right of the question, "Would you like to use a password for collection of your children?".

This will give you the option to add a password for each of your children:



Click the Set a collection password button to the right of the child's name to add a collection password:







Click Set Collection Password

to save it. This will then show in the list like this:

Child Collection Passwor	5	
Please specify the collection p	seword for your child below	
riease specify the collection p	ssword for your child below	
Child	Collection Password Show Passwords	
Jack Jones	······ / Change	

To view the collection passwords for your children, click



To change a collection password, click

Once the contacts and collection passwords (if necessary) have been set, click go to the next step.



#### Step 6. Supply medical Information

In this step, you can add any medical conditions, dietary requirements, Special Educational Needs (SEN) and doctor information for your children:

#### Medical Information

If your child(ren) has any medical conditions or allergies, you can add them in this section.



Click the Click the Click the button to add information, this will show the following form:





Edit Allergy, Medical Condition or Disability	×
Allergy, disability or condition (*):	
Eczema	
Symptoms of the allergy or condition:	
Itching and inflamed skin around elbows.	
Treatment required (if applicable). Please list the names of any medication required:	<i>A</i>
Does your child require medication to be administered by our staff:  Yes No  Does this condition restrict your child from any of our activities? Please list them if	<u> 1</u>
yes:	1
Cancel	

Click the Save button to add the condition, a summary will then be shown in the list:



#### **Dietary Requirements**

If your child(ren) has any dietary requirements, select **Yes** to the right of the question "Does your child have any dietary requirements?":



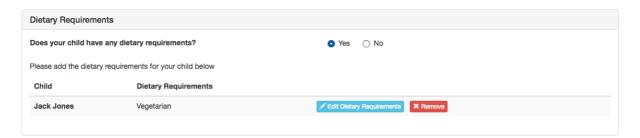


Dietary Requirements						
Does your child have any dietary requirements?		<ul><li>Yes</li></ul>	○ No			
Please add the dietary requirements for your child below						
Child	Dietary Requirements					
Jack Jones	None		Add Dietary Requirements			

Click Add Dietary Requirements to add dietary requirements:



Click Save and the requirement is added to the list:



#### Doctors

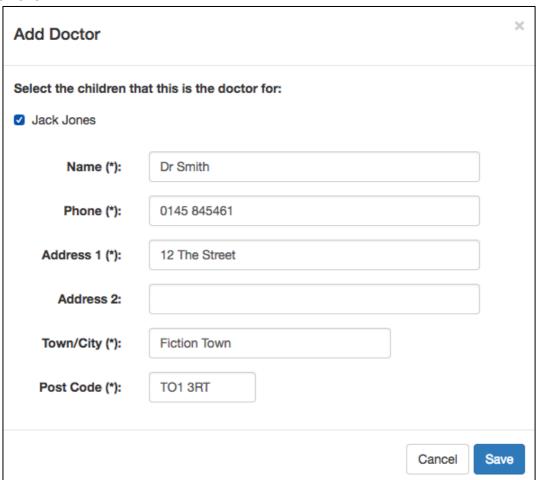
Doctor information for each of your children is required and can be added in the Doctors section:





Doctors				
Please add the doctor(s) fo	the children you are booking	for using the button below	N	
◆ Add Doctor				

Click on to add the details for a doctor and select which children the doctor is for.



**Please note:** if the doctor covers more than 1 of your children, please make sure that you select all children this doctor covers by ticking the box to the left of the child's name at the top of this form.

Click Save to add the doctor and a summary is shown in the list:





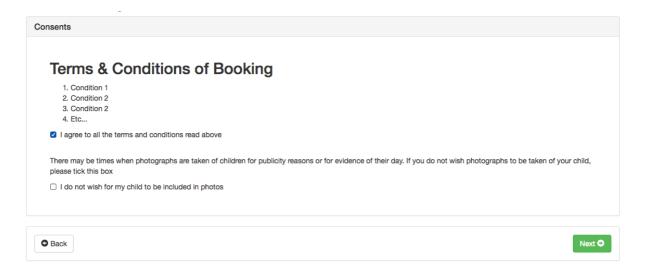


Once the medical information, dietary requirements and doctors have been added, click Next to go to the next step.

#### Step 7. Terms & conditions and other consents

There will usually be a set of terms and conditions that you must read and agree to before you complete your contract request. These are shown at this stage.

There may also be some other consents that the club has which you can opt in or out of here.



Once you have agreed to the terms and conditions and any other consents, click



The End.

That's it!





Thank you!	
An email has been sent to you containing the details of the sessions you requested. We will be in contact once we have reviewed your request.	
View your contracts •	

The contract request has now been sent to the club administrators. They will review your request and notify you when it has been approved.