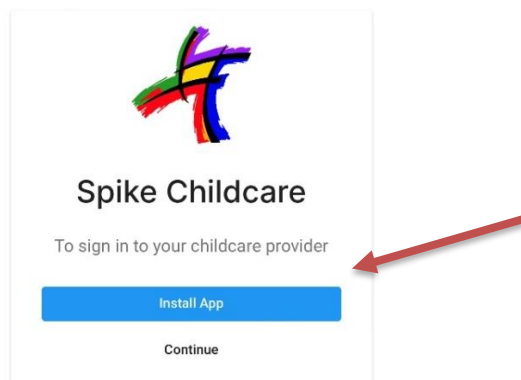


SPIKE INSTRUCTIONS

Please follow the steps below to install and make OSHC bookings via the SPIKE Childcare app. The online booking system gives parents and caregivers the ability to book and/or cancel OSHC bookings via an app and access important information, including emergency contacts, invoices and statements. Bookings and cancellations can only be made 2 hours prior to the service opening, to ensure we are able to meet compliance regarding staffing.

Please note that only Before School Care and After School Care bookings can be made via the app. All Vacation Care bookings are made by completing a Vacation Care form, which can be found on our website toward the end of each term. Cancellations can be made by calling the OSHC team on 8217 3200 between 8am-2pm or 8217 3254 between 2pm-6pm or email OSHC@sac.sa.edu.au


Step 1 - Download the Spike Childcare app by clicking this link <https://aloysius.spike.economicoutlook.net/clients/> Click **Install App** and press continue.

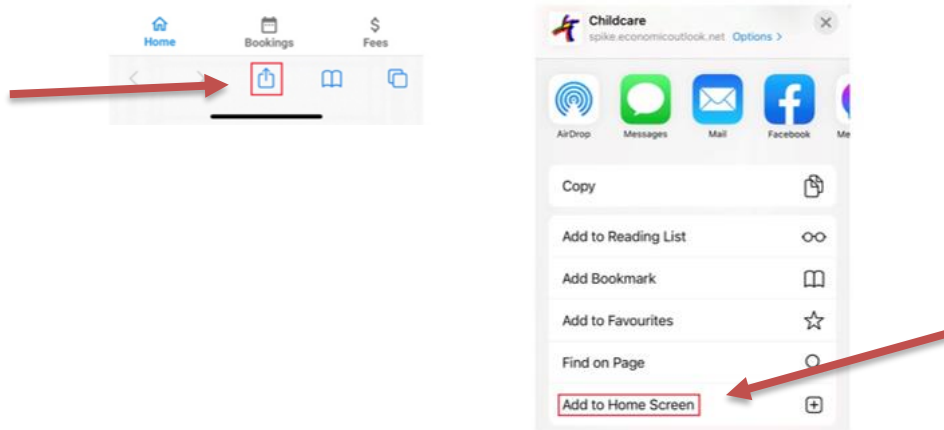


Step 2 – Sign in - You will be required to use the **email address** your OSHC Tax Invoice is currently sent to and the **six-digit password** that you use to sign your child in and out of OSHC. If you don't know your email address or password, please contact the Front Office or the OSHC Centre.

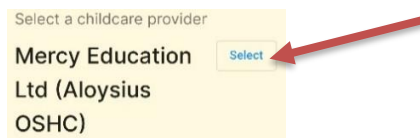


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Step 3 - Once logged in, to save the app on your mobile or device select click the share icon  at the bottom of the screen and then click 'Add to Home Screen'

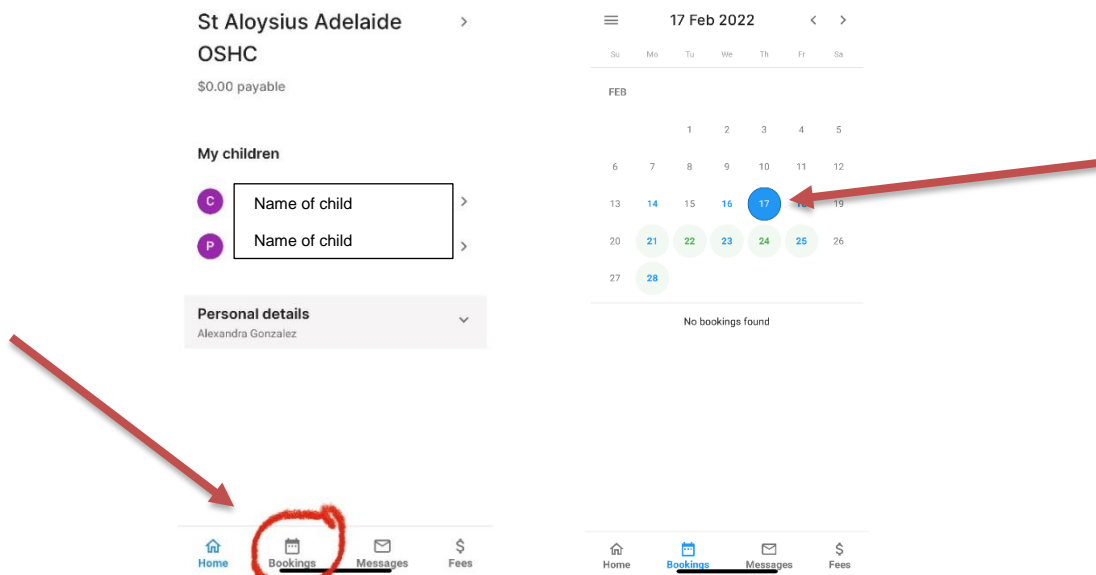


Step 4 - Select the Childcare Provider you are using. Some families may have more than one OSHC service that they use, so please select **Mercy Education Ltd (St Aloysius College OSHC)** for any St Aloysius College bookings.



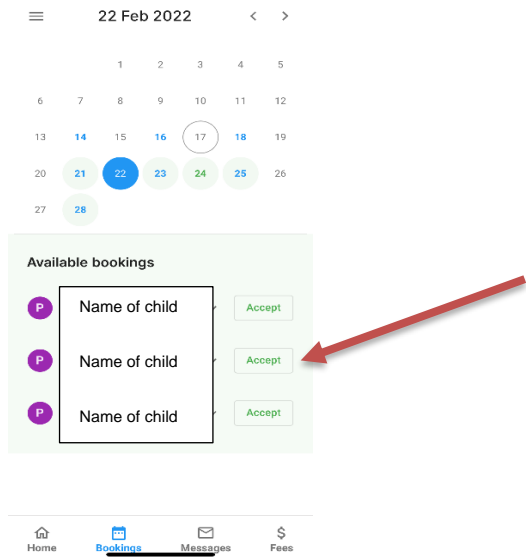
Step 5 – To make a booking click the Bookings icon at the bottom of the screen.

Dates that appear on your screen in blue indicate that there is already a **current booking** for your child/ren on this day.

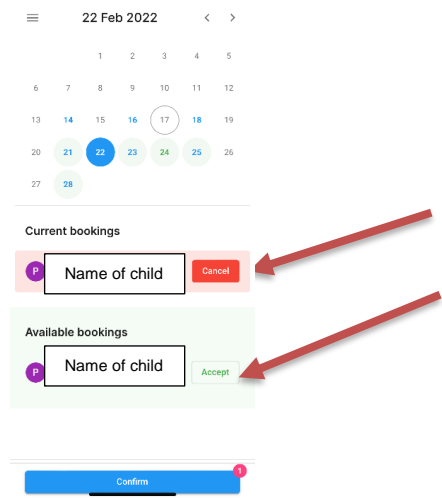


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Dates that appear in green on your screen indicate that there are **available bookings** that can be made on these days, should you require a booking. Click the date required, click **Accept** and then click **Confirm**.



To **cancel a booking** simply select the date and then click **Cancel** and **Confirm**.



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Installing the Parent Childcare App on Android

Click on the link to the Parent Childcare App from either your invoice or email.



If you did not install the App at initial sign in

1. Click on 3 lines on top left-hand side
2. Install App

To log in to the app, your username is the email address that you have provided to the SAC OSHC service and your password is your pin number. If you have forgotten your pin number/ password, select forgot password and an email will be sent to you. The subject will be "reset password".

If an error message appears when making a booking, please call the OSHC team on 8217 3200 between 8am-2pm or 8217 3254 between 2pm-6pm or email OSHC@sac.sa.edu.au and someone from the OSHC team will complete the booking for you.

Kind regards

Jacqui Mcilroy
Deputy Principal (Pastoral Care)

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