OneList
Waterloo Region
User Guide
# User Guide

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Introduction

OneList Waterloo Region is designed to help you learn about the child care services available in our community and to help you 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.

When you select Waterloo Region Licensed Child Care, you can apply to up to 10 child care centres as well as up to 2 home child care programs. The Child Care Centre will contact you when a space becomes available their centre. A Home Child Care Consultant will contact you, shortly after receiving your Home Child Care application.

Your place on any wait list will be determined by the date you submit your online application.

There is also an option to apply to Before & After School Programs for your child, at either the Waterloo Region District School Board or the Waterloo Catholic District School Board, through the OneList program.
Create an Account

In order to apply for child care you have to create an account. You will need to set up a passphrase and have an active email address in order to log into the website.

Depending on which option you chose on the home screen, you will see one of these screens to create an account:

Early Learning and Child Care Programs:

Waterloo Catholic District School Board or Waterloo Region District School Board:
Register Your Email Address

1. Enter your active email address in the Email text box
2. Type the multiple letters and/or numbers in the “type the text” textbox that are displayed in the CAPTCHA security box.
   - If you are having difficulty interpreting what is in the security box, click the “get a new challenge” link
   - If you continue to have difficulty with the security box data, click the “get an audio challenge” link to get an audio challenge. Enter what you hear without spaces in the “type what you hear” text box
3. Click the Register Link to register your email address. The Registration Complete screen will be displayed. You only have to register your email once.
4. After you have completed the registration process, an email with a passphrase link will be sent to the email address you provided.
   - A passphrase is similar to a password, but it is longer and more complex for added security. It is a sequence of words, letters and 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 address again
Setting your Passphrase

Once you have registered your email address, you will receive an email similar to this:

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:

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.

After clicking on the passphrase link in your email, you will be presented with the Change Passphrase screen:

- 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 you add to your passphrase increases the protection that it provides.
• The text below the ‘Confirm New Passphrase’ textbox, explains what criteria is required to create your passphrase.
• Eight characters is the minimum but adding more is suggested to create a stronger passphrase
• You must integrate uppercase letters, lowercase letters, numbers and symbols into your passphrase
• If your passphrase is strong enough, the meter should indicate **Good** or **Strong**
• If the meter says **Weak** or **Too Short**, then your passphrase is not strong enough
• If the passphrases match, when it is re-entered to confirm, click the **Set Passphrase** link to set the passphrase and log into the system

Once the passphrase is set, you will be logged into the system and the Welcome screen will be displayed.

Click on the **Begin Application** link and the Contact Information screen will be displayed.
User Login

Once you have created an account and set your passphrase, all future access to the website will be through the Log In link.

Click the Log In link which will direct you to the Log In screen

Early Learning and Child Care Programs:

Waterloo Catholic District School Board or Waterloo Region District School Board:

*If you haven’t created an account, see the Create an Account section of this User Guide
1. Enter your email in the **Email** Textbox.
2. Enter your Passphrase in the **Passphrase** textbox.
3. Click the **Log in** link.

If your Email and Passphrase are correct, then you will have successfully logged in and the Contact Info screen will be displayed and you can begin your application.

**Forget your Passphrase?**
If you have forgotten your passphrase, click on the **Forgot your Passphrase?** link and the **Reset your Passphrase** screen will be displayed:

1. Enter your email in the Email textbox and click the **Submit** link.
2. This message will be displayed:
   **“Change Passphrase Request Has Been Sent to Your Email”**
3. Click on the link in the email to be directed to the Change Passphrase screen
4. You will get a message that says that your reset request has been received, along with detailed on-screen instructions to continue to change your passphrase.
5. Return to the **Setting Your Passphrase** section of this guide for instructions on setting/changing your passphrase.
Application – Parent/Guardian Information

Step 1: Contact Info
The Contact Info screen is used to gather Parent/Guardian information, for contact purposes.

- 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 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 by the red marker is in the wrong location, then it can be moved to the correct one.
- To add additional phone numbers, click the Add link beside “Additional Contact Information” and the Additional Contact Information screen will be displayed. This is optional, but it is recommended that more than one contact number be provided.
- Once all required fields are entered, click the Next Step which will take you to the Activity Info screen.
Step 2: Activity Info

Answer the 2 questions on the screen by selecting **Yes** or **No**.
- If you click “Yes” on either question, an additional drop down menu or link will be displayed to prompt you to answer further questions
- Follow the instructions on the screen to answer the additional questions

Click **Next Step** and you will move to the **Summary** screen.

*If you click **Previous Screen**, it will take you back to the Contact Information screen, allowing you to make any necessary changes to that information.*
Step 3: Summary

This screen shows a summary of all the information you have provided.

*If you click Previous Screen, it will take you back to the Activity Info screen, allowing you to make any necessary changes to that information.

Click Save.

The Home screen will be displayed, to add a child and apply to programs.

*A parent/guardian must have an account created, in order to add children

Click Add Child and the Child Details form will be displayed.
Application – Child Information

Step 1: Child Details

All required fields are highlighted in red and must be entered.

- Click Next Step to save the information and continue to Step 2: Fee Subsidy
- To delete the information you have entered, click Cancel and you will return to the home screen

Step 2: Fee Subsidy:

Select the option that best suits your needs, from the 3 choices.

Click on the Next Step link to proceed to Step 3: Summary

*The “Click here for more Information on applying for childcare subsidy” link will redirect you to the Subsidy Calculator on the Region of Waterloo website.
Step 3: Summary

This screen shows a summary of all the information you have provided about your child.

If the information is correct, click **Save & Continue to Apply to Child Care Programs**.

*If the information on the Summary form is incorrect click **Previous Screen** to go back and make any necessary changes*
Application – Apply to Programs

Step 1: Care Requirements

- Enter the Preferred Start Date or click the calendar link and choose the date
- Select the days of the week that you will be requiring care
- Select Program times
- Click Next Step to save this information and continue to the Program Selection Step
Step 2: Program Selection

This screen will show list of programs available to you, based on the information you provided in the previous section.

You can choose to apply to up to 10 care providers.

- Click Show Programs for more information on a program and to access the Apply link
- To apply to a program, click the Apply link
- Click Next Step to continue to the Location Prioritization screen
Step 3: Location Prioritization

This screen lists all the programs that you chose to apply for in the previous screen.

You may choose to prioritize your choices.
Use the + to add or remove providers as a priority.
Use the ↑ ↓ to change each provider’s priority rating

Click Next Step to continue to the Summary screen
**Step 4: Summary**

This screen will give you confirmation that your applications were received by the Child Care Providers that you applied to.

You will be contacted by a Child Care Provider when a space becomes available.

Click on **Print View** to print a confirmation of the applications.

Click on **Save & Return to Home Screen**
Summary of Applications

Once you are back on the **Home Screen**, you can view a complete summary of your applications:
Logging Out

Make sure that any information you have changed is saved before you log out of your account.

You can Log Out from the Home Screen (or from any screen that the Log Out button is visible).

Deactivate your Account

To deactivate your account click the Deactivate Account link. The Deactivate form will be displayed.

*Deactivating your account will also deactivate any children you have added which will prevent them from being placed or seen by providers
Changing your Child’s Schedule

*Please Note: This feature is only available for (board run) Extended Day Programs

The following information was created and provided by the Waterloo Region District School Board and is also available as a PDF: http://www.wrdsb.ca/beforeafter/wp-content/uploads/sites/13/schedule_change_instructions.pdf

Changes can be made with minimum two weeks advanced notice. Invoices are based upon the days of care scheduled in OneList.

To change your child’s schedule, with the minimum two weeks notice, follow these steps:

1. Log into your account from www.OneListWaterlooRegion.ca
2. Choose the appropriate school board
3. Beside your child’s name, click Update Your Child’s Schedule
4. On the calendar page, click Change Schedule
5. Select the week you wish to make changes effective for
6. On the OneList website for the Waterloo Region District School Board, there is a date range option, (to change the schedule for a set period).
   • Click or unclick the days that you wish to change during that time period
   • Click Save
7. On the OneList website the Waterloo Catholic District School Board, there is not an option to select a date range.
   • Click the days that you wish to change, click Save
   • Your changes will be reflected until the end of the school year
8. Revisit the calendar to ensure that changes are accurate.
9. To change your child’s schedule, outside of the two week notice period, contact your Extended Day Supervisor:

   Waterloo Region District School Board:  519-570-0003 ext. 4704, 4477, 4529, 4203 or 4389
   Link to Waterloo Region District School Board Extended Day Information and Parent Handbook: https://www.wrdsb.ca/beforeafter/

   Waterloo Region Catholic School Board: 519-578-3660 ext. 2225, 2484, 2290
   Link to Waterloo Region Catholic School Board Extended Day Information and Parent Handbook: https://www.wcdsb.ca/our-schools/register-for-school/extended-day-program/

**OneList Support**
If you encounter a problem, please contact OneHSN at 1-888-722-1540 or e-mail support@OneHSN.com. Hours of operation: Monday to Friday from 8 am to 5 pm.