

iCareLullaboo Mobile App User Guide



This guide is specifically designed for the users who are using the iCareLullaboo mobile app designed by Lullaboo Nursery and Childcare Center. This guide outlines the steps to be followed in order to access different features offered by the iCareLullaboo mobile app.

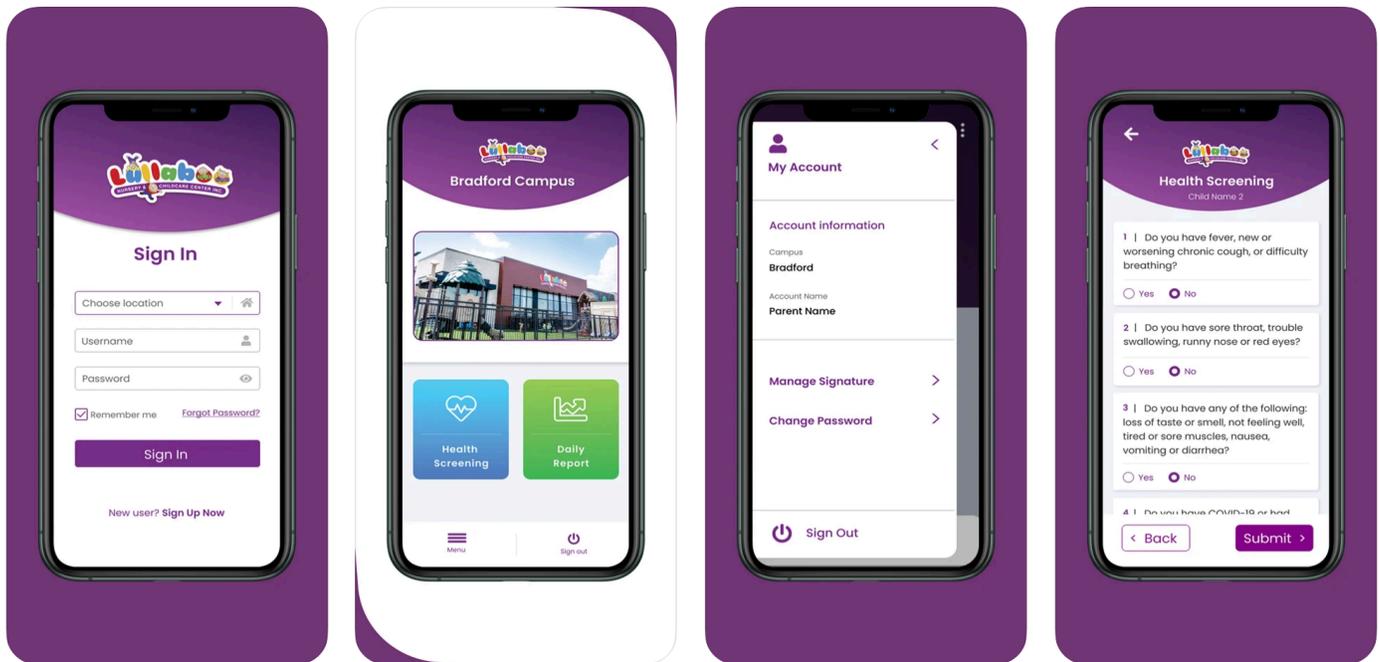
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Introduction

iCare is a platform which supports childcare educators to stay connected with families on a daily basis. The application is exceedingly user friendly and intuitive to use. It ensures a seamless transfer of information between childcare centres and families. As soon as an event is saved in the child's log, it is immediately synchronized with each parent and caregiver account. Both efficient and effective, iCare makes the daily routine in the classroom run smoothly. It also ensures privacy and security for all data shared with parents.

The iCare App makes communication with families easy. Educators record all information in children's logs in real time throughout the day. Families are then able to view the daily report at any time during the day, whenever they would like to check in. This report includes everything from food and sleep logs to daily programming and children's interests. Families are able to learn about their child's day at a glance, giving them peace of mind.



Download the app

The iCareLullaboo app is available on Apple and Google play stores. Please click on following app store options to download the app on your mobile phone or iPad. You can also search "iCareLullaboo" on Google and Apple app stores and follow the instructions to download the app.



Sign-Up

Before you start the sign-up process, please note that your email ID needs to be linked with your parent account registered at Lullaboo Nursery and Childcare Center.

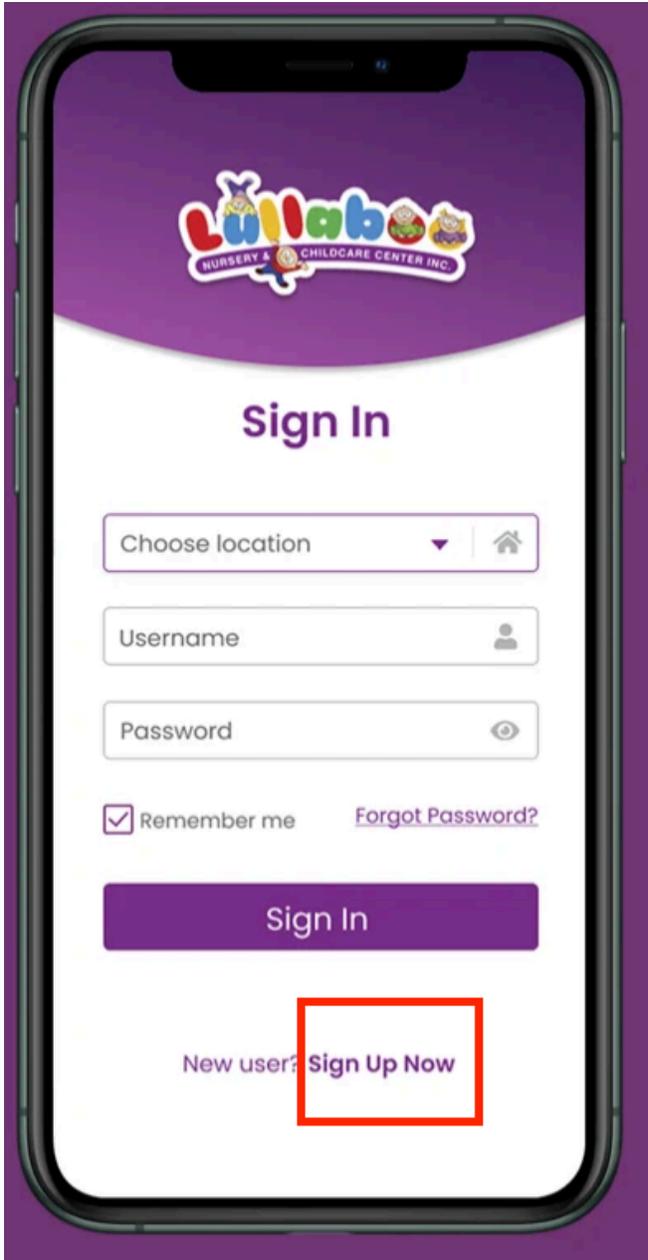
You must use the same email ID to sign-up on the mobile app for which you are receiving your child's daily report and other communication emails from Lullaboo Nursery and Childcare Center.

Please contact the center's Supervisor at Lullaboo Nursery and Childcare Center if you face any difficulty in signing up on the mobile app. Visit <https://lullaboo.ca/contact/> to access the center's contact information.

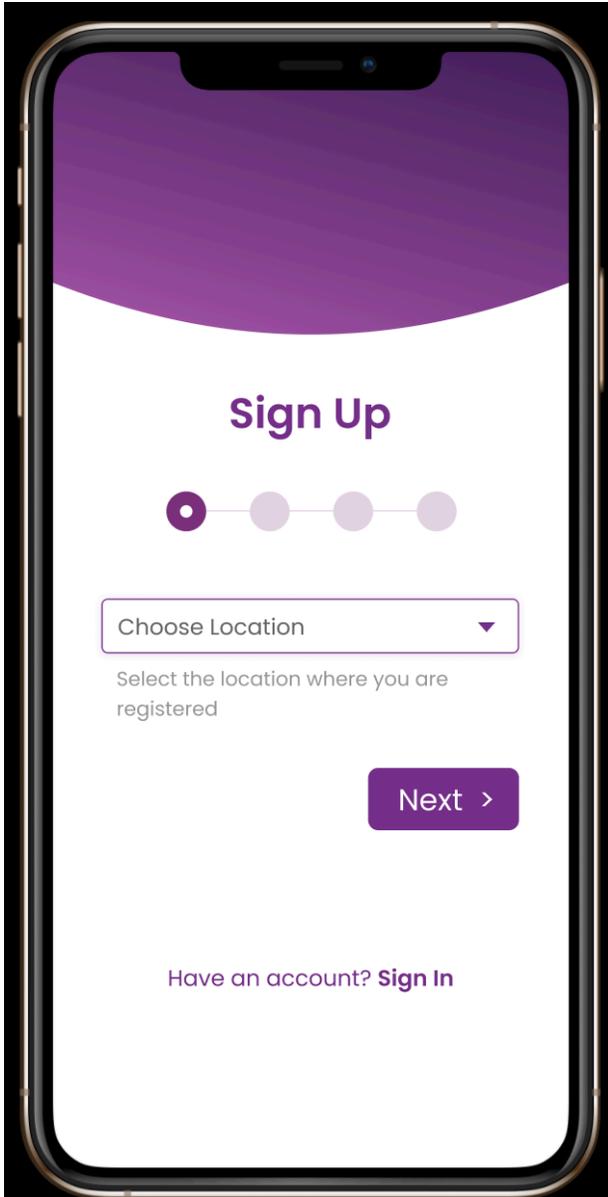
Follow below steps to complete the sign-up process.

1. Make sure your mobile phone is connected to internet.
2. Open the "iCareLullaboo" app on your mobile phone.

1. Click on the Sign-up Now link located at the bottom of the login screen.

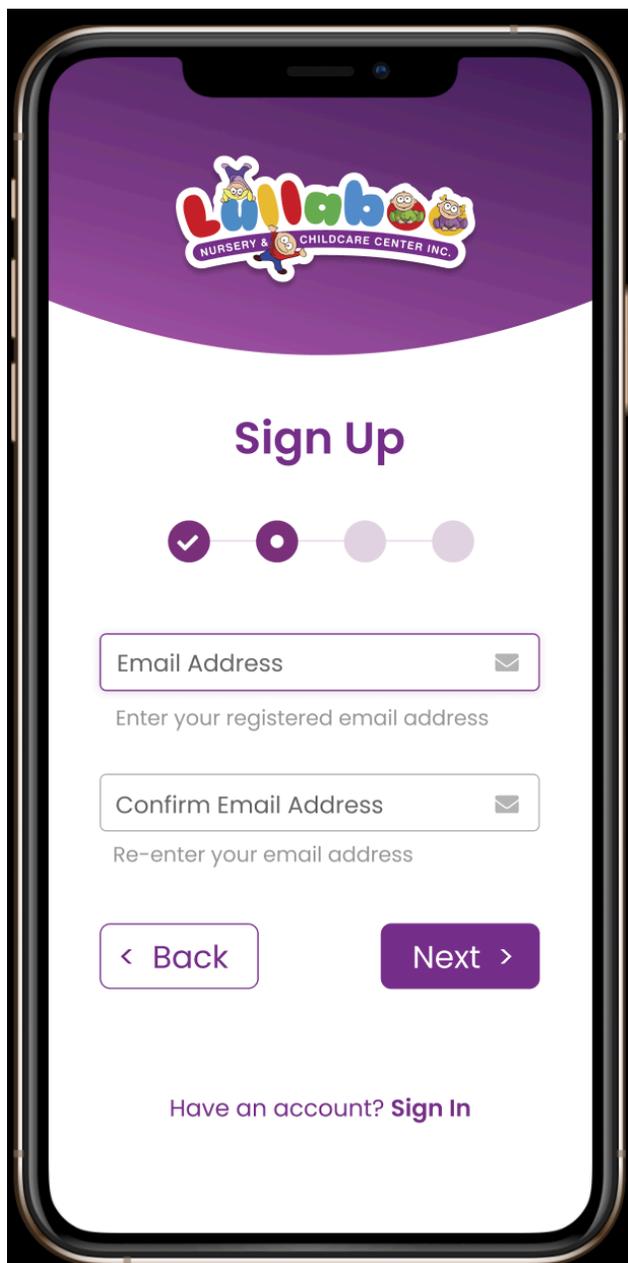


2. Select the location where your child is registered and click on Next.



3. Enter the same email address to which you are receiving your child's daily report. If you do not know the registered email address then please contact Lullaboo Nursery and Childcare Center and talk to the center's Supervisor. Make sure to enter your email address properly, check for unwanted spaces in the start and end of the email address.

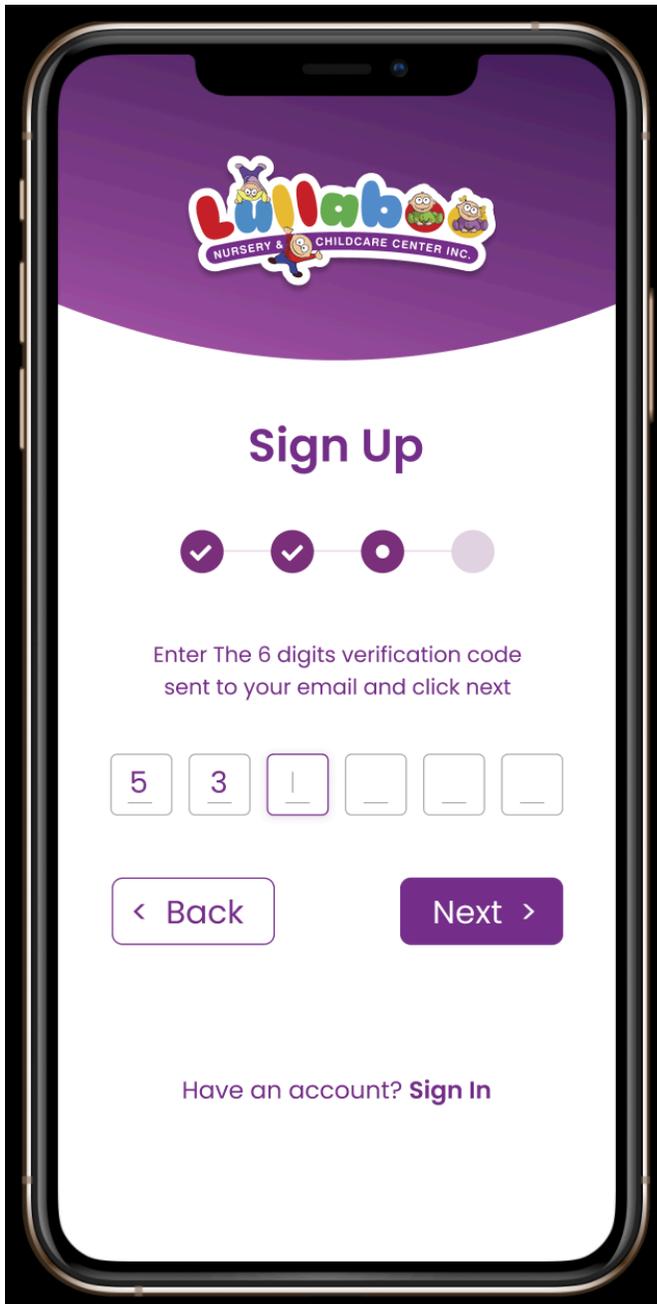
Click on Next.



Note: In case you face any error during the registration process, please take a screenshot and send it to the center's Supervisor.

4. Enter the 6-digit verification code which is sent to your email address. It may take a couple of minutes to deliver the code to your email address.

Click on Next.



5. Set up your username and password. Please make sure to enter a username and password which you will remember easily. Please keep your login credentials secure and safe.

Click on Next.

Lullaboo
NURSERY & CHILDCARE CENTER INC.

Sign Up

✓ ✓ ✓ ○

Enter a username and password to be used as your login credentials. Email address may be used as Username.

Username 
Must be at least 6 charecters

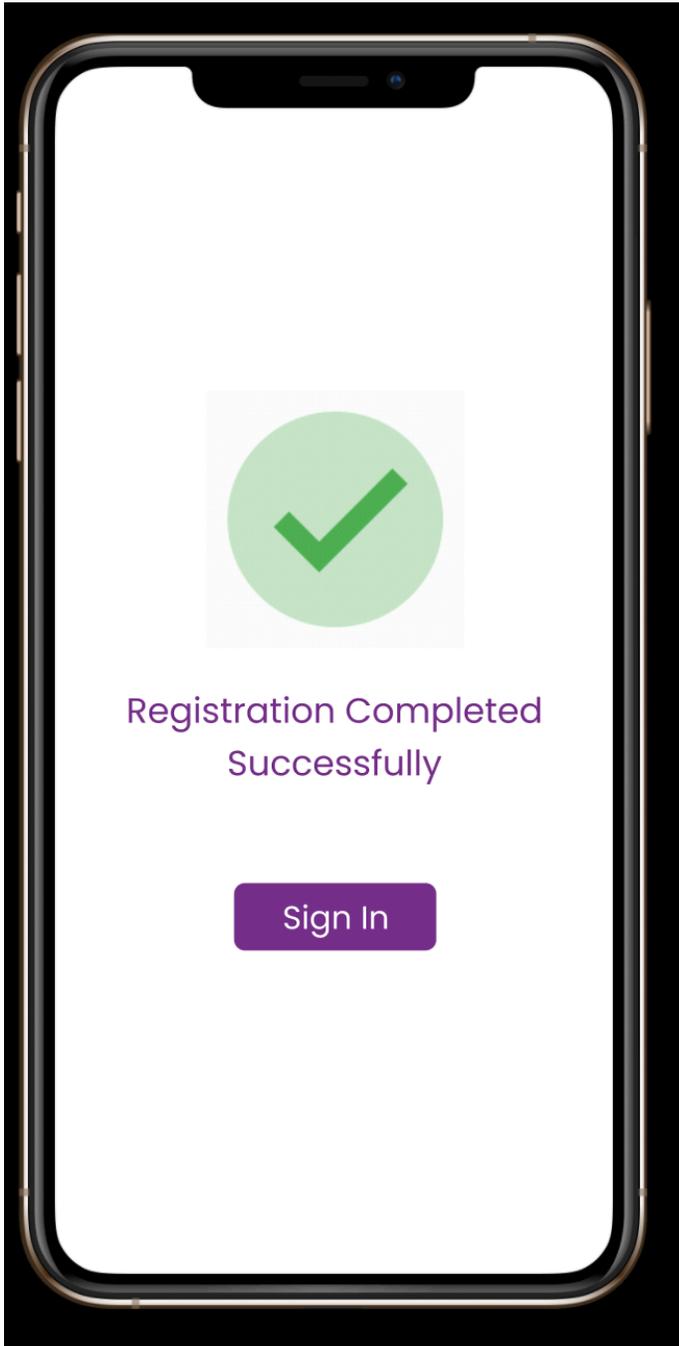
Confirm Username 

Password 
Must be at least 6 charecters

Confirm Password 

< Back Next >

6. After successful registration, the following screen will appear. Click on the Sign In button to login using the username and password you set up earlier.



This completes the Sign-Up process.

Permission to Save Pictures

The iCareLullaboo app requires permission to save the picture in your mobile phone's Album. If you want to save the daily report pictures to your mobile phone then please click on OK and allow the app to save the pictures.

Please note that the daily report pictures are only available for today's date on the app, any pictures for previous dates will not be shown on the daily report. Hence, it is extremely important to allow the app to save pictures on your mobile phone if you want to see pictures from previous dates.



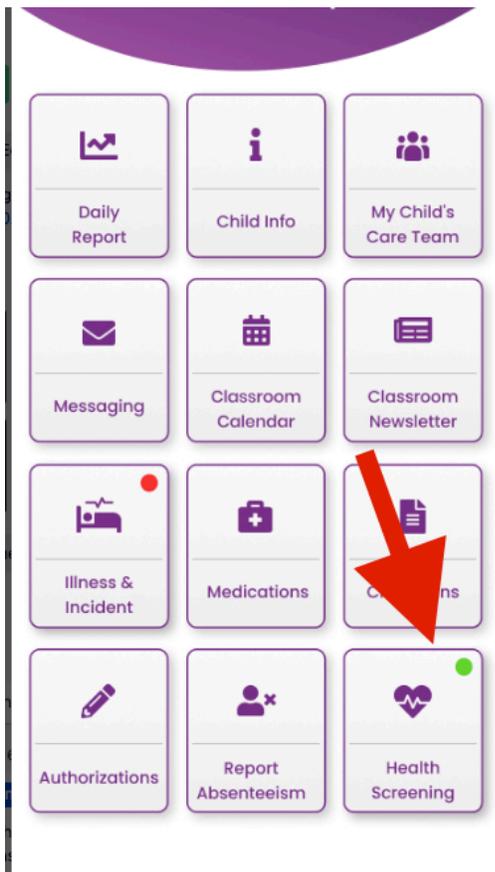
Health Screening (Optional)

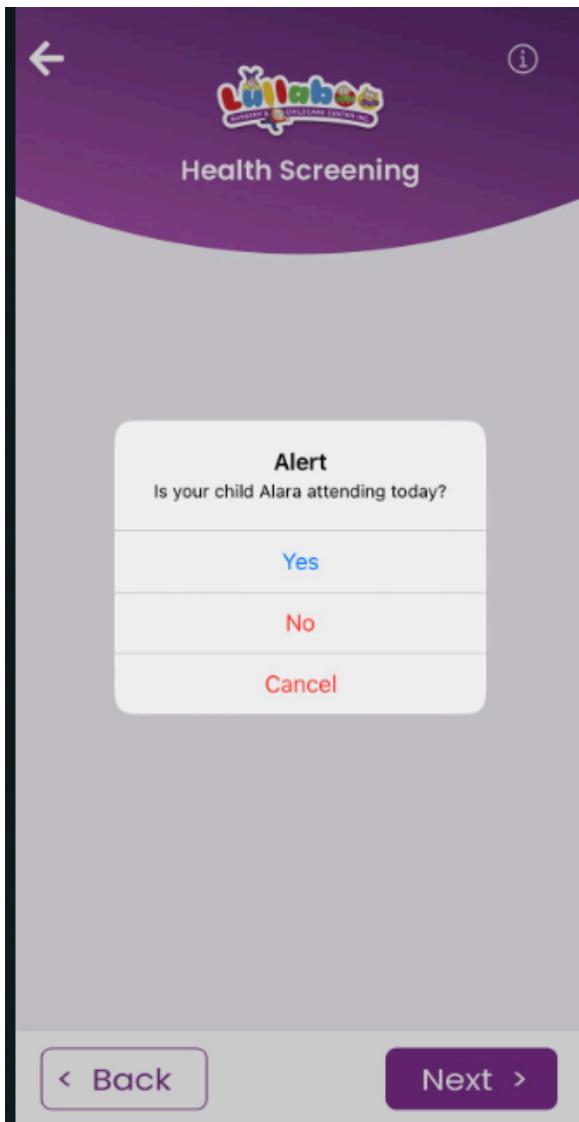
According to Ontario's Ministry of Education, Health and safety must always be everyone's first priority. That's why we included a special feature for health screening in the app, making the process fast and trouble-free. Parents can perform a digital health screening for their child(ren) before arriving to the childcare center, by answering the listed screening questions. This feature helps to speed up sign-in upon arrival at the center, making everyone's day run a little bit more smoothly.

The health screening is an optional process and it always needs to be completed before you take your child to the childcare center. You will be required to measure and enter your child's body temperature during the health screening process, so please keep the thermometer ready.

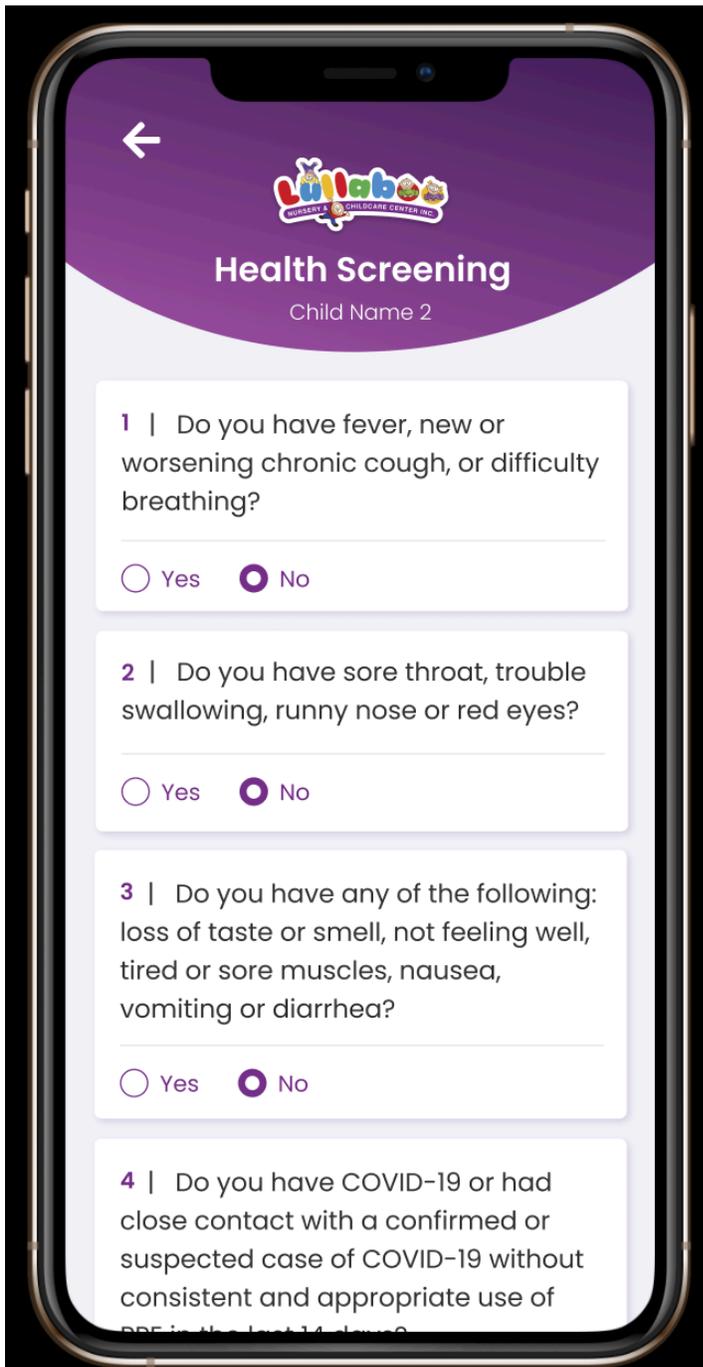
Completing the Health Screening through the iCareLullaboo mobile app is very simple, please follow the below steps.

1. Login to your iCareLullaboo app.
2. Click on the Health Screening option on the home screen.

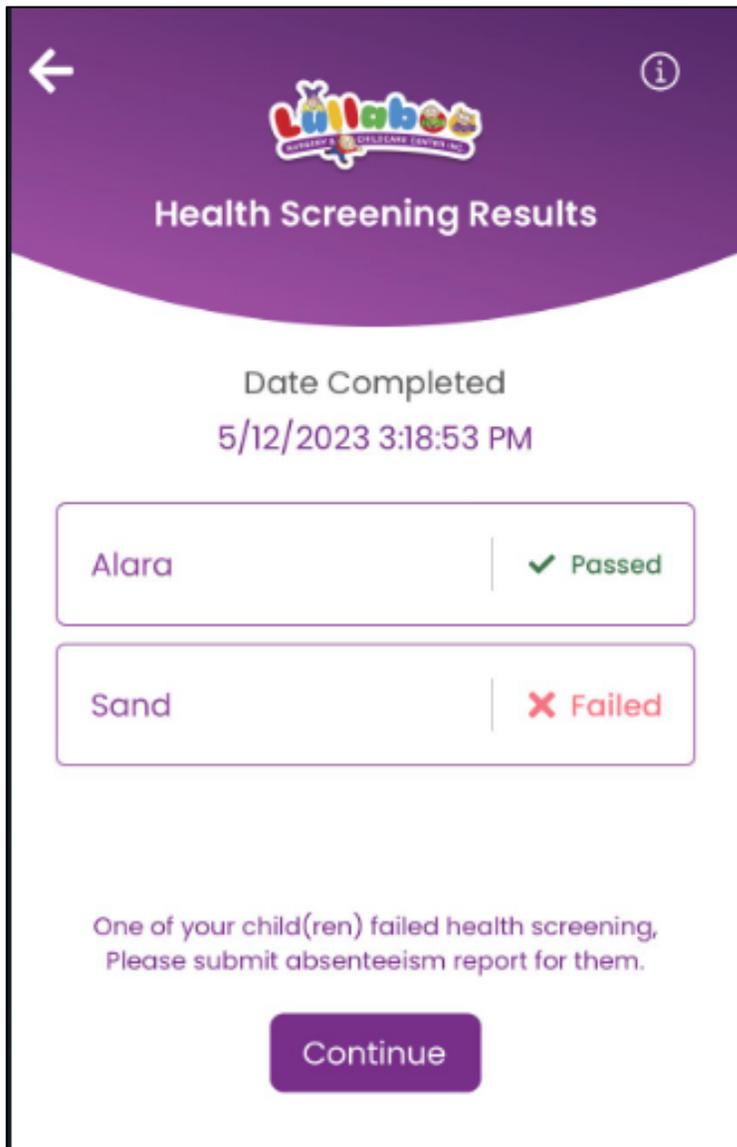




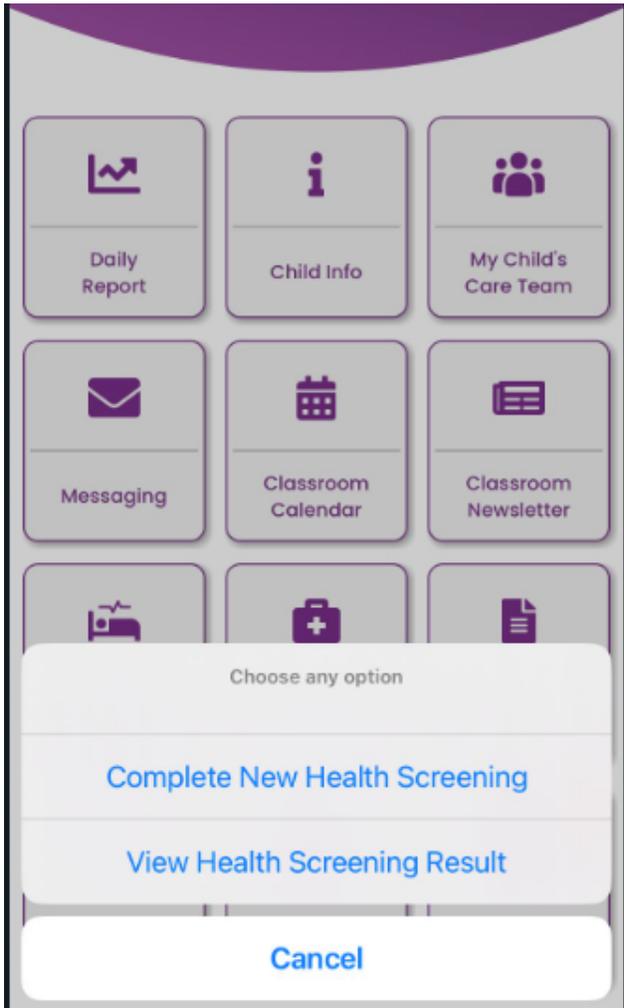
3. If your child is attending the childcare center today, then please select Yes. Clicking on No will submit an absence report for the child, if they are not attending the daycare.
4. As per the guidelines, the parents are required to submit health screening even if the child(ren) do not attend the daycare due to any reason.
5. Please read all the health screening questions carefully and answer them. You will be required to measure your child's body temperature and enter it during the health screening process, so please have a thermometer ready.



6. Your child must pass the health screening process in order to attend the childcare center. Please do not take your child to the center if the health screening result comes out as Failed. In case you have accidentally submitted the Failed health screening, then you can again perform the health screening process on the mobile app.



7. Parents are required to submit absence report upon receiving above message on the app.
8. Click on the Health Screening option to complete a new health screening or view the last health screening result.



This completes the health screening process.

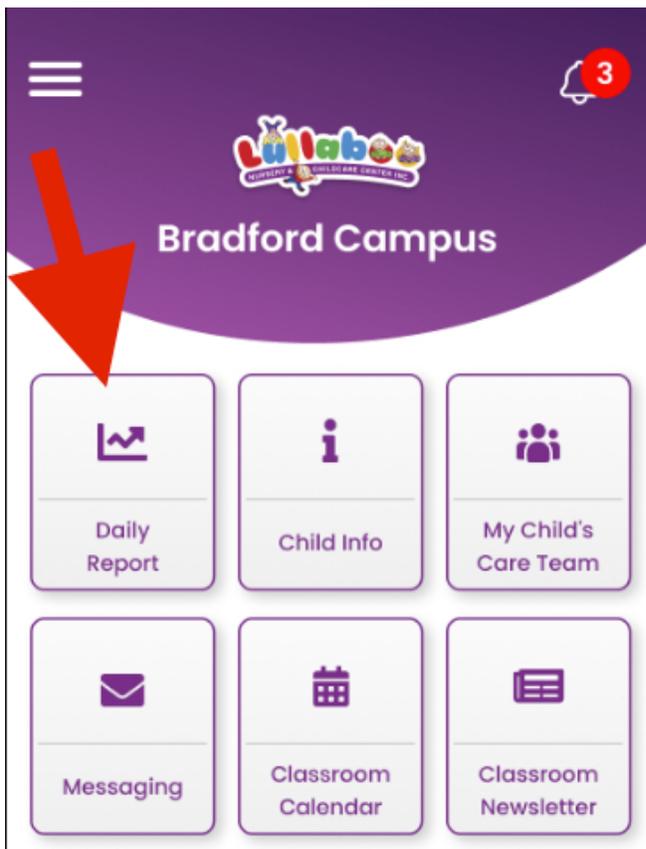
Daily Report

Families will receive real time updates of their child's daily engagement in their classroom. This feature helps educators to digitally share information with families about their child's day – instantly. Each account has access to all information in real time.

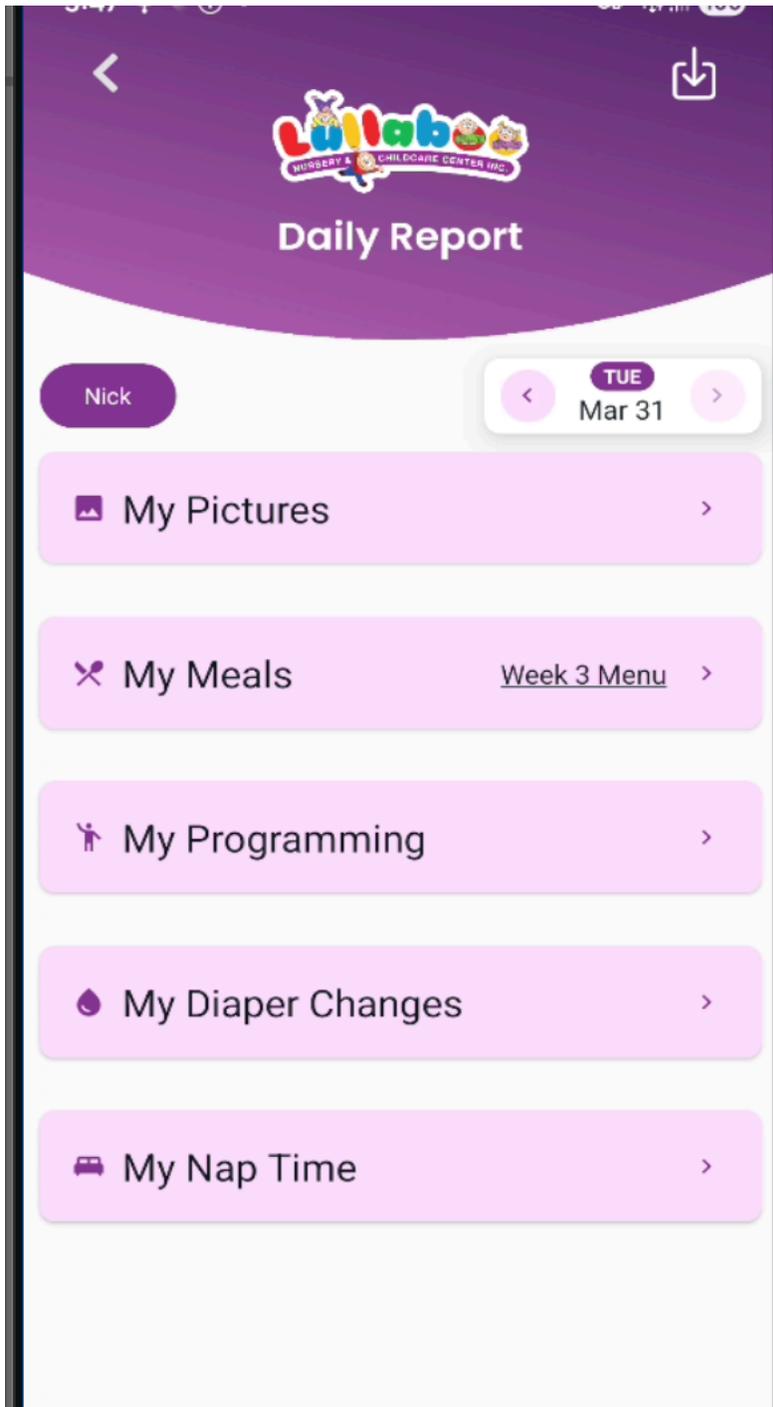
Reports are organized by section, making them clear and effortless to read. They include details regarding the child's four daily meals and all beverages, nap time and related sleep comments, and diaper changes and washroom routines. Educators can also communicate item requests to parents as needed, which may include: diapers, wipes, or extra clothing. Daily programming is listed in detail, noting all the learning activities which a child participated in along with a description of the special interests they showed that day.

Follow below steps to view your child's daily report.

1. Login to iCareLullaboo mobile app.
2. Click on the Daily Report option.



3. Select your child and the date for which you want to view the daily report. Select any of the reports to view the details.

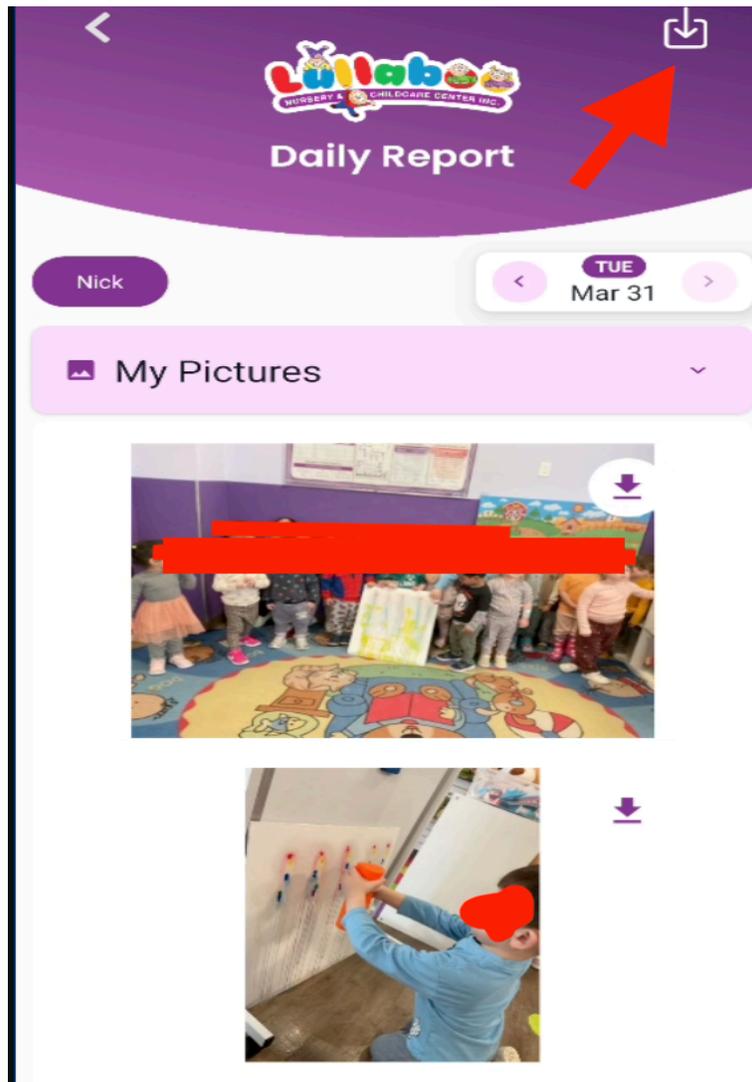


This completes the Daily Report feature.

Pictures

We all know that nothing brightens your day more than a photo or video of your child learning and having fun. Now you can get instantaneous access to those photos and videos as they happen. You'll be able to see children's learning in action as they participate in activities, develop their skills, and socialize with their peers. Educators use this feature to share children's special moments with their families, making sure you get to be part of all the fun!

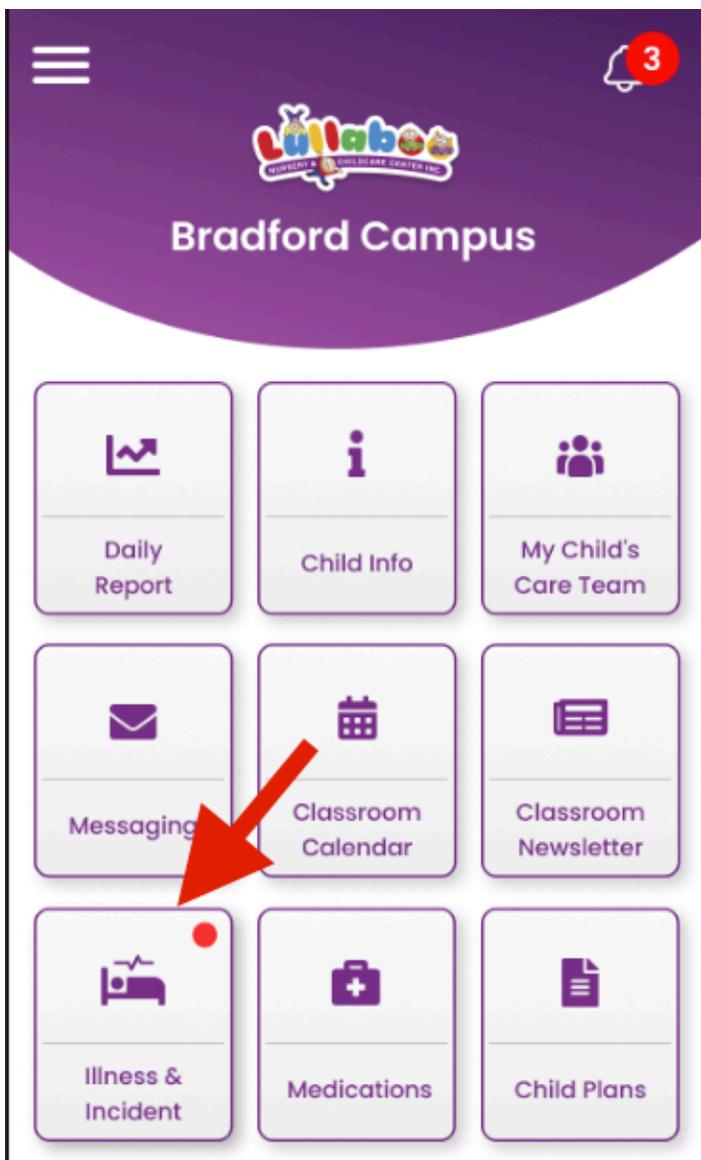
If you have assigned iCareLullaboo app the permissions to save pictures on your mobile device, then you can download your child's picture on a daily basis. Please notes that pictures are only available on the same day.



Illness & Incident

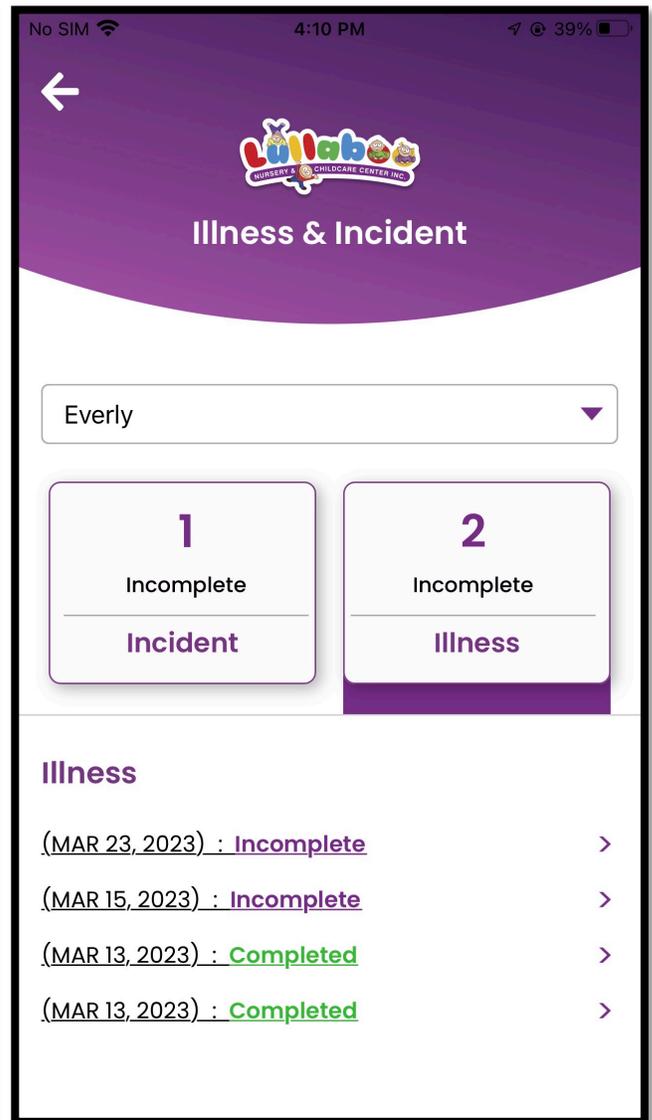
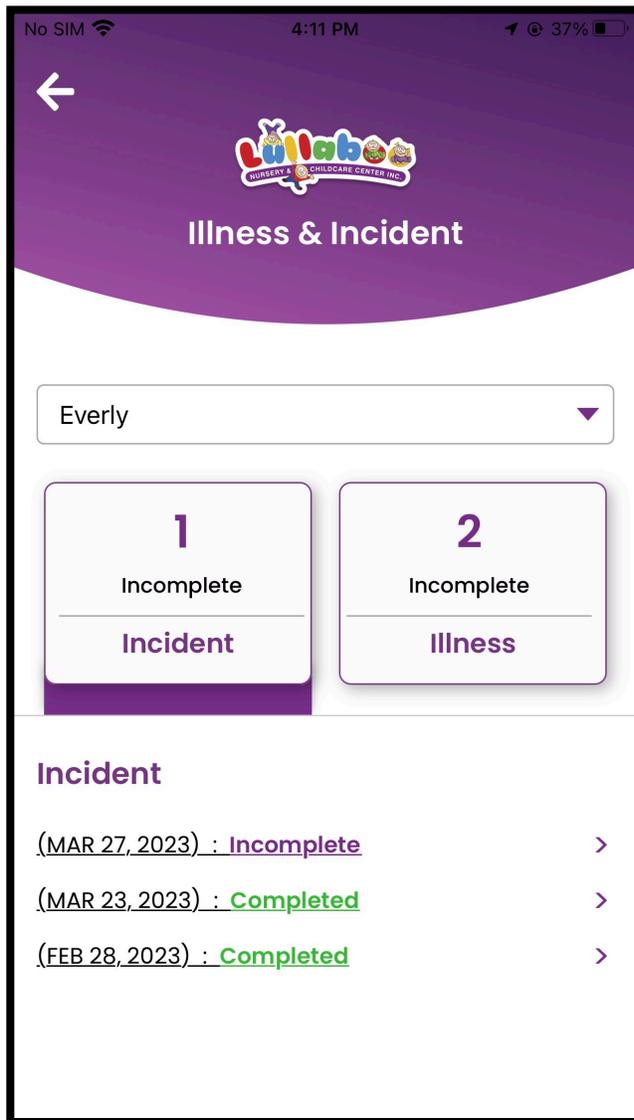
The Illness & Incident option on the home screen allows parents to view illness and incident reports for your child. Any parent having full access to the child's profile in our Childcare Management Software is allowed to view and acknowledge the illness and incident reports in the mobile app.

Note: Please contact the center supervisor if you are not able to see your child's name in the dropdown menu on the Illness & Incident screen.

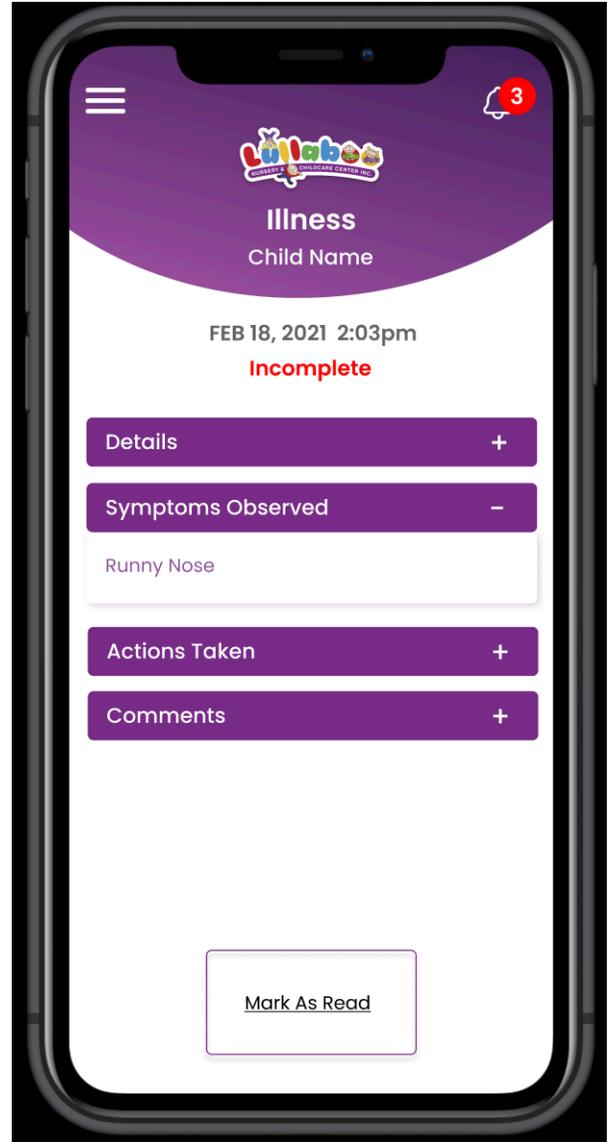
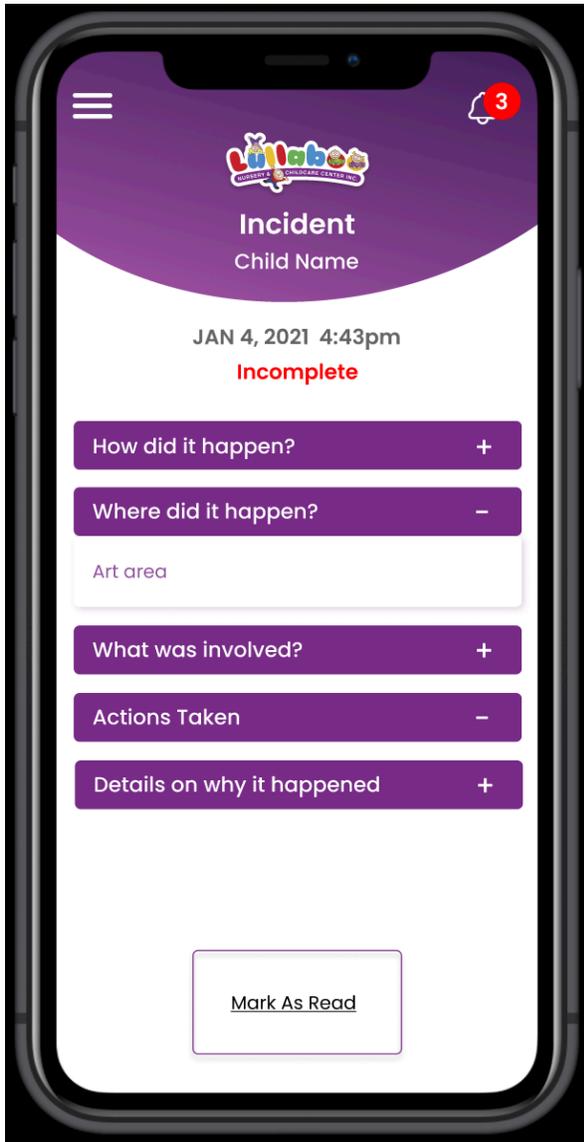


Follow the below steps to view and acknowledge your child's illness and incident reports

As shown below, there are two sections which show the complete and incomplete incident and illness reports for the selected child. The list will be sorted by date showing the latest illness or incident at the top.

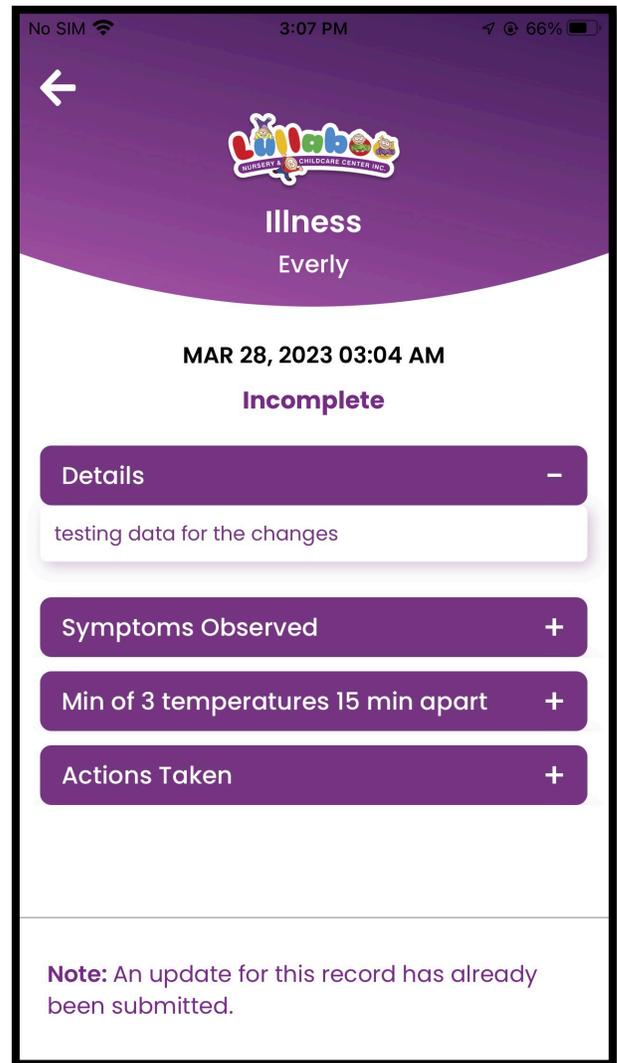
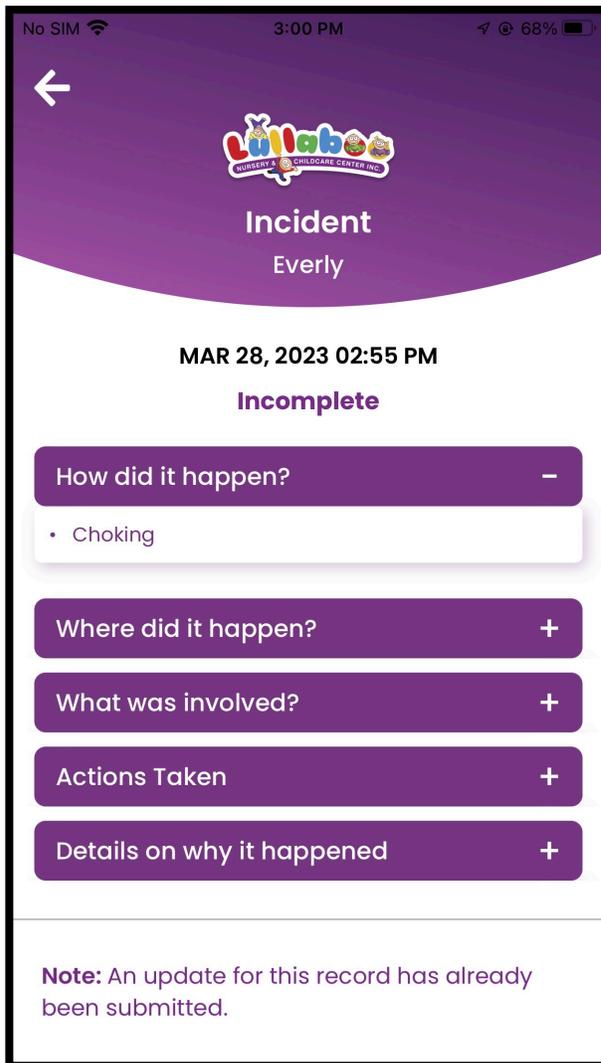


1. Clicking on the particular illness or incident from the list will show the information in the details screen as shown below.



Note: Your profile must have full access permissions to the child account at our end. If you want to see the illness or incident reports in the mobile app, please contact the center supervisor in case you are not able to access them for your child.

2. Clicking on the "Mark as Read" button will acknowledge the illness or incident. If the illness or incident is already acknowledged by the other registered parent or guardian, then you will see the following update note in place of the "Mark As Read" button on the illness or incident details screen.



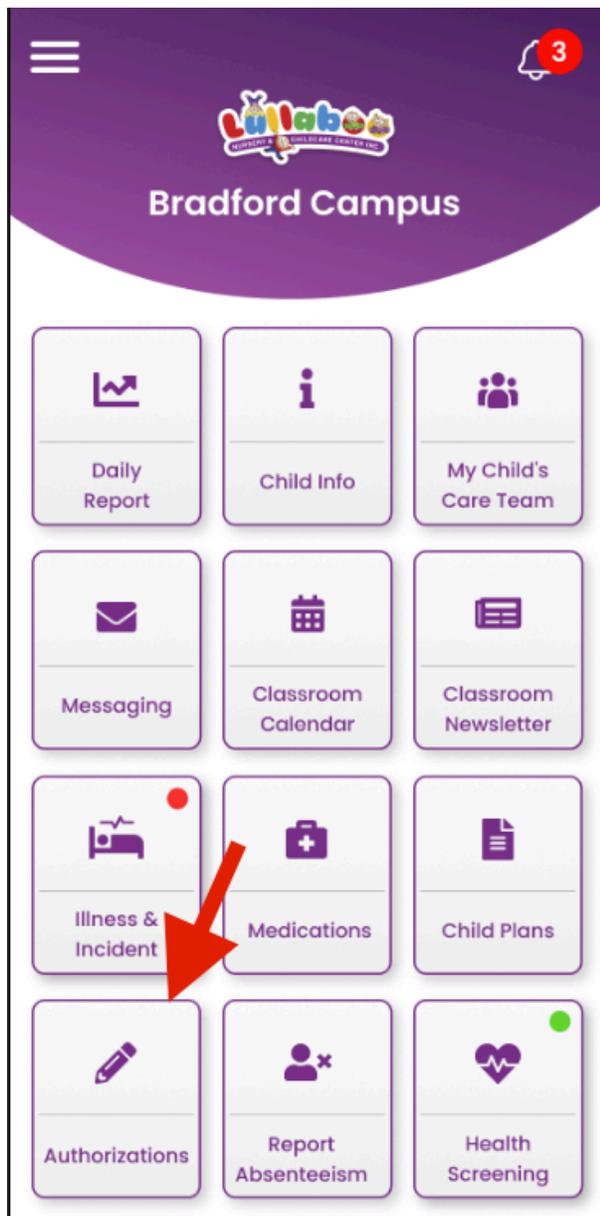
3. Once the acknowledgement is processed at our end, you will see the “Read” button on the illness or incident details screen as shown below.



This completes the Illness & Incident feature.

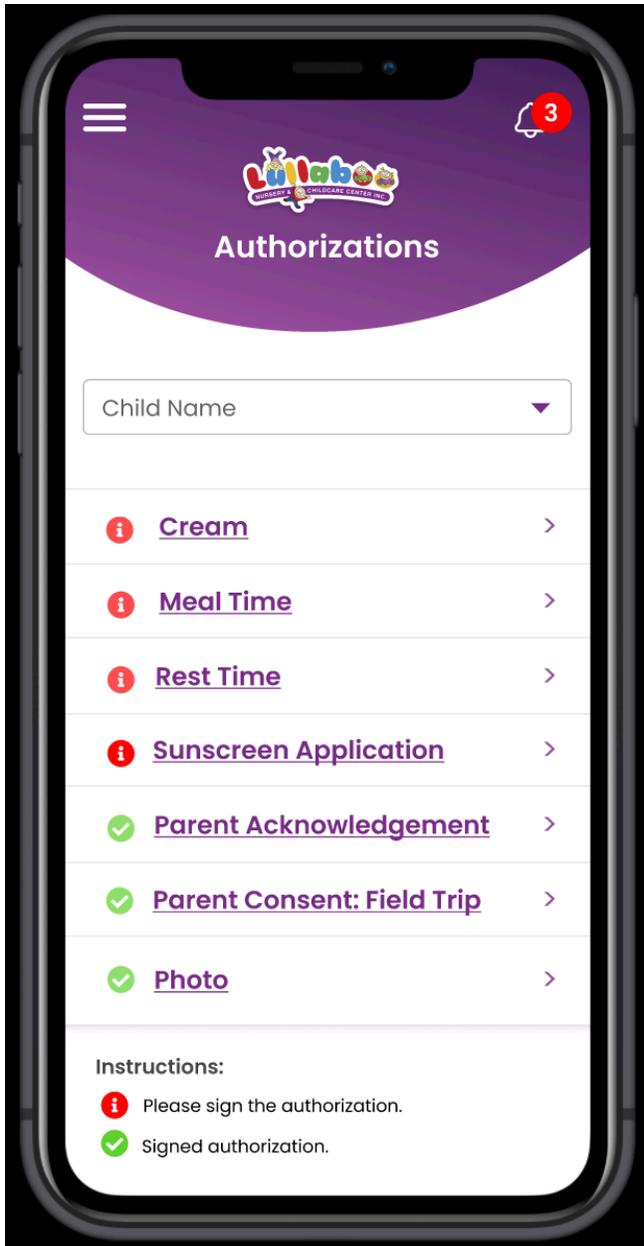
Authorizations

The Authorizations option on the home screen allows parents to view and sign authorizations for the child. Any parent having full access to the child's profile in our Childcare Management Software is allowed to view and sign the authorizations in the mobile app.



Follow the below steps to view and sign your child's authorizations.

1. Clicking on the Authorizations option will take you to the child selection screen. If you have only one child registered with us, then the child's name will automatically be selected in the dropdown list.
2. After selecting the name of the child, you will see a list of authorizations sorted by unsigned authorizations on top.



- Click on any authorization to read and sign it. The description tab shows the details about the authorization. Please read carefully before signing it.

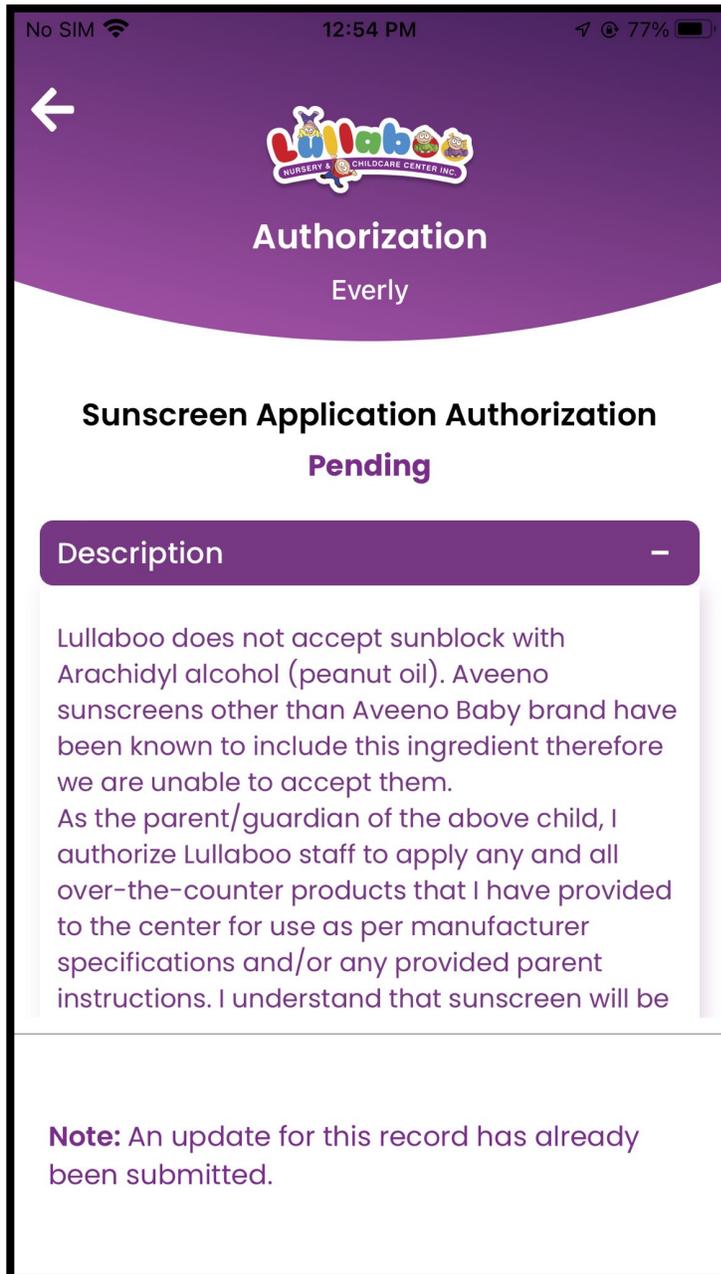


Note: If you want to update anything in the Questions area, please contact the center supervisor.

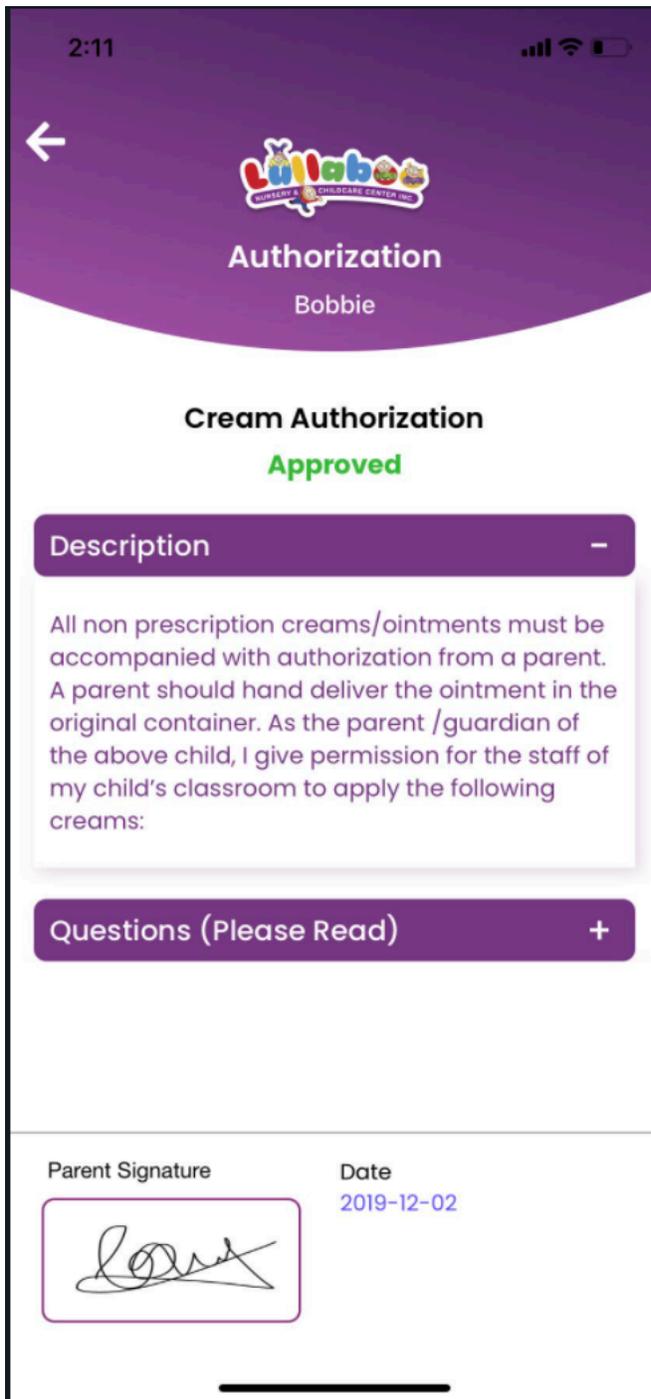
4. If you have already saved your signature in the app, then it will automatically appear inside the signature box or you can simply draw your signature.
5. Click on Done to submit the signature.



6. We are allowing only one parent with Full Access to sign the authorization. If an authorization is already signed by the other registered parent or guardian for the child, then you will see the following update note on the authorization's details screen.



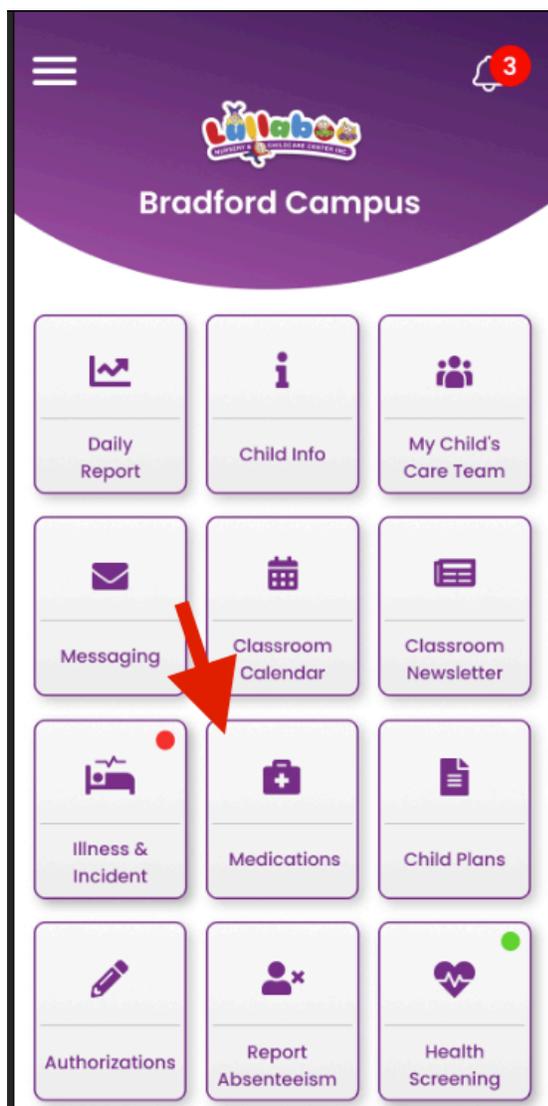
7. It can take up to 1 hour for the signature to get processed on our side and appear on the authorization in the mobile app.
8. Once the signature is processed in our Childcare Management Software, it will appear on the authorization as shown below.



This completes the Authorizations feature.

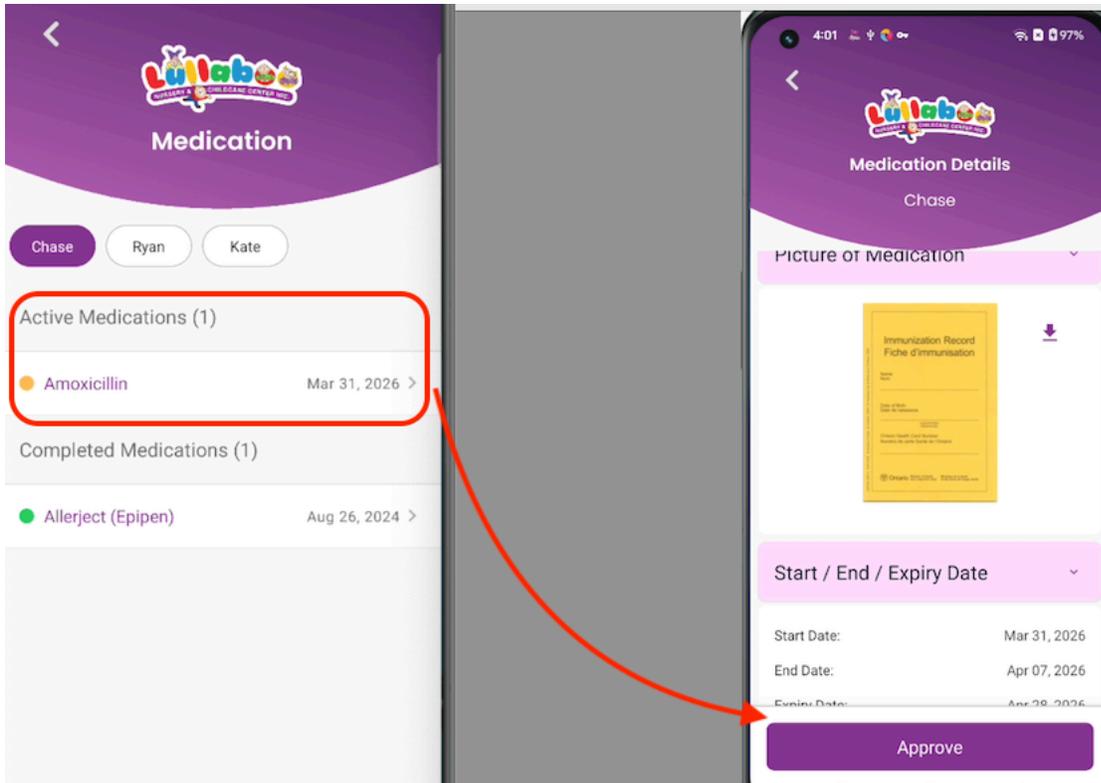
Medications

The medications option on the home screen allows parents to view and approve their child's medications. Any parent who has full access to the child's profile in our Childcare Management Software is allowed to view and sign the medications in the mobile app.



Follow the below steps to view and approve your child's medications.

1. Clicking on the Medications under "Active Medications" option will take you to detail of the medication form.
2. You can review the details and authorize the medication using the "Approve" button.



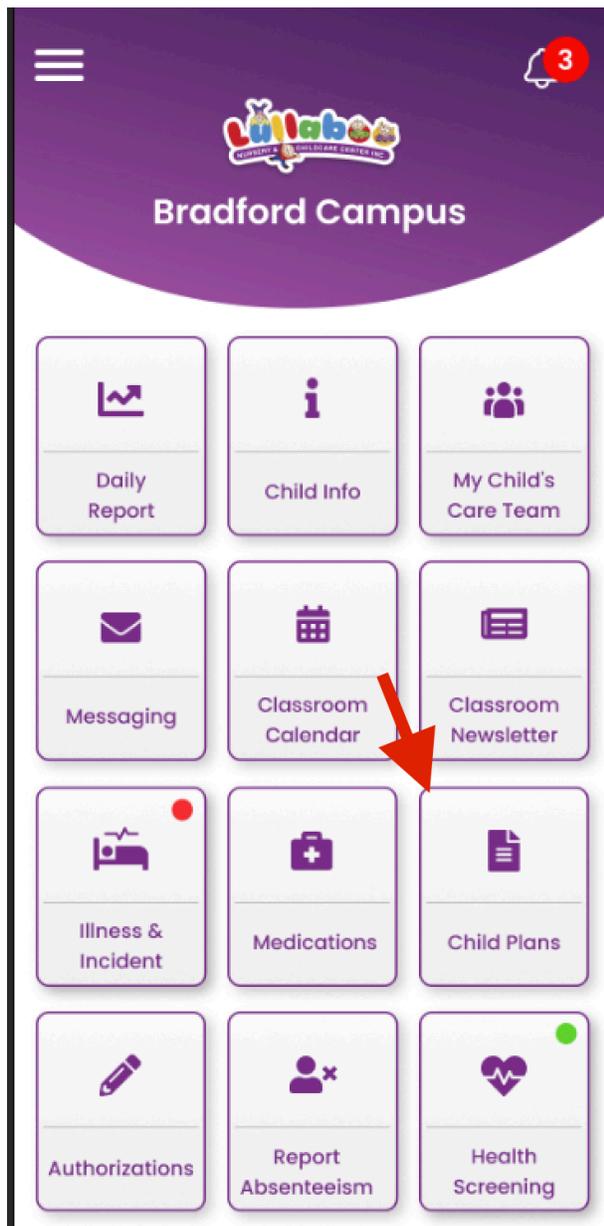
We are allowing only one parent with full access to sign the medication. If a medication is already signed by the other registered parent or guardian for the child, then you will not see the Approve button.

It can take up to 1 hour for the signature to get processed on our side and appear on the medication option in the mobile app.

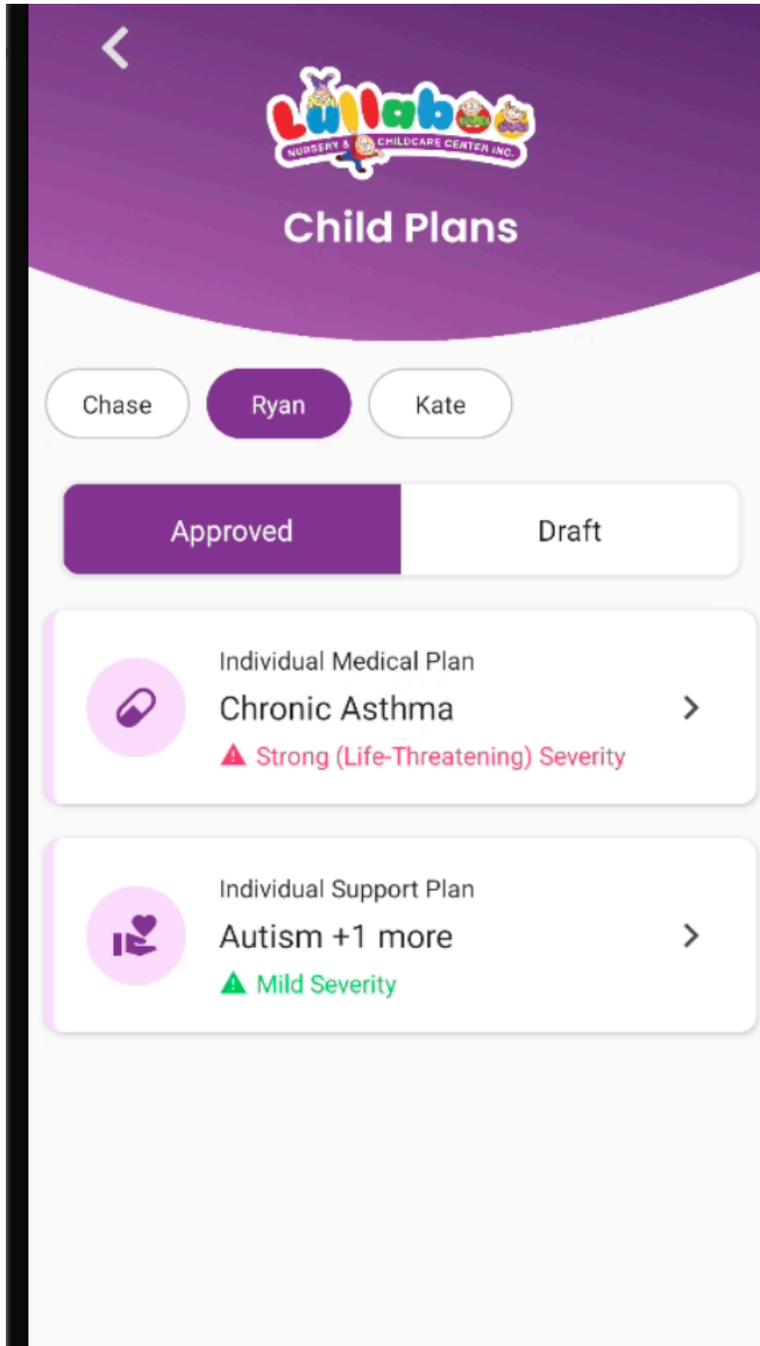
This completes the Medication feature.

Child Plans

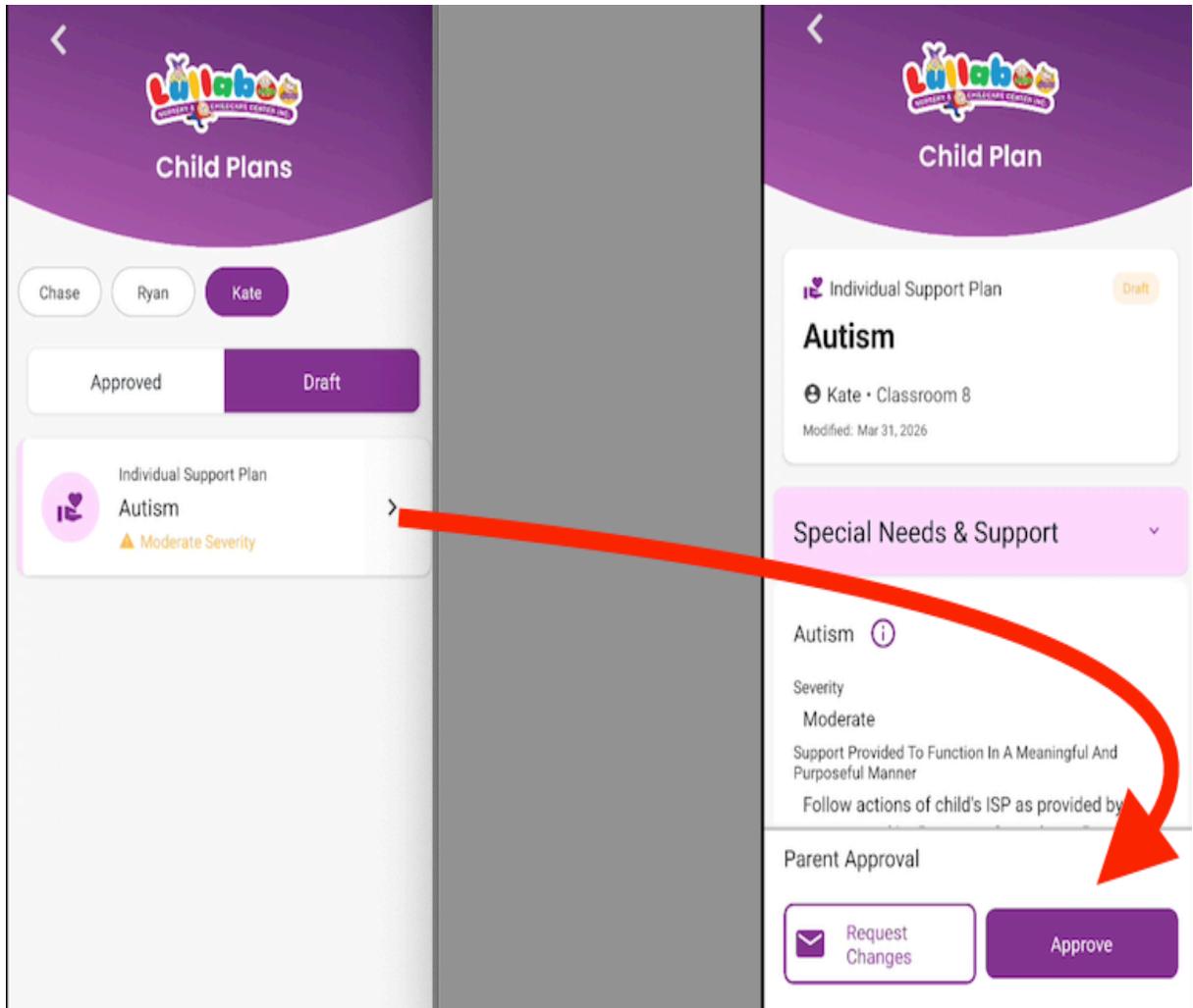
The "Child Plans" option on the home screen allows parents to view their child's approved plans (Allergy, Medical, and Support) and approve the draft ones. Any parent who has full access to the child's profile in our Childcare Management Software is allowed to view the individual plan for their child.



1. To view the detail of your child's approved and active plan select them from the "Approved Tab"



- To Review your child's draft plan and approve it, open it from the "Draft" tab, and approve" it using the "Approve" button at the bottom of the page. For any required adjustments, you can use the "Request Change" button to contact the campus supervisor.



This completes the Child Plans feature.

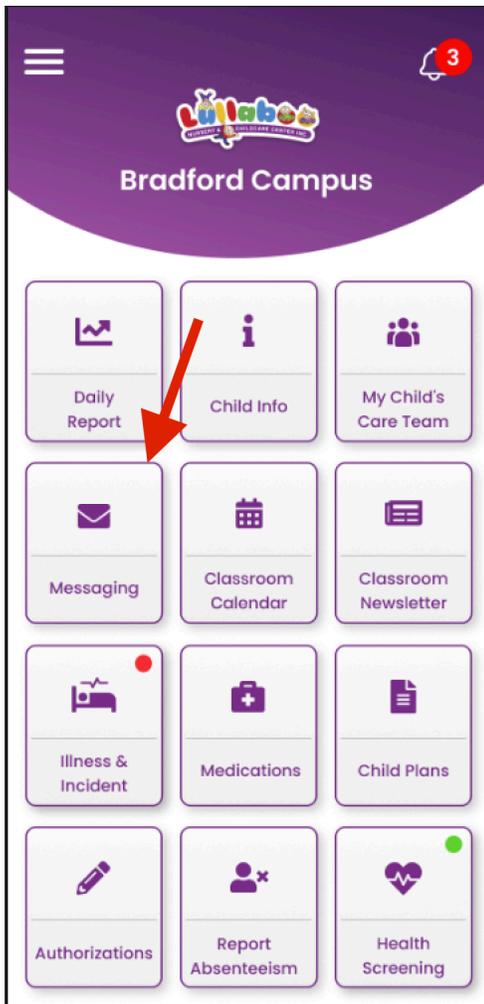
Messaging

The “Messaging” option on the home screen allows parents to send text message to their child’s educators. Any parent who has full access to the child’s profile in our Childcare Management Software is allowed to send and receive messages from the iCareLullaboo mobile app.

Please note that the messaging feature only allows parents to share plain text messages. The educators at Lullaboo Nursery and Childcare Center will respond as per their availability during the center’s working hours.

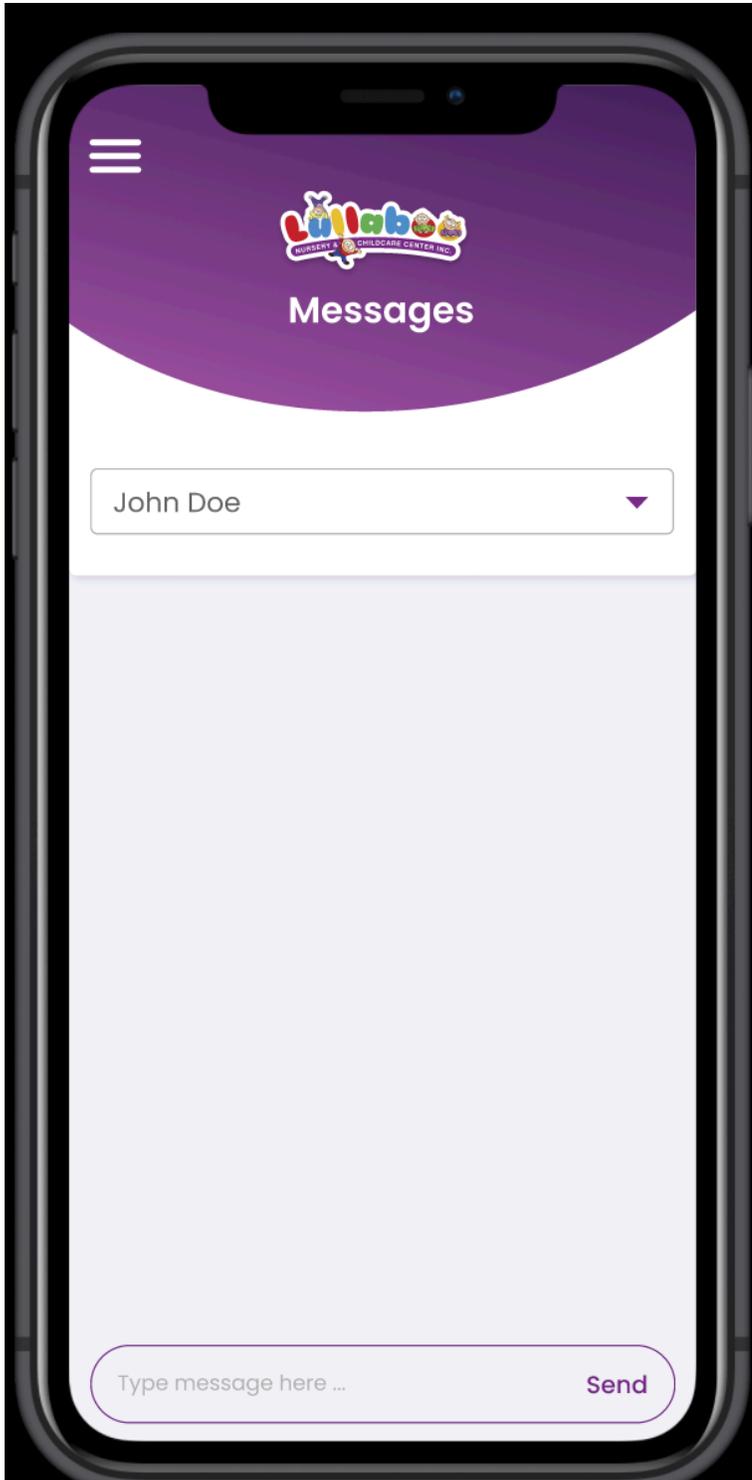
Send Messages

1. To send a message for your child, click on the messaging option.



2. Select the child's name from the list.

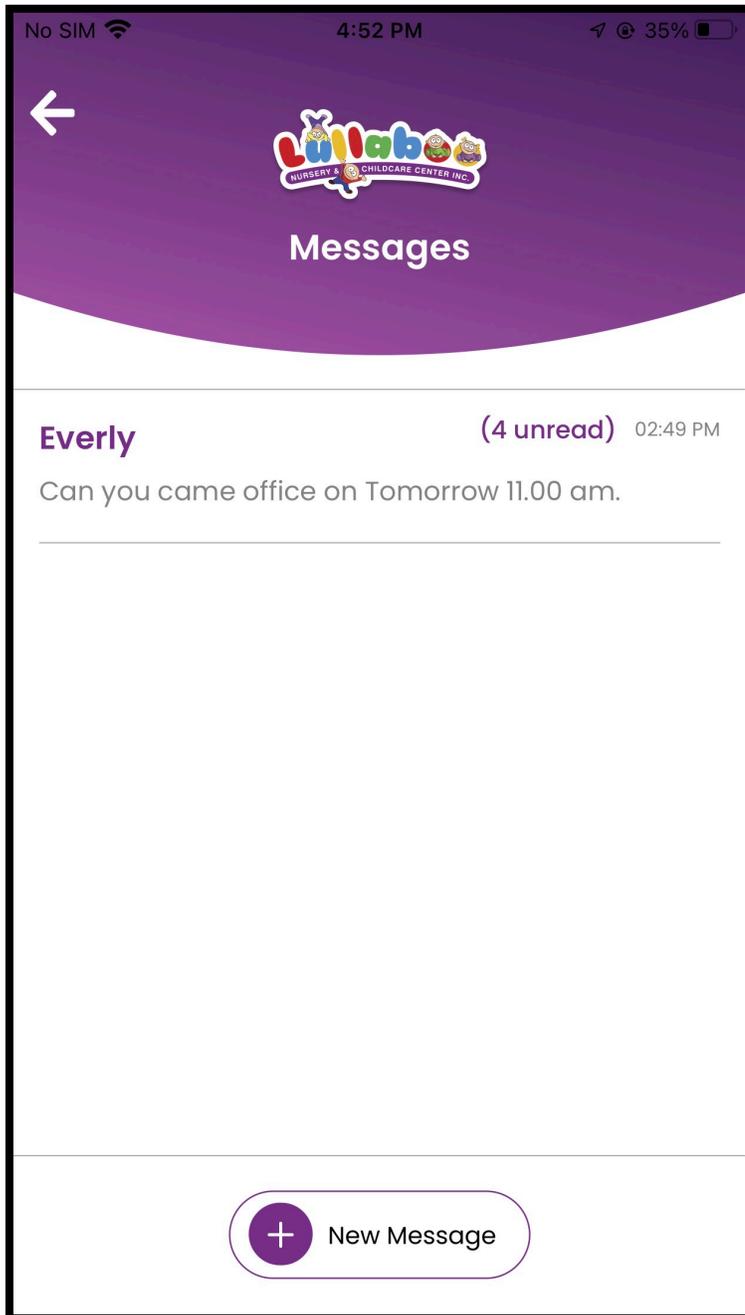
Note: If you face any error on this screen, please sign-out and sign into the app.



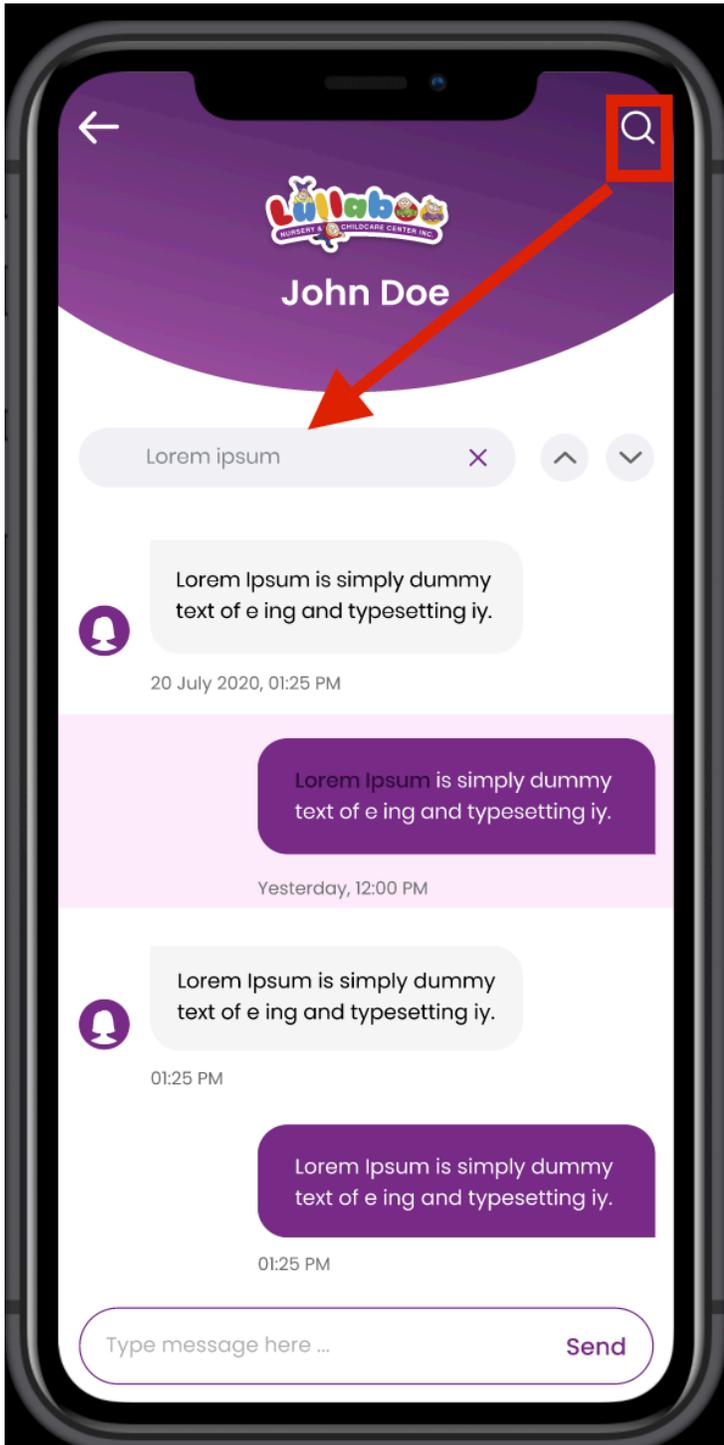
3. Type a message and click on Send button.



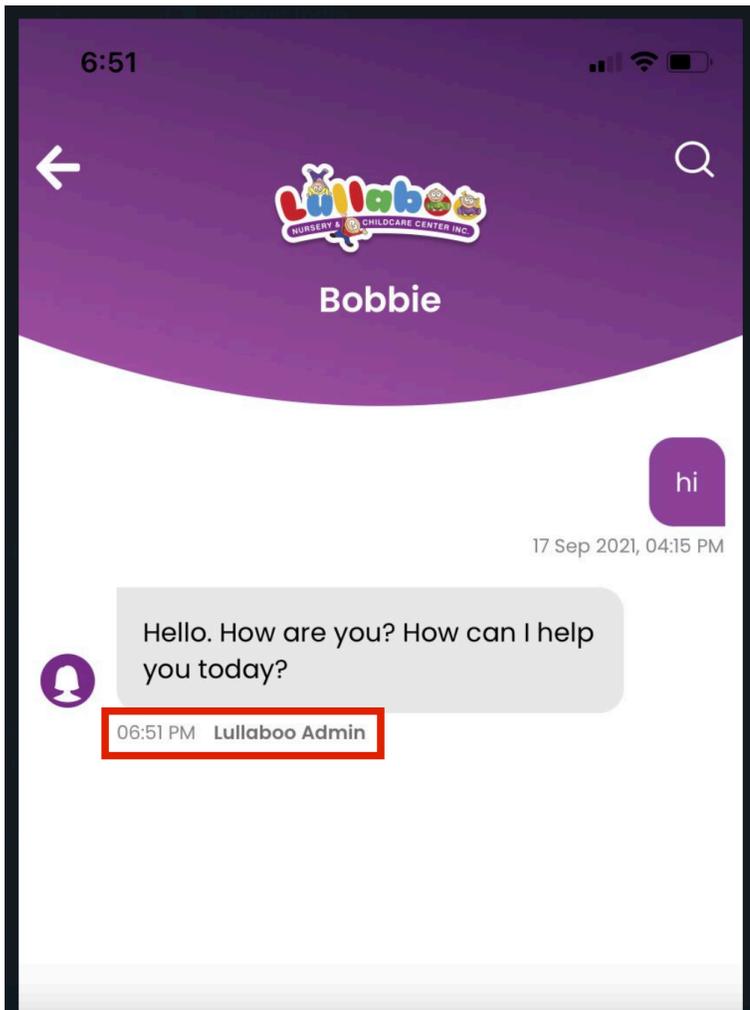
4. Clicking on back button from the above conversation view will take you to the list view as shown below.
5. Please note that the app only maintains one conversation per child. You may open the conversation view from below list screen and start typing the message to respond.
6. The unread message will appear as bold showing the number of unread messages in red.



7. You may perform search inside the conversation view.
8. Clicking on the search option opens the search box. After typing the search text, please click on up arrow and down arrow to search the text in conversation accordingly.



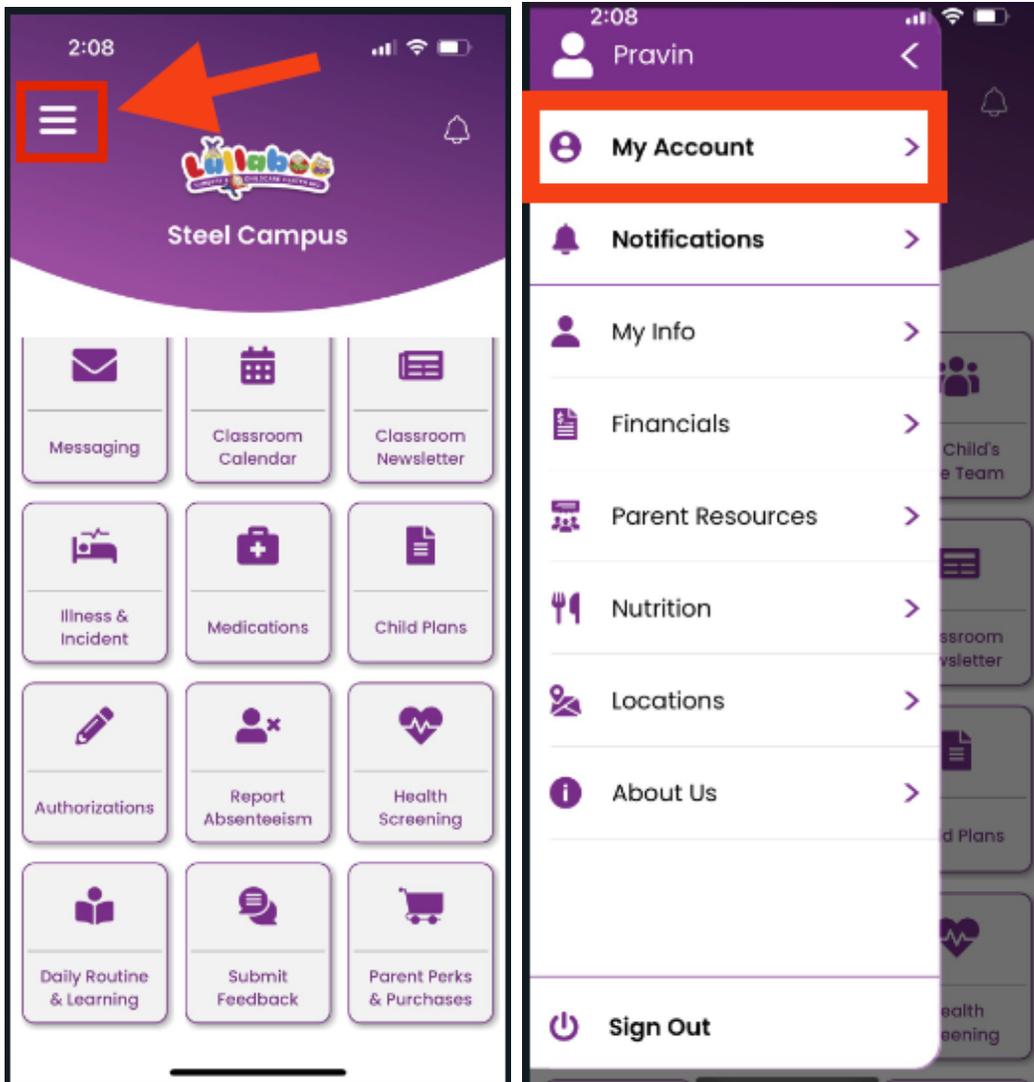
9. The conversation shows educator’s name who is responding from our side as highlighted below.



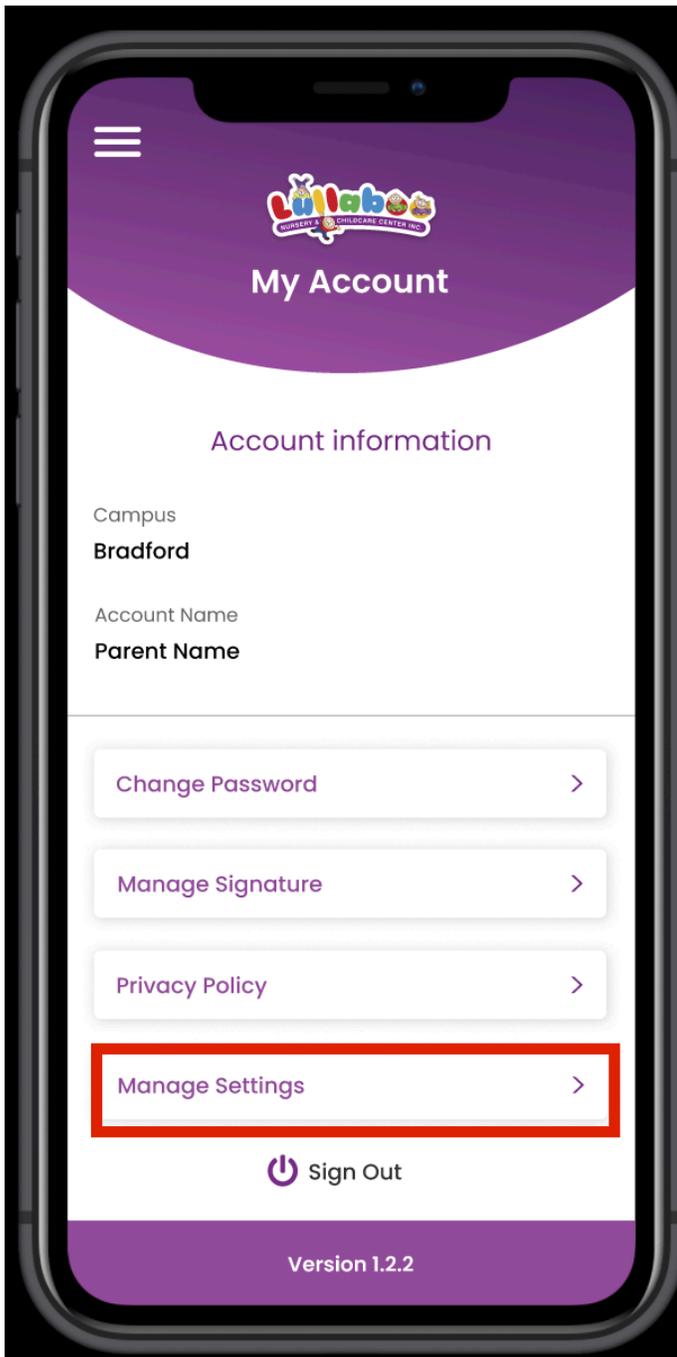
Messaging Notifications

The iCareLullaboo app has a feature to send messaging related notifications on your mobile device. You can set the interval to receive messaging notifications in the app as per your convenience by following below steps.

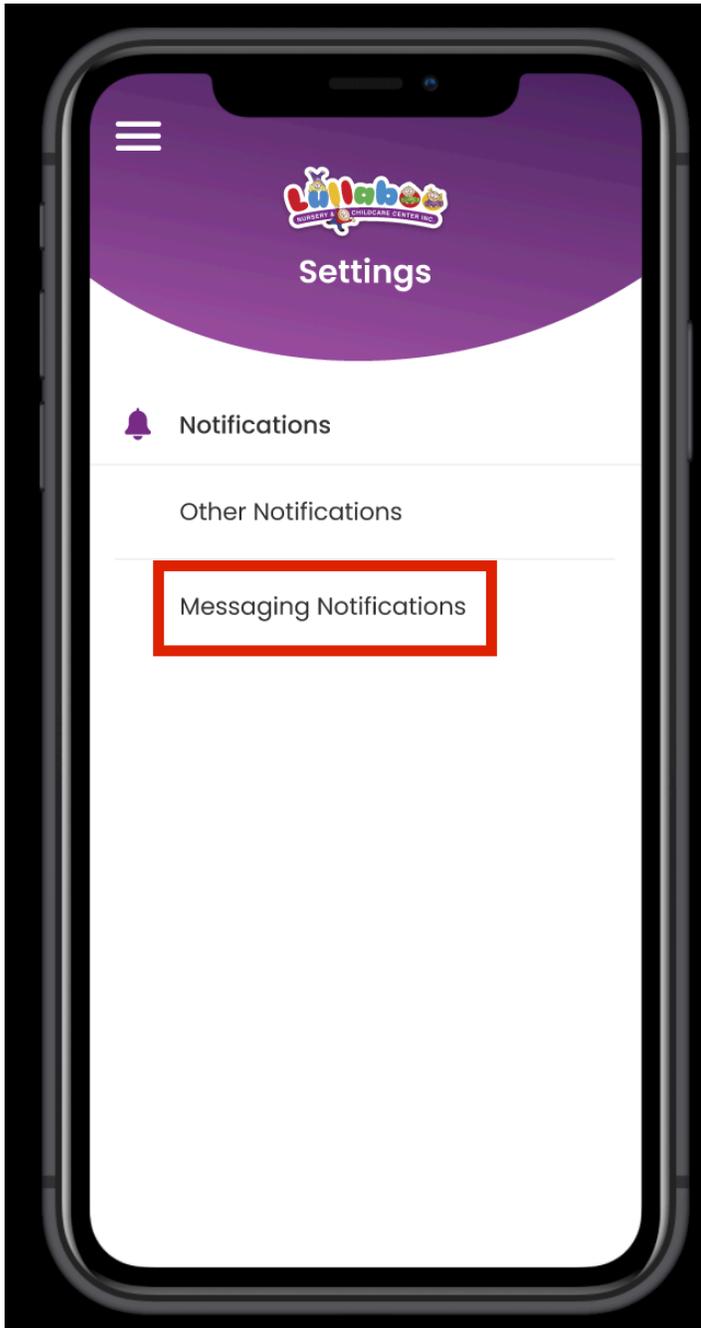
1. On the home screen, click the hamburger menu.
2. Select "My Info" option.



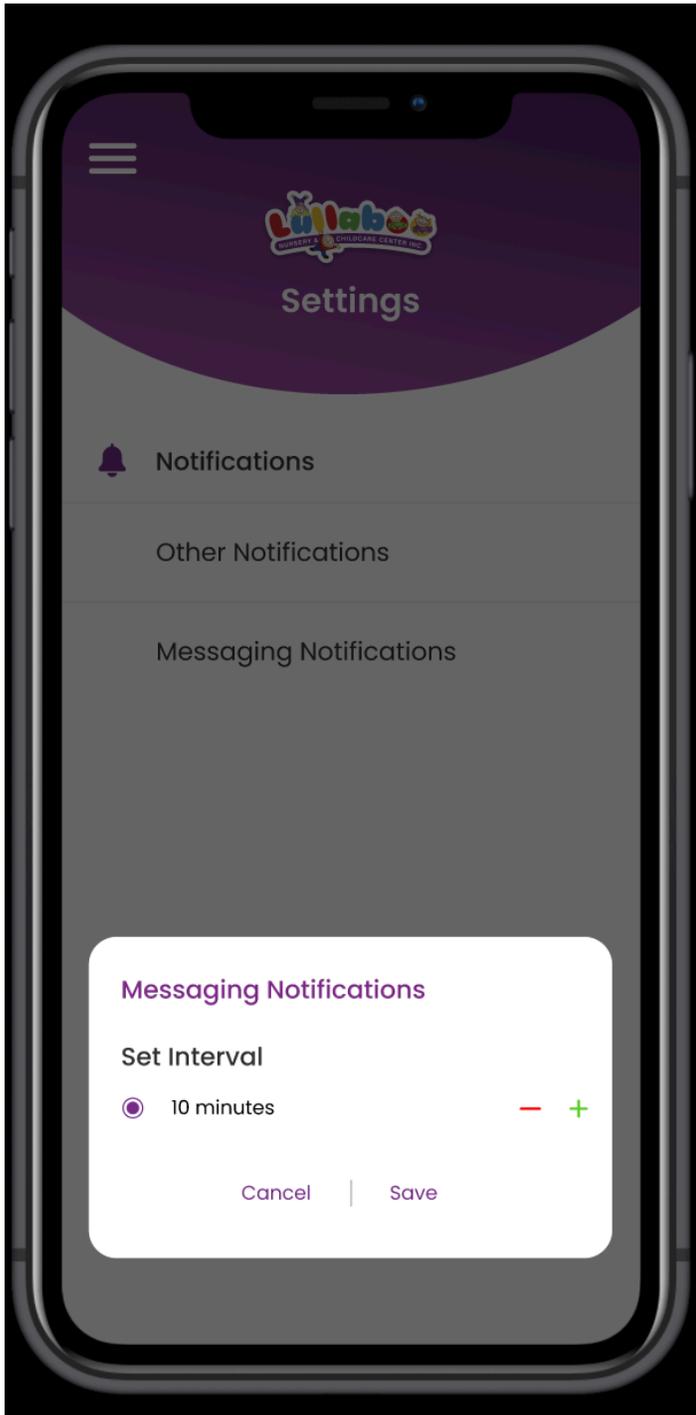
3. Select the "Manage Settings" option.



4. Select the "Messaging Notifications" option.

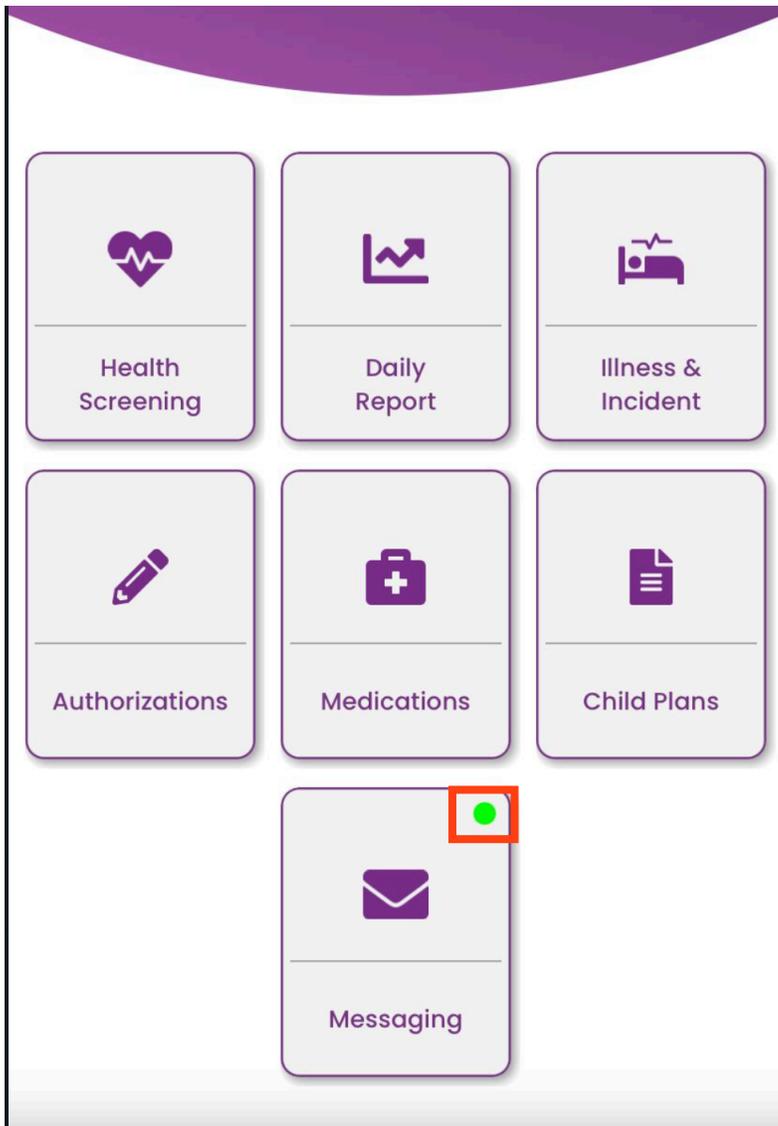


5. Set the interval by clicking on + or - options as shown below.

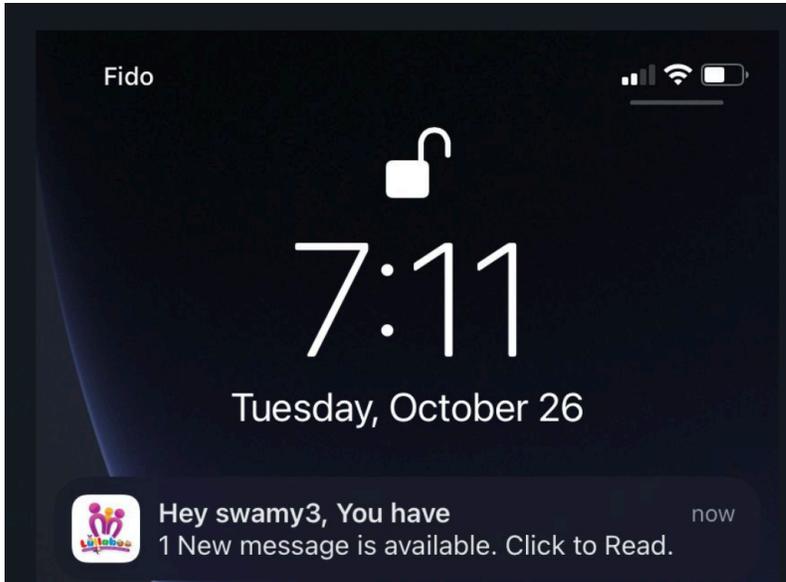


There are different ways through which the iCareLullaboo app notifies user about any new message.

1. As shown below, the green dot on the messaging option on home screen shows that there is a new unread message available.



2. Users will also receive notifications on their mobile phone notifications bar about any new message.
3. Please note that the iCareLullaboo app needs to run in background in order to receive these notifications. Closing the app completely down won't show these notifications.
4. Clicking on below notification will take you to the messaging section of the app.



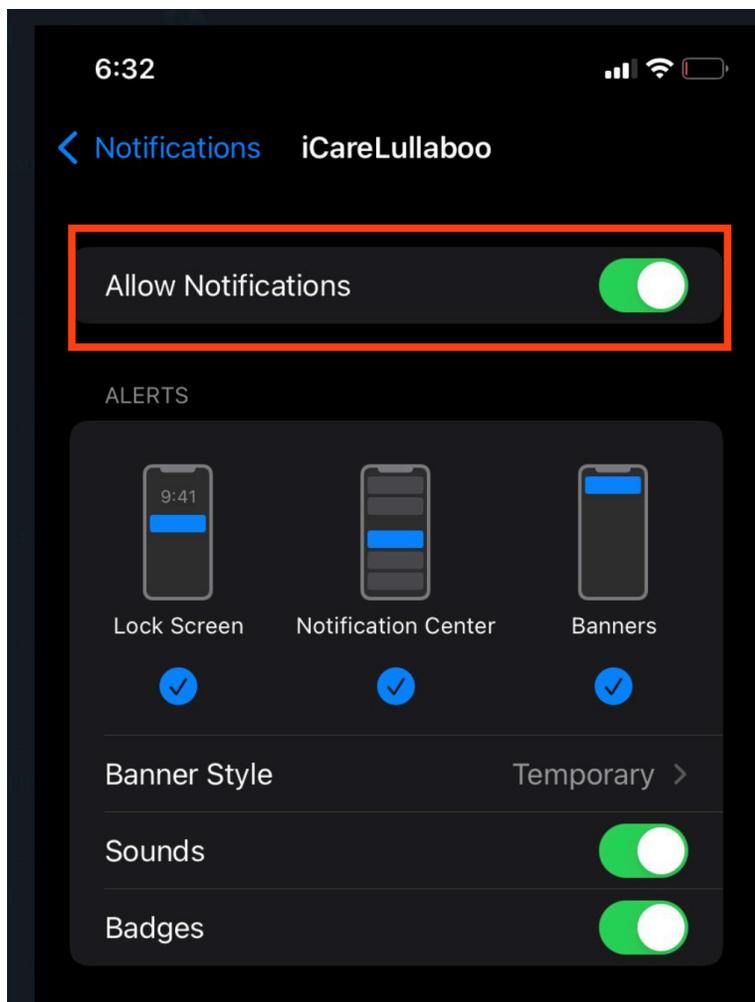
Note: In order to receive any notifications from iCareLullaboo app, the app must have sufficient permissions on the mobile device. You can check the permissions for iCareLullaboo app in your phone's settings section and allow the settings to send notifications.

This completes the messaging feature.

Notifications

The “Notifications” option under the hamburger menu on the home screen notifies parents about the latest updates on their child’s profile. Any parent who has full access to the child’s profile in our Childcare Management Software will get notifications about different updates available for their child’s profile.

In order to receive notifications from iCareLullaboo app on your mobile phone, the app must have sufficient permissions on the mobile device. You can check the permissions for iCareLullaboo app in your phone’s settings section and allow the settings to send notifications.

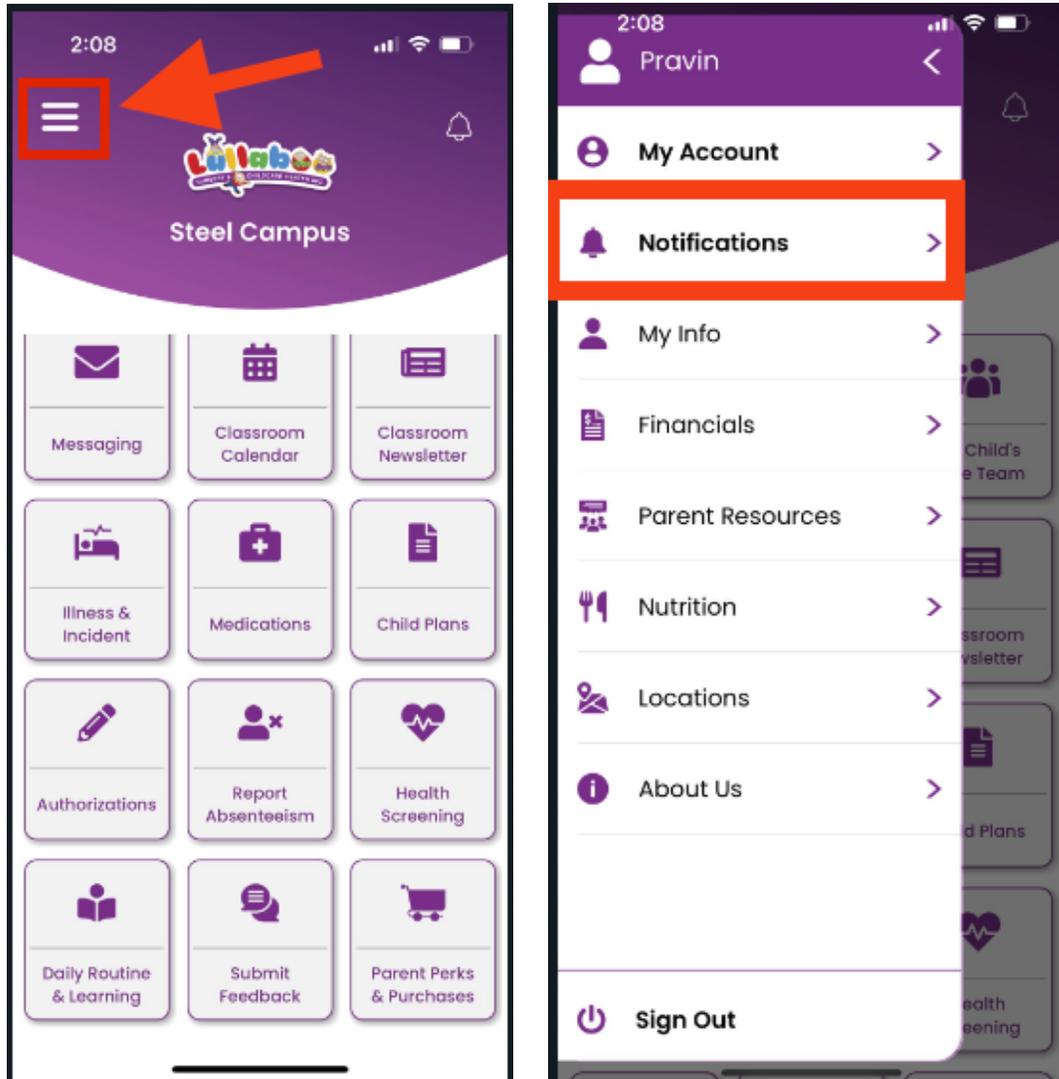


Note: The above screenshot is taken from an iPhone. The notification setting may appear differently depending the type of the mobile device. Please check your mobile device specifications for more details on how to allow any app to send notifications.

1. The notifications **bell icon** on the home screen shows the number of new notifications for the user. Clicking on the bell icon will show the pending notifications in a list view.



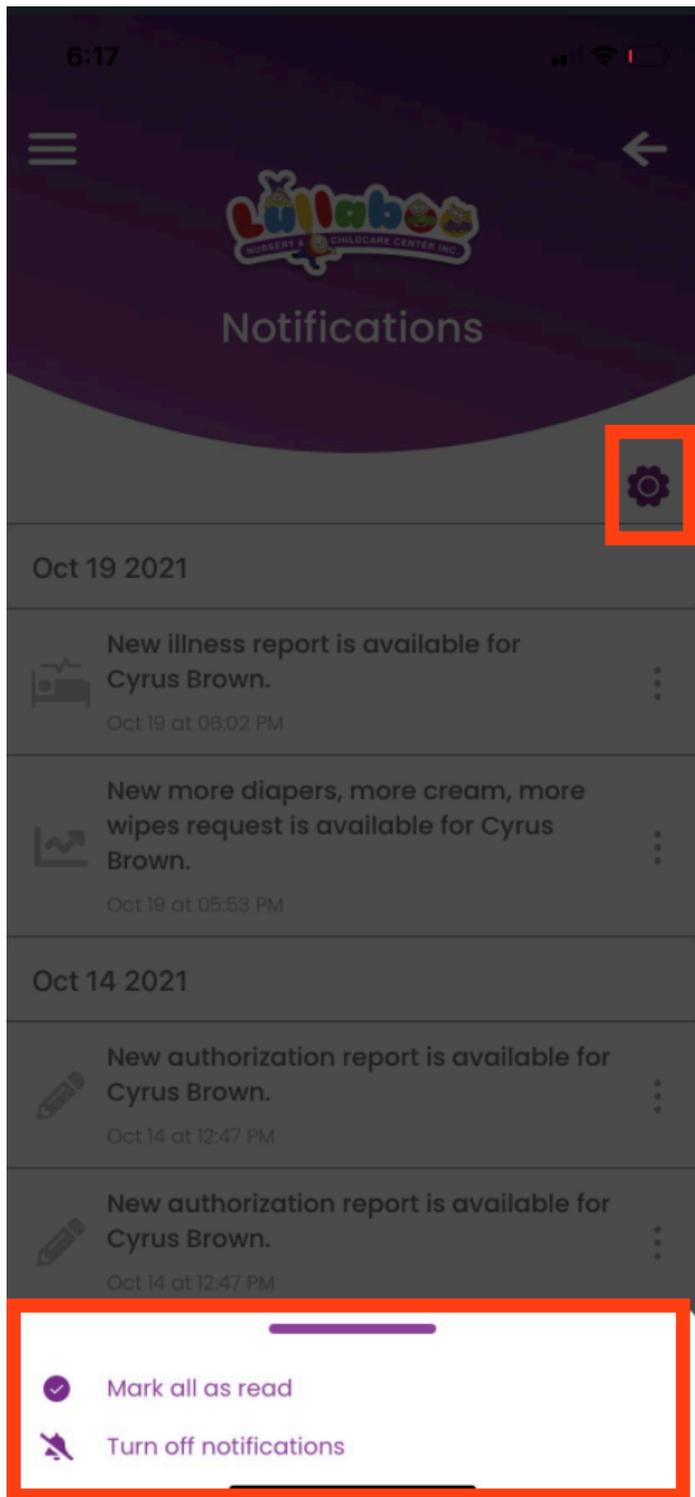
- Users can also see the notifications by clicking on the hamburger menu > Notifications option present on the home screen.



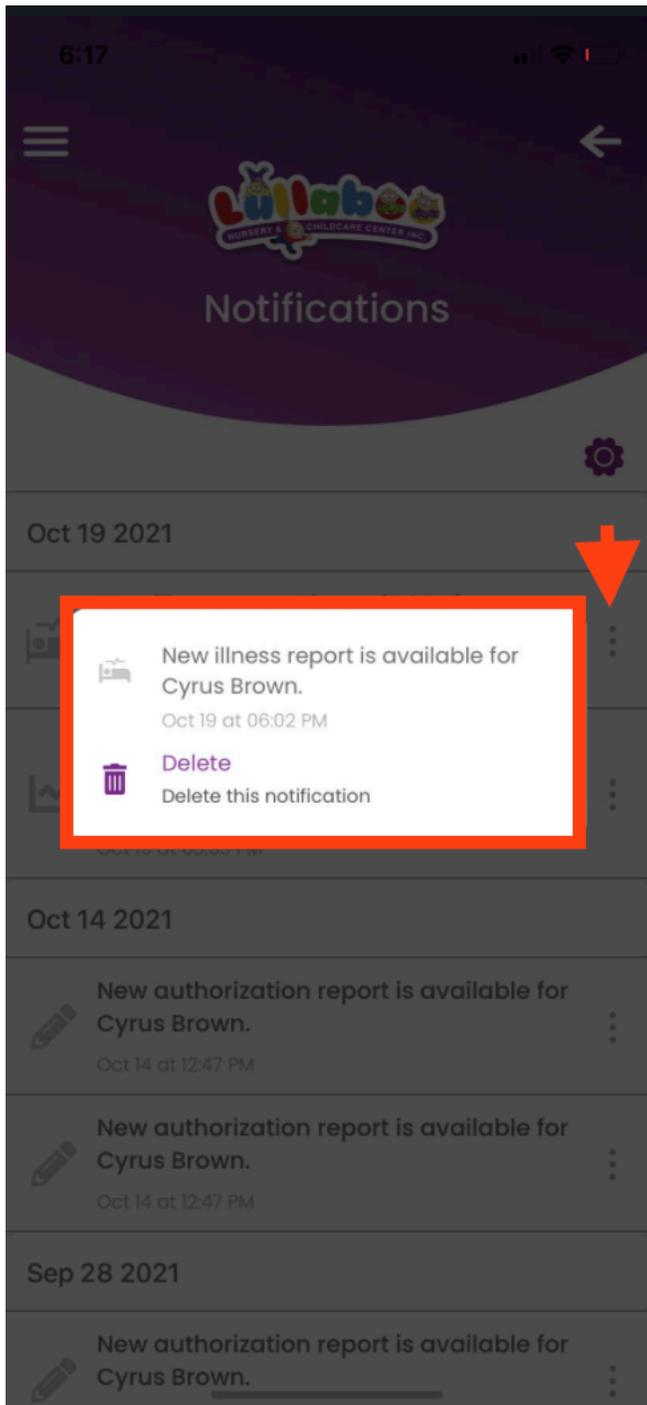
3. Clicking on any notification will show the notification on a detailed screen view. Further actions can be taken on the notification from the detailed view.



- Users can turn off or mark all notifications as read by clicking on the gear icon and selecting the desired option as shown below.



- To delete any notification, please click on the three dots and select delete this notification option as shown below.



This completes the notifications feature.

My Child's Care Team

The "My Child's Care Team" option on the home screen allows parents to see the biographies for the Lullaboo staff. Any parent who has full access to the child's profile in our Childcare Management Software will be able to view the biography and the staff's contact information.

The My Child's Care Team screen is divided into the following three sections showing the details of our staff as per their Job Title.

Section 1: Educator Biographies

- Early Childhood Educator
- Early Childhood Assistant
- Early Childhood Specialist

Note: Educator Biographies section only shows the bios for the staff who are assigned to your child's classroom.

Section 2: Center Support Staff Biographies

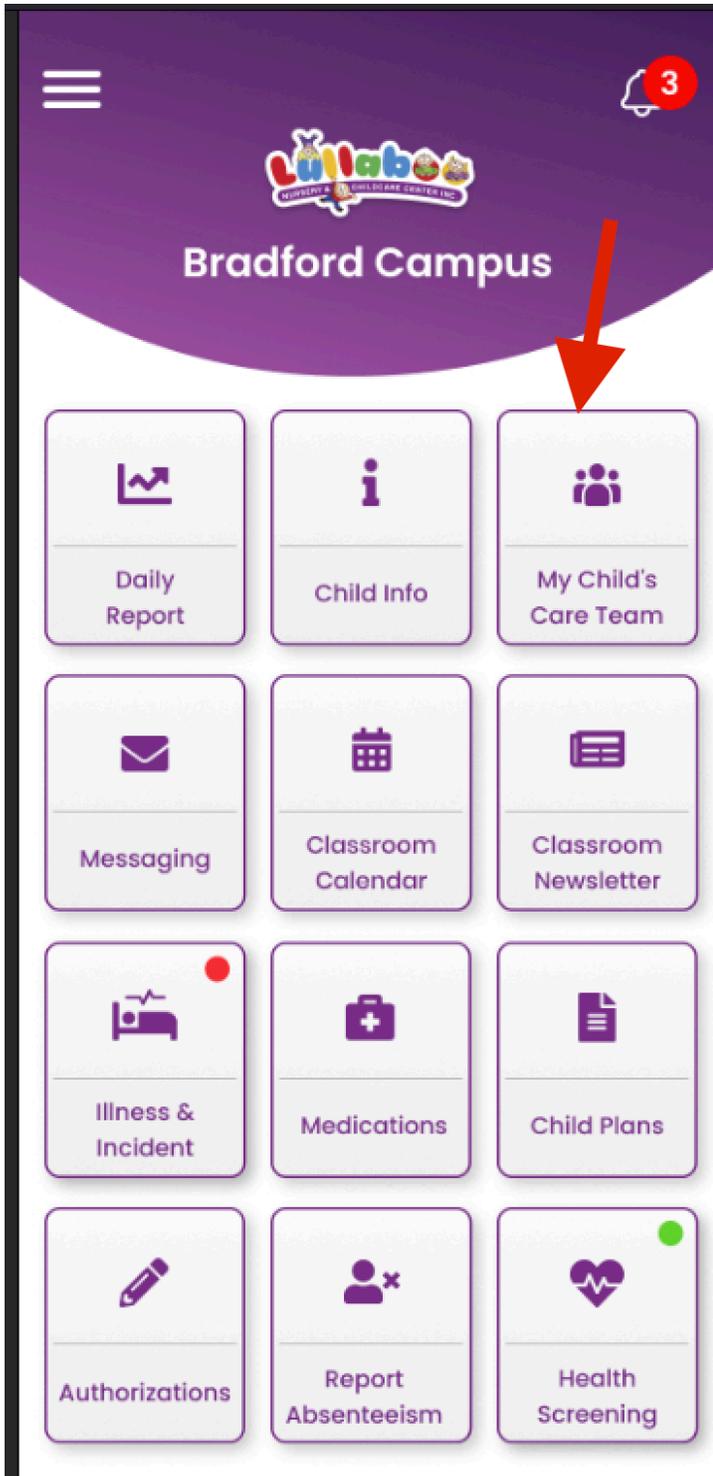
- Chef
- Custodian

Section 3: Office Management Staff Biographies

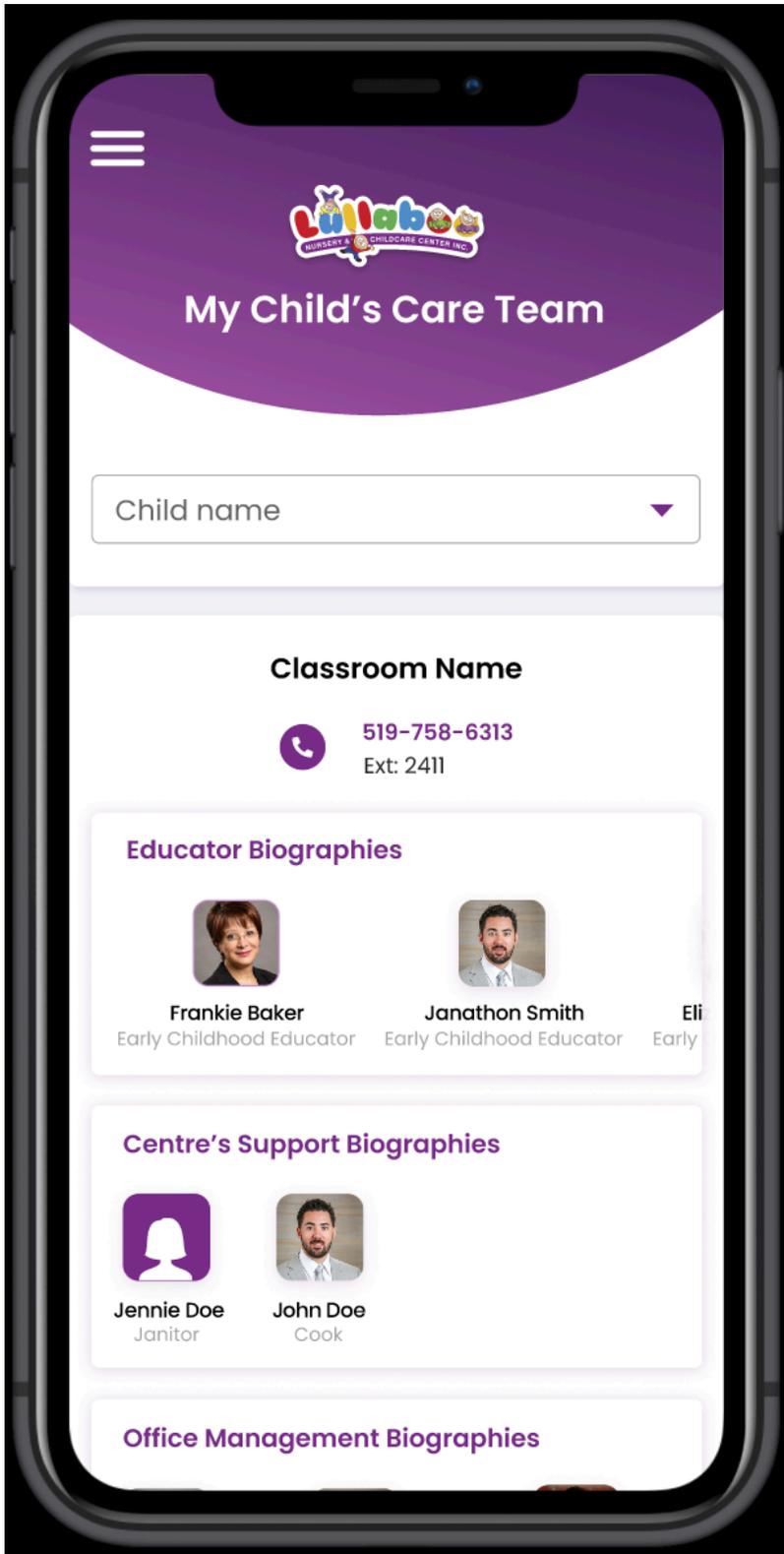
- Supervisor
- District Manager
- Program Coordinator

The detailed steps to view staff biographies are explained below:

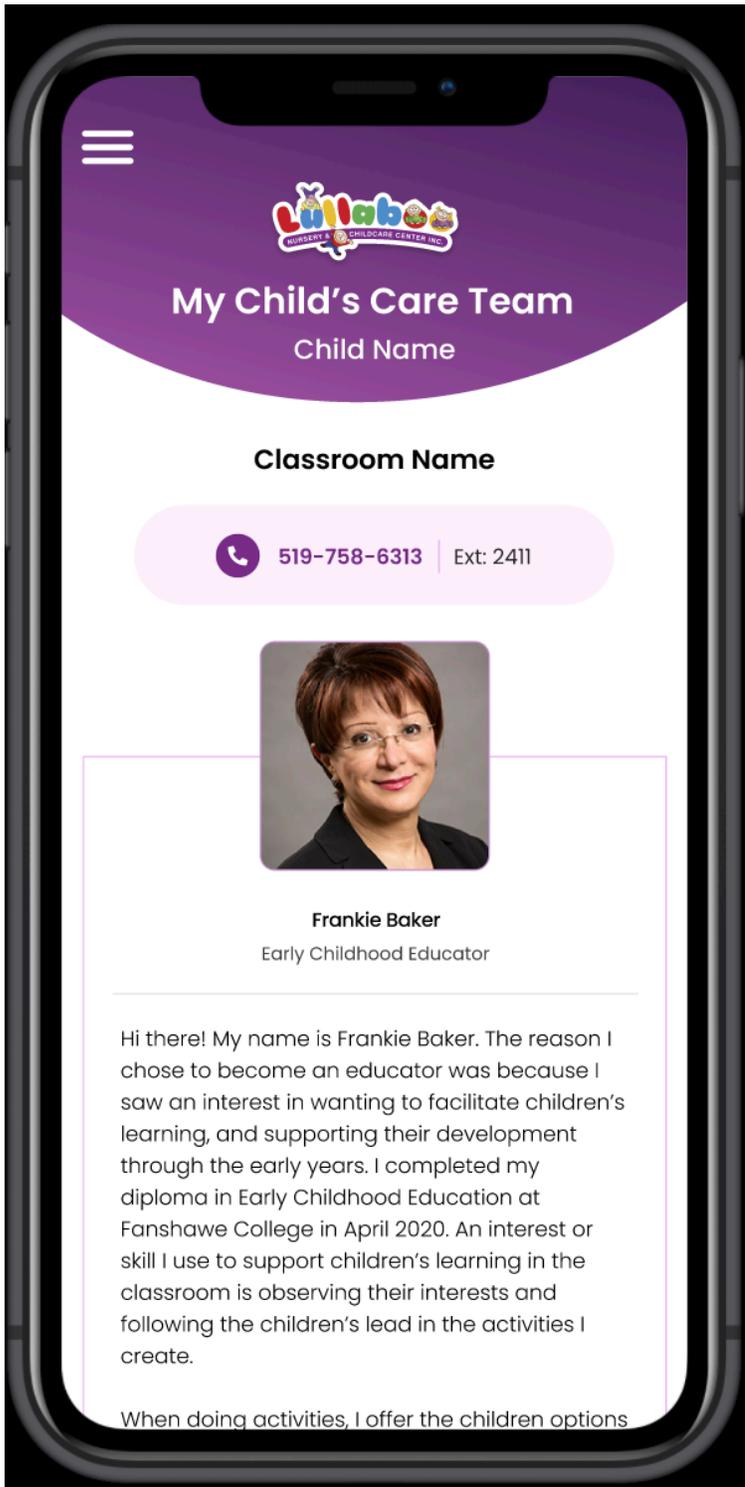
1. Click on the "My Child's Care Team" option present on the iCare Lullaboo app's home screen.



2. Select the child name to view the child's care team. The child name will be auto-selected if you have only one child registered with us.



3. Click the staff name to read their biography and contact information.



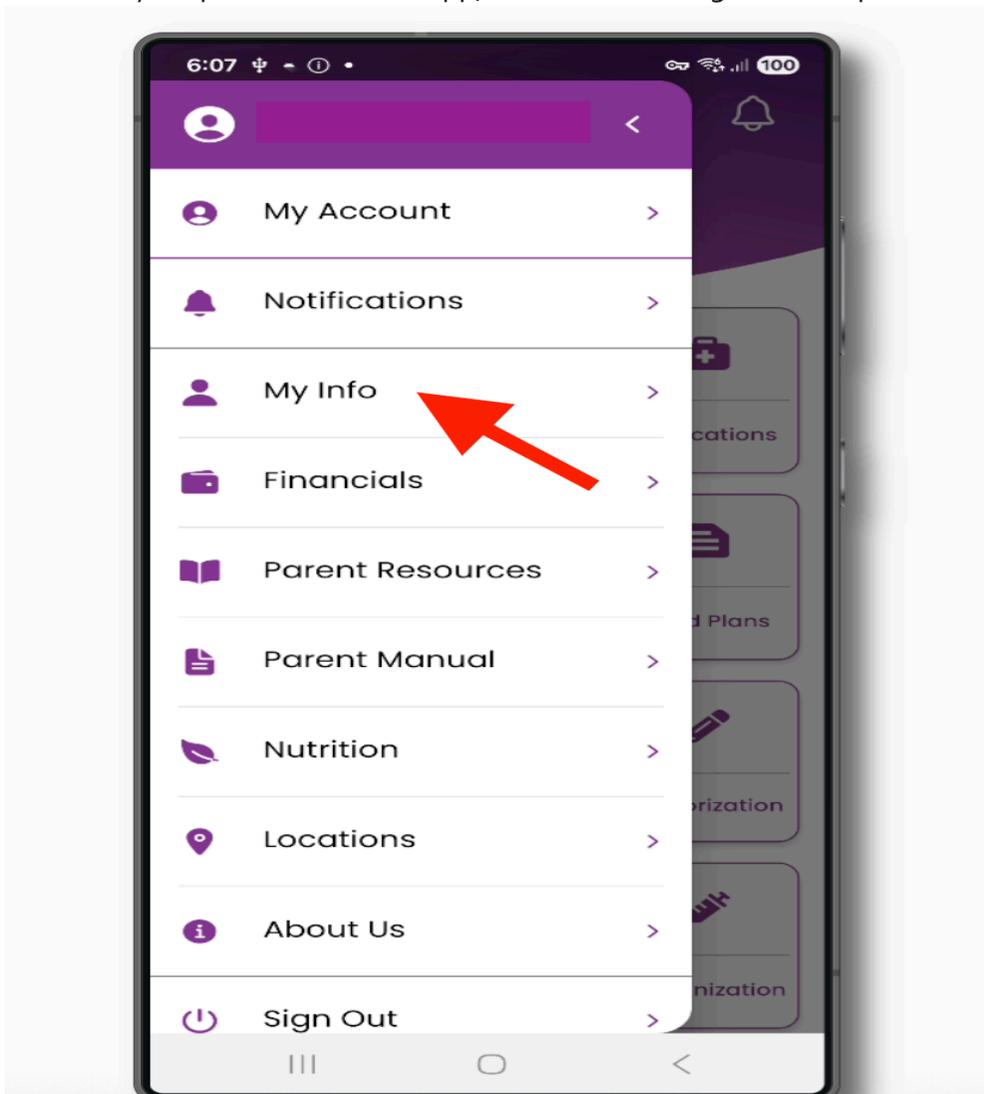
This completes the My Child's Care Team feature.

My Info

The “My Info” option on the hamburger menu allows parents to **View** and **Edit (optional)** the basic information for their registered account with Lullaboo. Any parent who has an active account in our Childcare Management Software will be able to view their basic demographic information in the mobile app.

Note: Due to the privacy and security reasons, the edit option is only available for some of our locations.

1. To access your profile info in the app, click the Hamburger menu option.





My Info

My Info

My Child



Edit Profile

Personal Information

First Name

Effie

Last Name

Stamatopoulos

Cell Phone



Home Information

- The My Child(ren) tab shows the basic details of the child(ren) linked with your registered account.



Note: Please contact the center supervisor if you have registered child(ren) with us, but they do not show on the app.

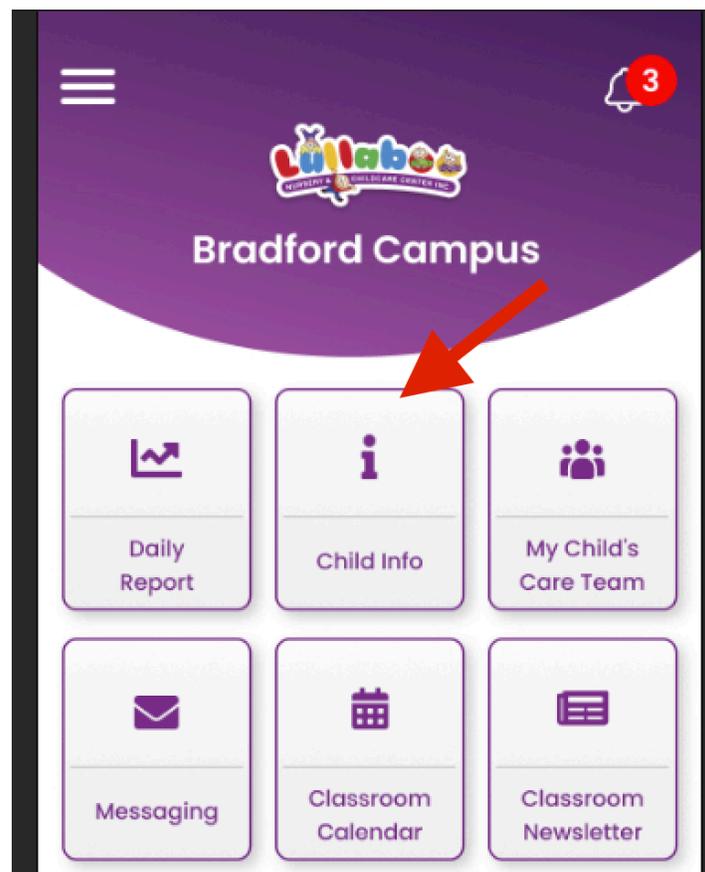
This completes the My Info feature.

Child Info

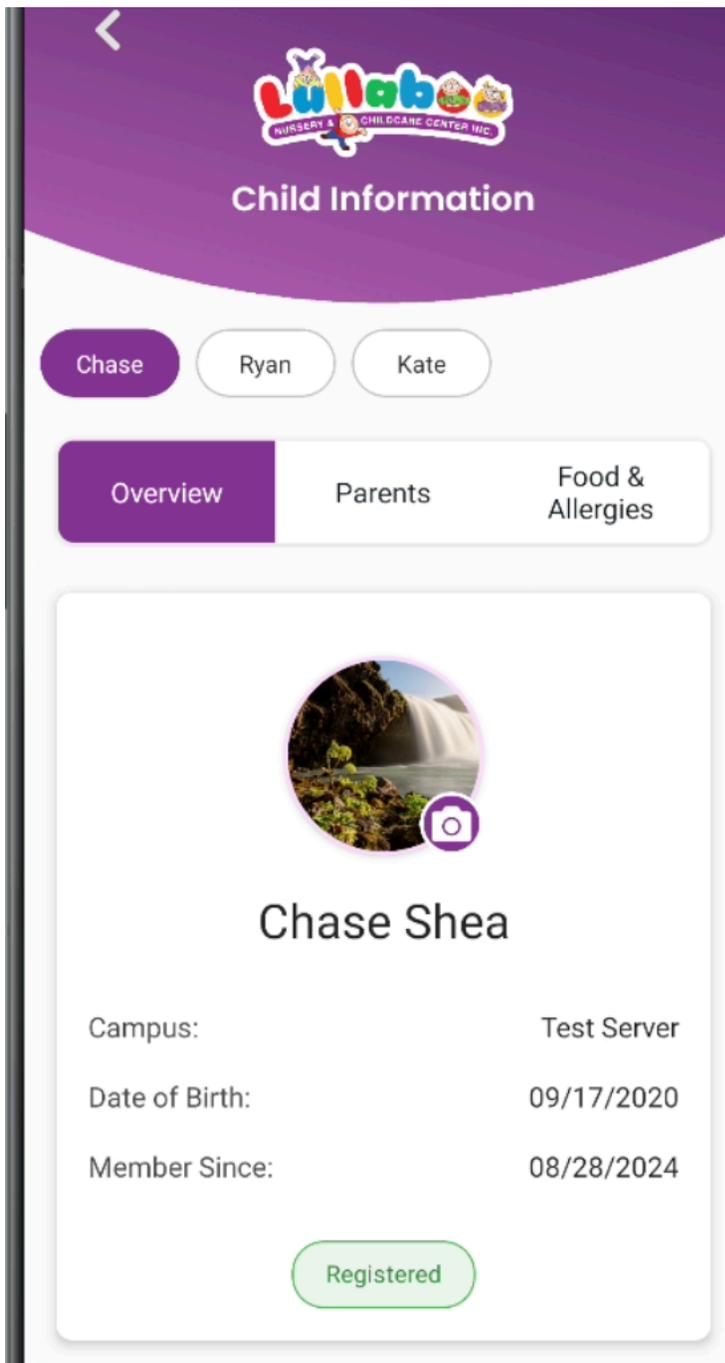
The “Child Info” option on the home screen allows parents to **View** the basic information for their registered child(ren). Any parent who has full access to their child’s profile in our Childcare Management Software will be able to view the child(ren)’s info on the app.

Note: Due to privacy and security reasons, the edit option is not available for this feature.

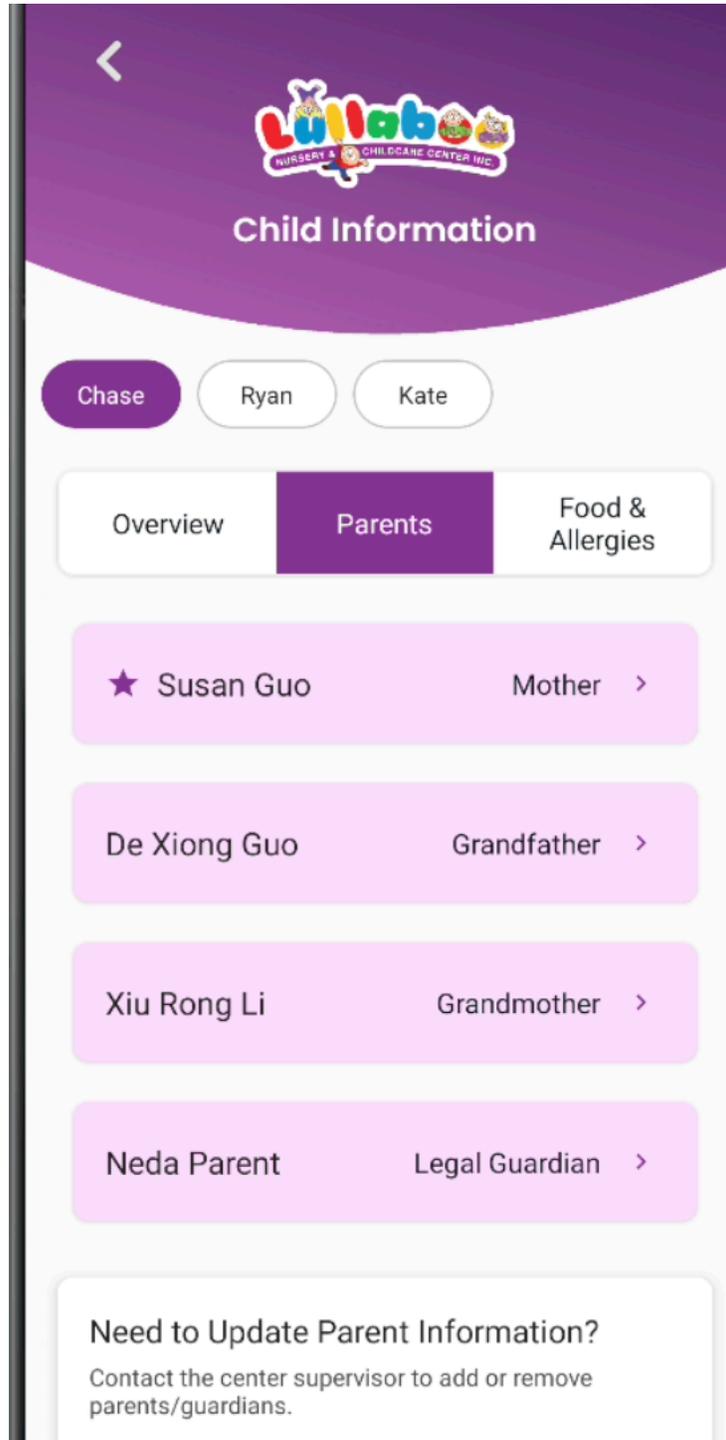
1. To access your child’s info on the app, click the “Child Info” icon present on the home screen.



1. Clicking on the Child Info option will take you to the child selection screen. If you have only one child registered with us, then the child's name will automatically be selected.
2. If you have more than one child registered with us and have full access permissions to their profile in our Childcare Management Software, then you will see their names on the top.
3. Selecting the child name will show the child's info. You can upload the most recent photo of your child directly using the camera button on the photo.



2. The Parents/Guardians tab shows the parents/guardians linked with your child's profile.



Allergy/Food Signature

The "Allergy/Food" tab under the Child Info screen allows parents to review and sign the Allergies or Food Restrictions for their registered children with Lullaboo. Any parent who has full access to the child's profile in our Childcare Management Software is allowed to view and sign Allergies/Food Restrictions in the mobile app.

Follow the below steps to view and sign your child's Allergy/Food restrictions.

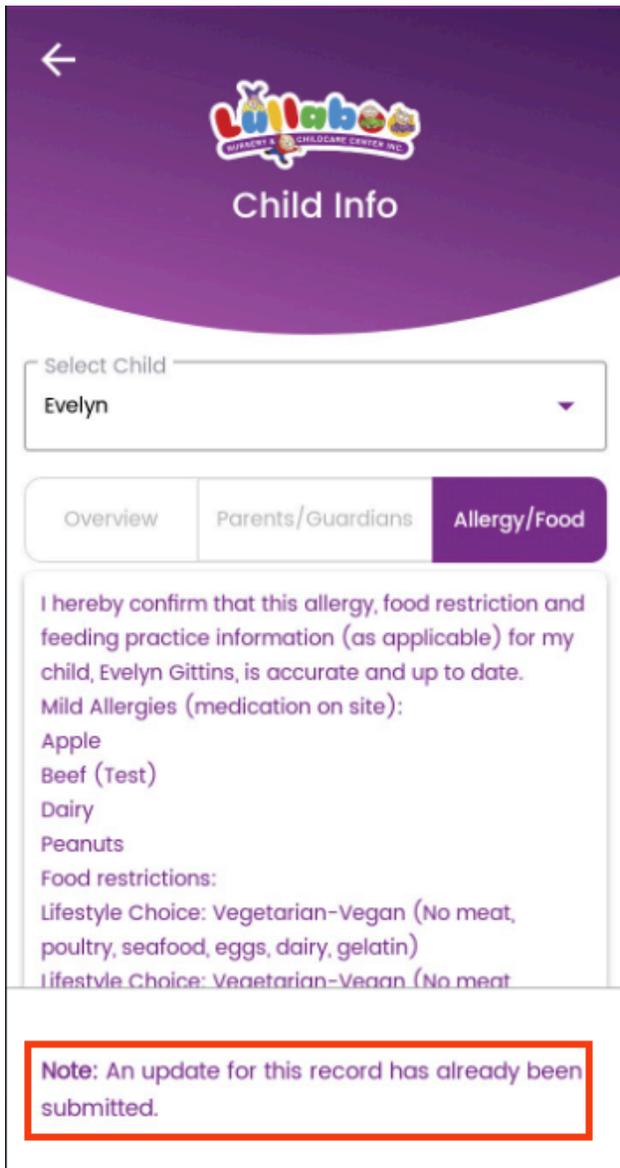
1. Click the Allergy/Food tab to review the child's allergies and food restrictions. The tab provides detailed information about child's Allergies, Food Restrictions and Feeding Practices.
2. Please read carefully before signing. In case there are any changes needed in the below information, please contact the center supervisor, when needed.

The screenshot shows the Lullaboo mobile app interface. At the top, there's a purple header with the Lullaboo logo and 'Child Info' text. Below this is a 'Select Child' dropdown menu with 'Evelyn' selected. There are three tabs: 'Overview', 'Parents/Guardians', and 'Allergy/Food', with the 'Allergy/Food' tab highlighted in purple. The main content area contains a confirmation statement: 'I hereby confirm that this allergy, food restriction and feeding practice information (as applicable) for my child, Evelyn Gittins, is accurate and up to date.' Below this, it lists 'Mild Allergies (medication on site):' followed by 'Apple', 'Beef (Test)', 'Dairy', and 'Peanuts'. Under 'Food restrictions:', it lists 'Lifestyle Choice: Vegetarian-Vegan (No meat, poultry, seafood, eggs, dairy, gelatin)' and 'Lifestyle Choice: Vegetarian-Vegan (No meat...'. At the bottom, there's a 'Parent Signature' section with a dropdown arrow and a 'Click Here To Sign' button.

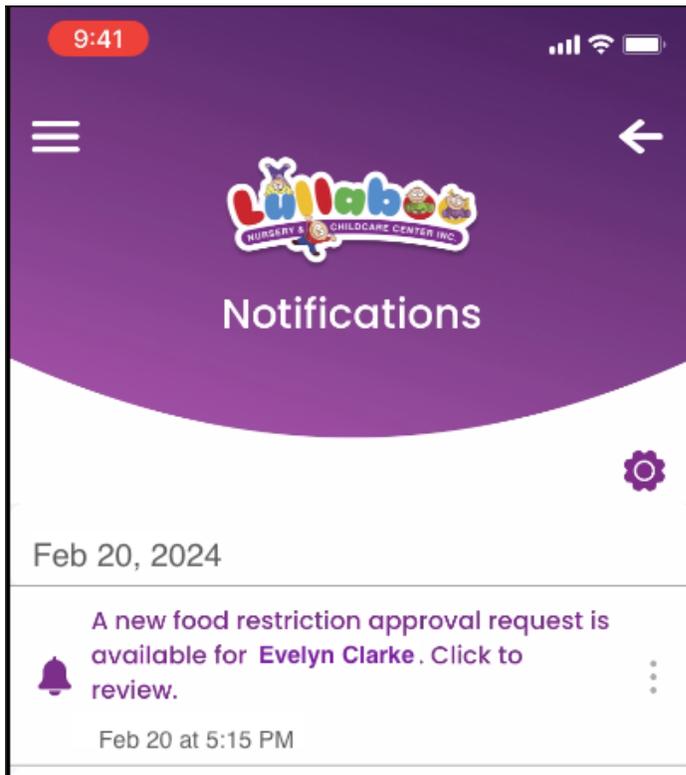
3. Clicking on “**Click Here to Sign**” option opens the signature box. If you have already saved your signature in the app, then it will automatically appear inside the signature box or you can simply draw your signature



4. We are allowing only one parent with full access to sign the Allergies/Food restrictions. If the Allergies/Food restrictions details are already signed by the other registered parent or guardian for the child, then you will see the following update note on the Allergy/Food tab.



5. It can take up to 1 hour for the signature to get processed on our side and appear on the Allergy/Food tab in the mobile app.
6. Parents are required to review the Allergy/Food restrictions information for their child whenever the center staff does any updates or change to it in our Childcare Management Software.
7. A notification will appear in the notification list (as shown below) asking parents to review and sign the Allergy/Food restrictions information.

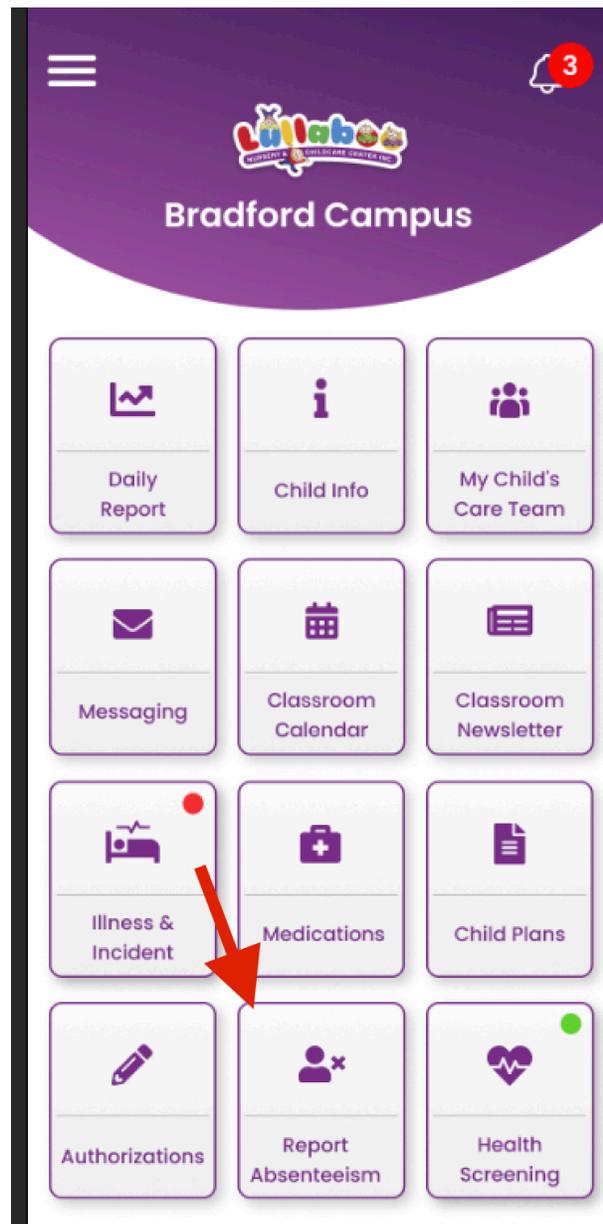


8. Clicking the notification will directly take the parent to the following screen where they can review all the details and submit signature.

Report Absenteeism

The “Report Absenteeism” option on the home screen allows parents to **submit** the absence request for their registered child(ren). Any parent who has full access to their child’s profile in our Childcare Management Software will be able to submit the absence request from the app.

1. Click the Report Absenteeism” option on the home screen.



2. All the following options are required to submit the absence request. Please make sure you have the right child and the dates selected before submitting the request.

←

Lullaboo
CHILD CARE CENTRE LTD.

Report Absenteeism

Please select the start date, end date and reason.

Select Child ▼

Select start date 📅

Select end date 📅

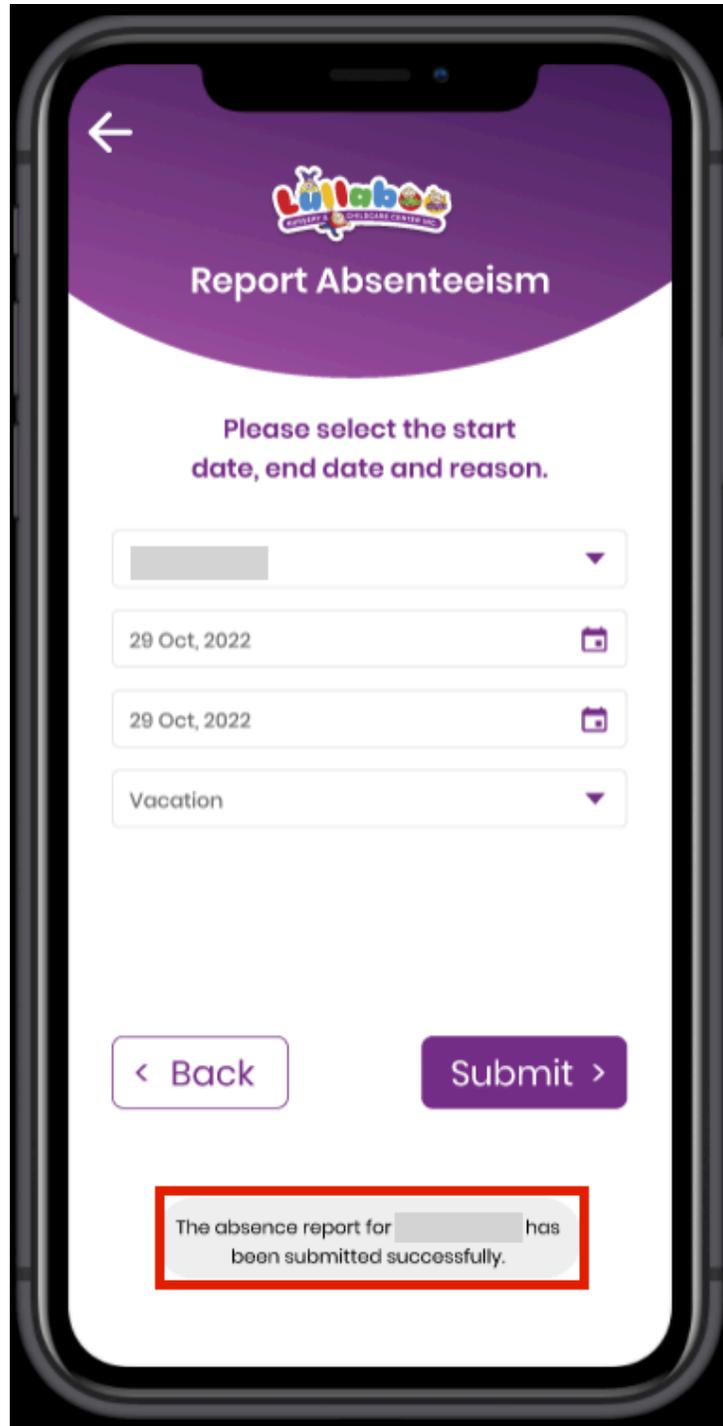
Select Reason ▼

- Vacation
- Sick
- Absent

< Back

Submit >

3. The following confirmation will appear once the absence request is submitted successfully.

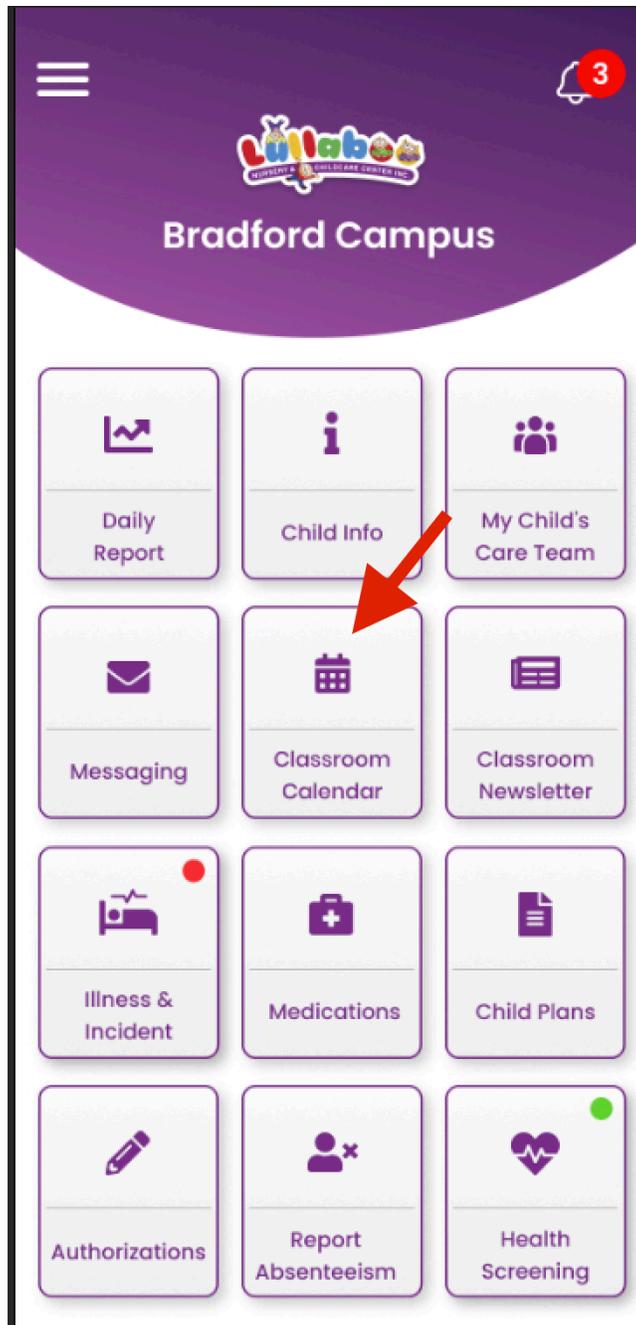


Note: Please contact the center supervisor to in case you face any issues while reporting your child's absence from the app.

This completes the Report Absenteeism feature.

Classroom Calendar

The "Classroom Calendar" option on the home screen allows parents to **View** the monthly calendar for their registered child(ren). Any parent who has full access to their child's profile in our Childcare Management Software will be able to view calendar on the app.



4. Below screenshot explains the different options/information available on the classroom calendar.

The screenshot displays the 'Classroom Calendar' for 'Classroom 2' in February 2023. The calendar grid shows dates from 1 to 28. The 24th is highlighted in purple, indicating an event. Below the calendar, the event details for 'Pajama and Teddy Bear Tea Party' are shown, including the time (03:30 PM to 04:30 PM) and a note: 'Bring in your favourite stuffed animal!'. Annotations with arrows point to the current date (24), the purple dots on the calendar, and the event details box.

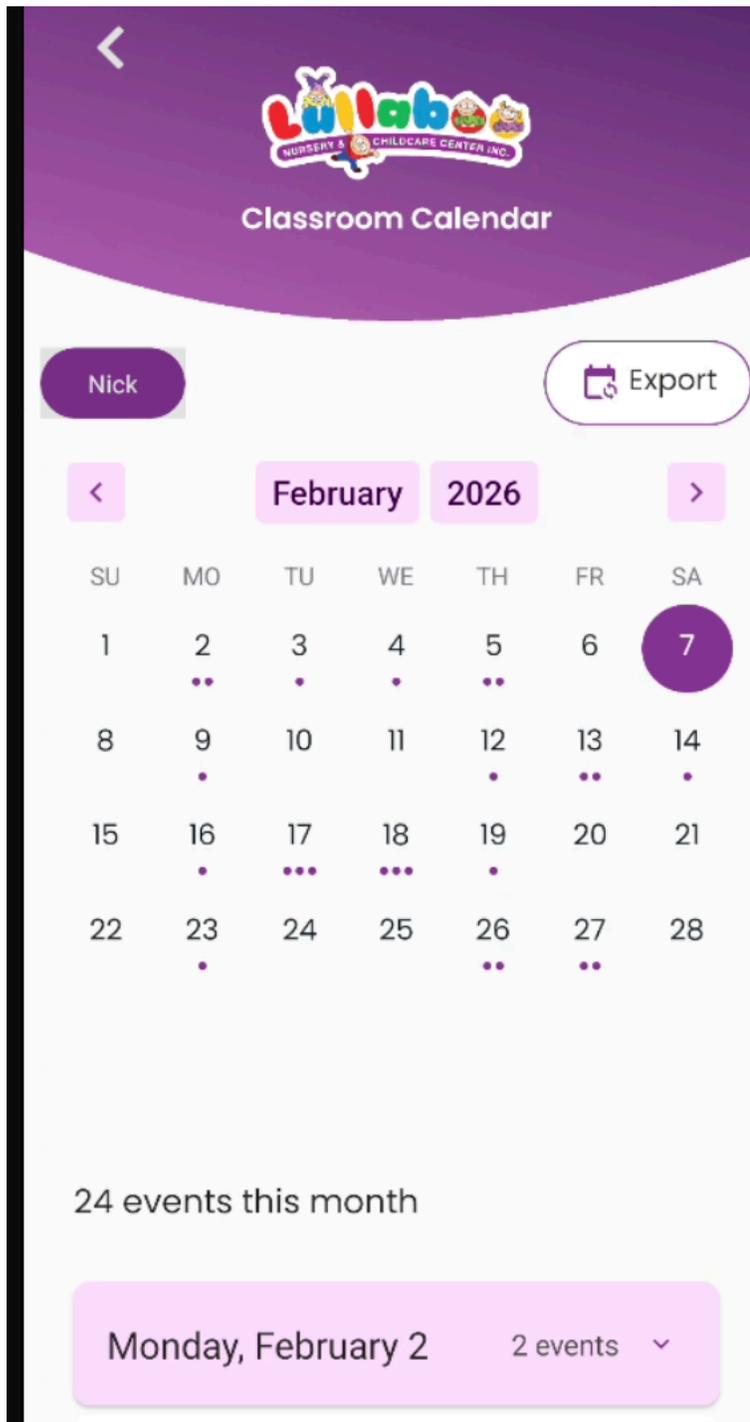
Current date will be automatically selected on the calendar

The purple dots highlights the dates when any event(s) are scheduled.

Shows all event(s) scheduled on or after the selected date on the calendar. Scroll down to see more events (if any).

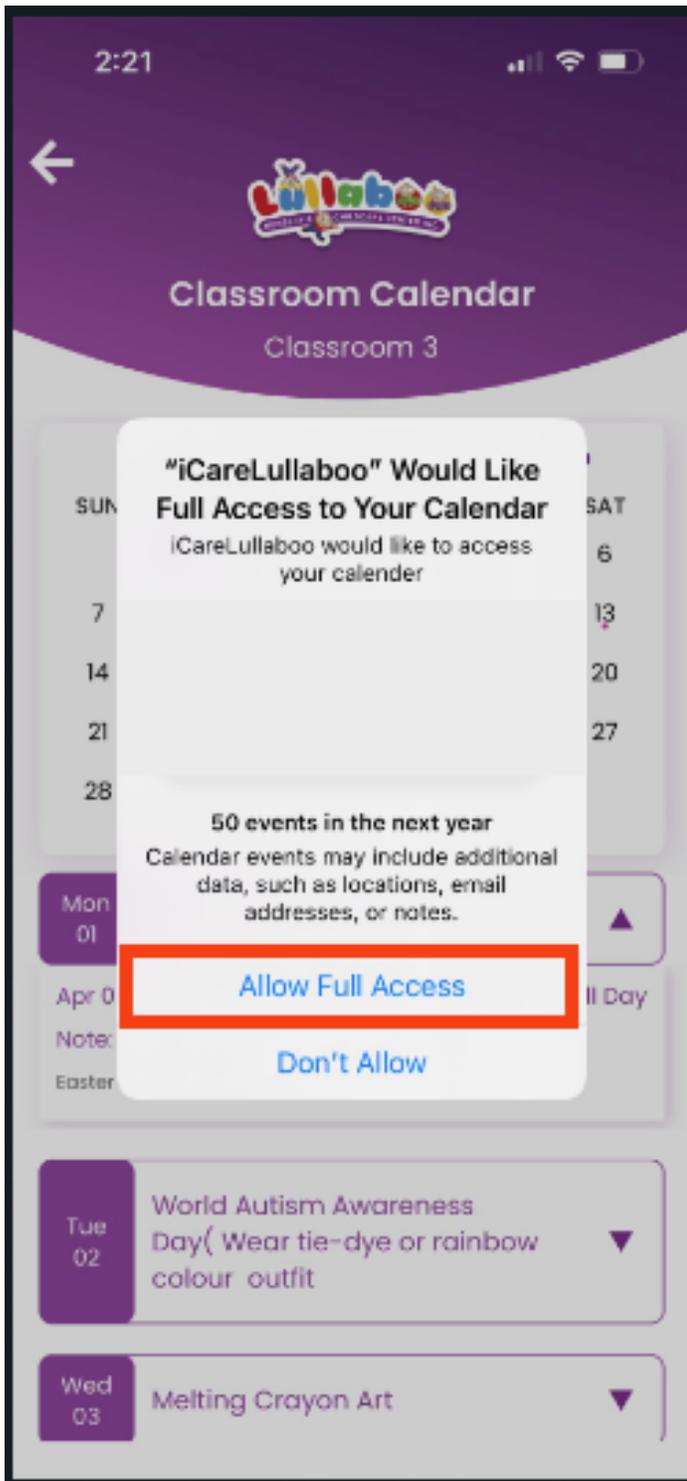
Note: Selecting any date on the calendar will show the event(s) scheduled on or after the date.

- Parents can **sync** the Lullaboo classroom calendar events on their iPhone (iCal) or Android (Google Calendar). Clicking on the "Export" button will sync all the events on your phone's calendar.

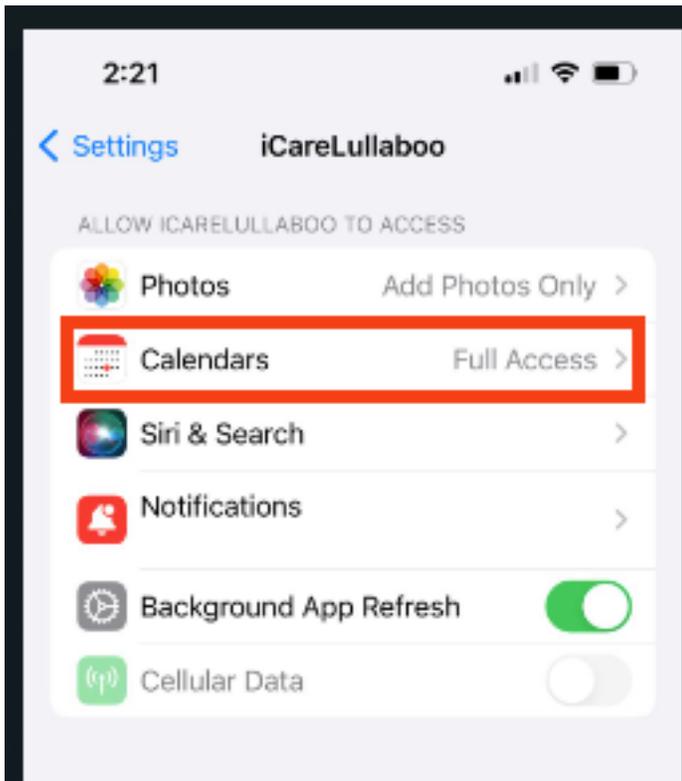


- The iCareLullaboo app must have sufficient permissions to access the calendar on your phone. Please note that during the calendar sync process, the app might show you the permission

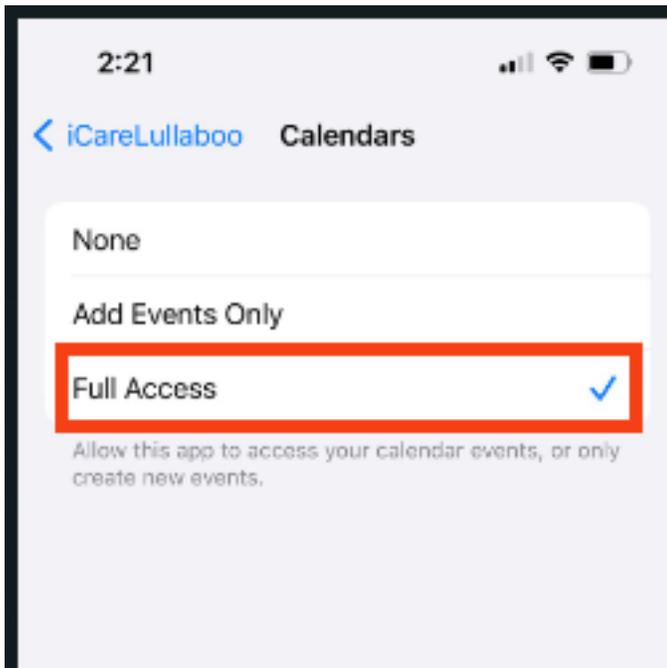
approval popup. In order to successfully sync the Lullaboo Calendar, you will need to allow full access to the iCareLullaboo app to access and sync the Calendar on your respective mobile device.



7. In case you do not assign the proper permissions, you can always check it under iCare Lullaboo App's settings > Calendars.

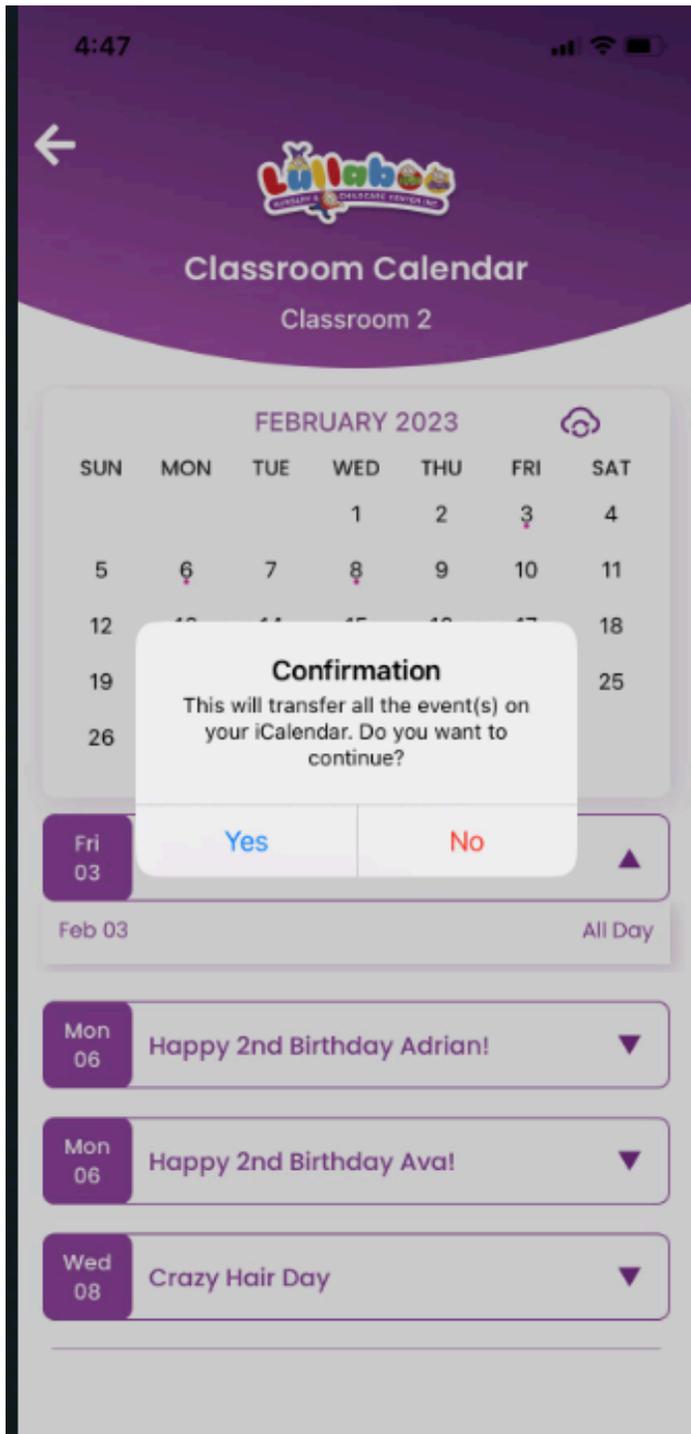


And make sure the "Full Access" option is enabled as shown below.

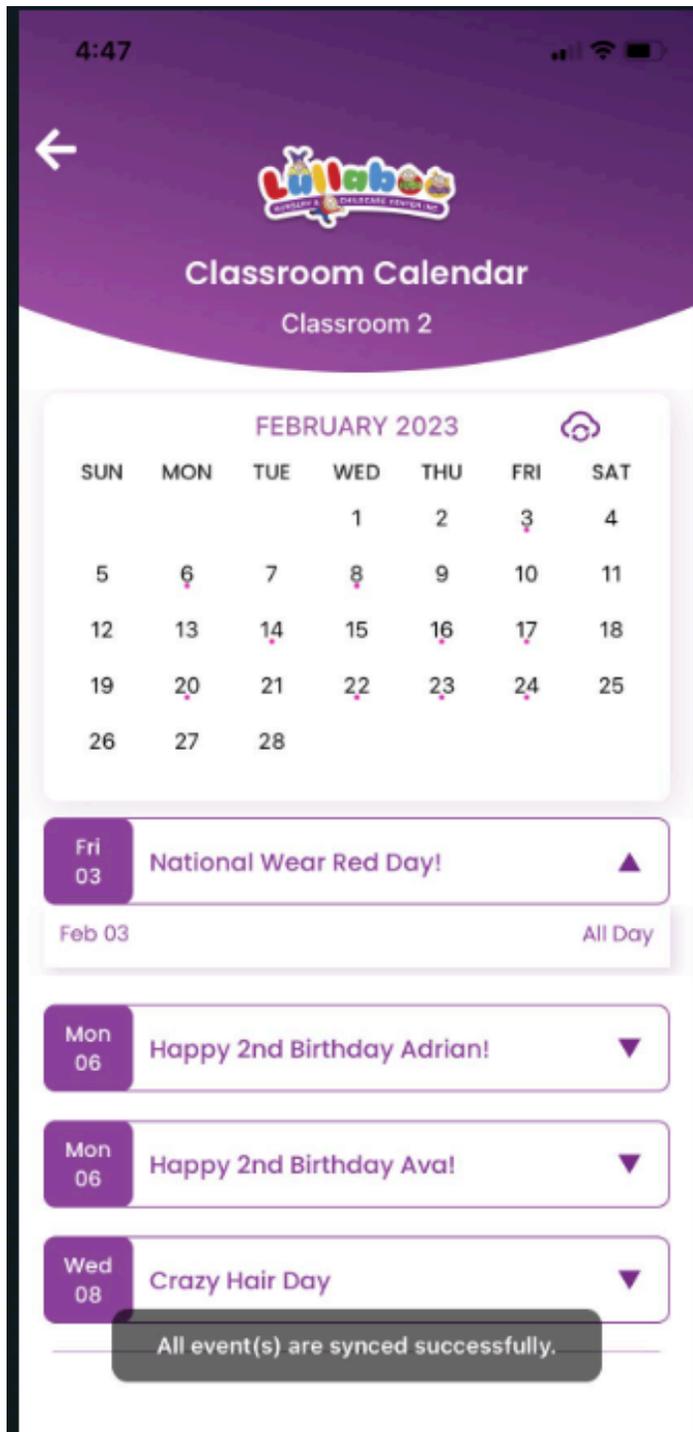


Try to sync the calendar again after you enable these permission settings on your device.

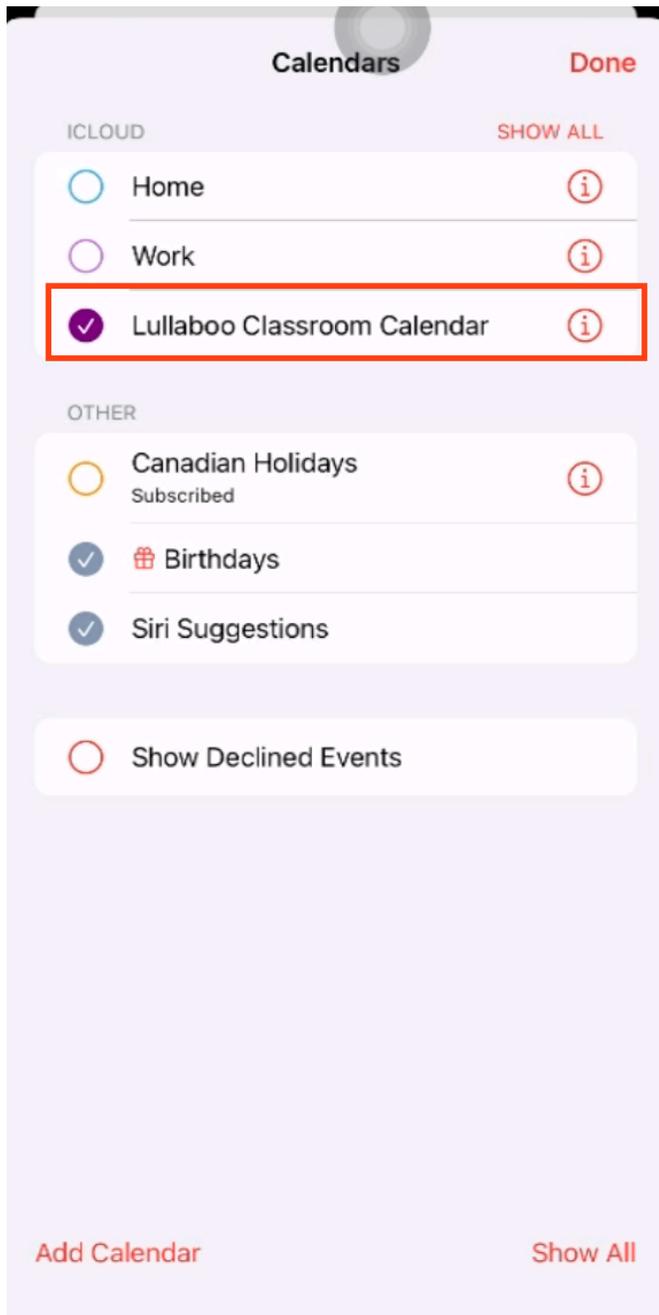
8. Clicking the sync option will show you the following confirmation message.



- Please select **Yes** to start the calendar sync process. Depending on your mobile device configuration, the app might take few seconds to complete the syncing process.
- You will see the following successful message once the syncing process is completed.



11. To view the synched events, please open iCal on your iPhone or Google Calendar on your Android phone to view the Lullaboo Classroom Calendar.

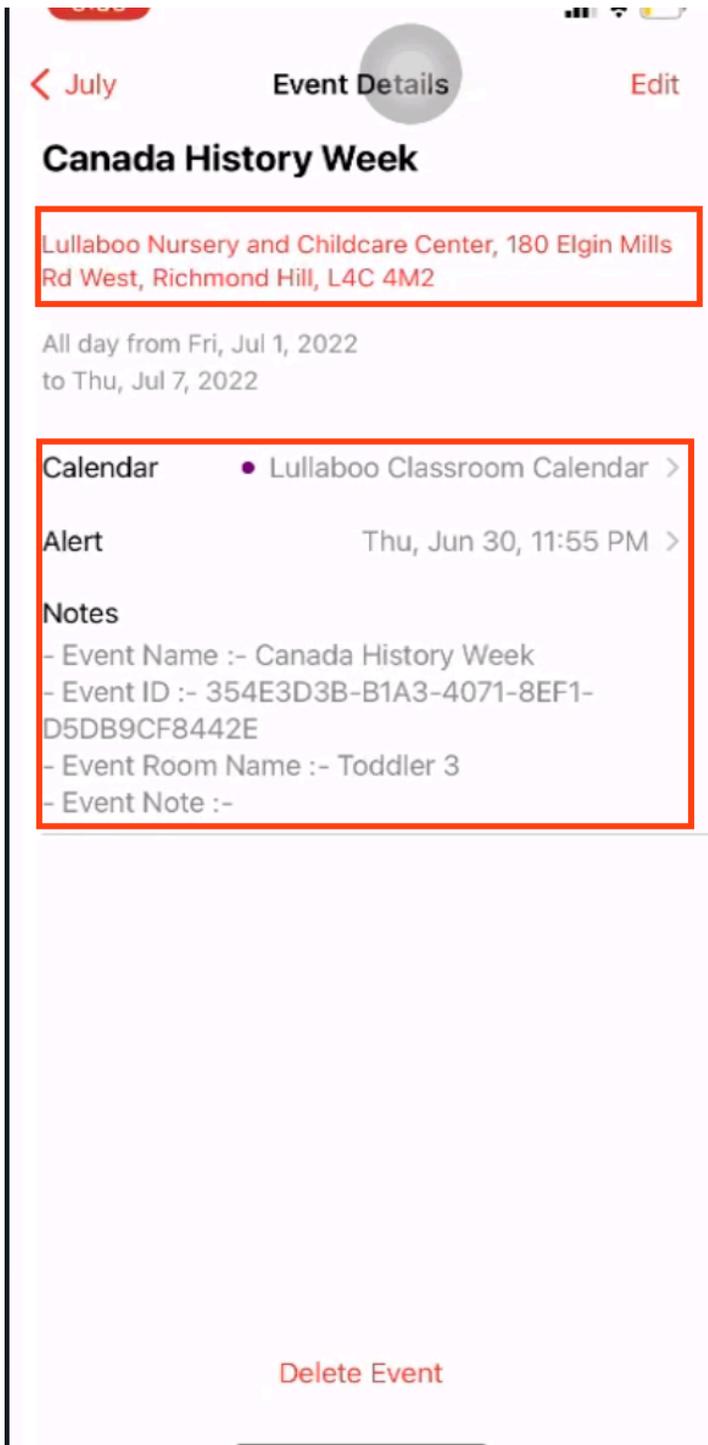


Note: The Lullaboo Classroom Calendar sync feature is *only* compatible with iCal on iPhone (iOS) or Google Calendar on the Android phone.

12. The synced events for the Lullaboo Classroom Calendar will appear on your phone's calendar as shown below.



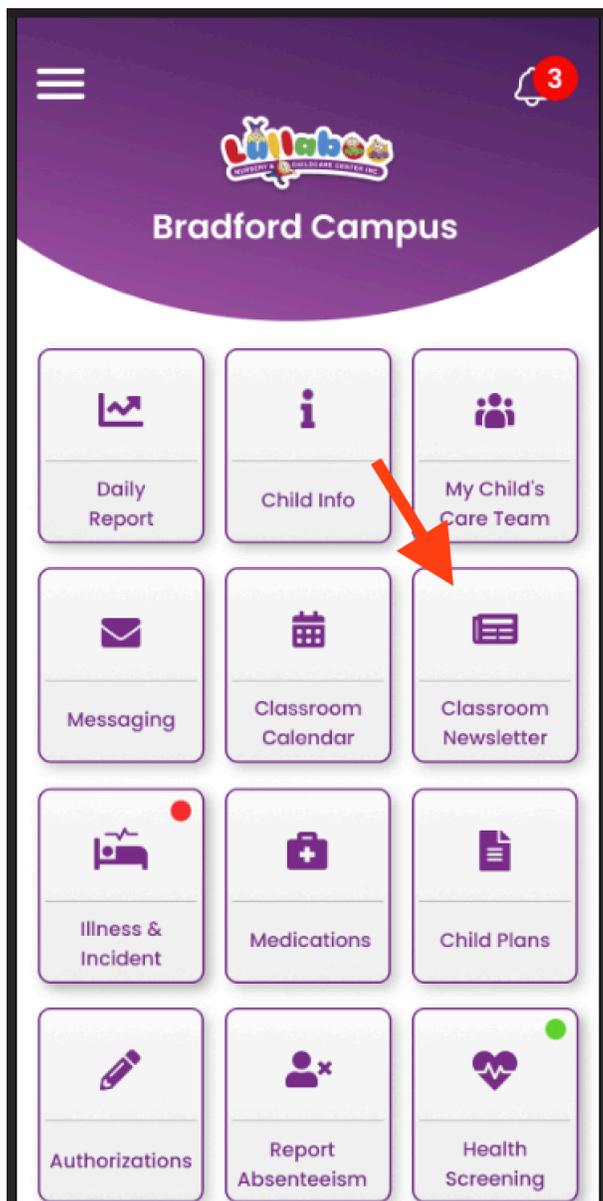
13. Clicking on any event will show the event details along with the location of your child's registered campus.



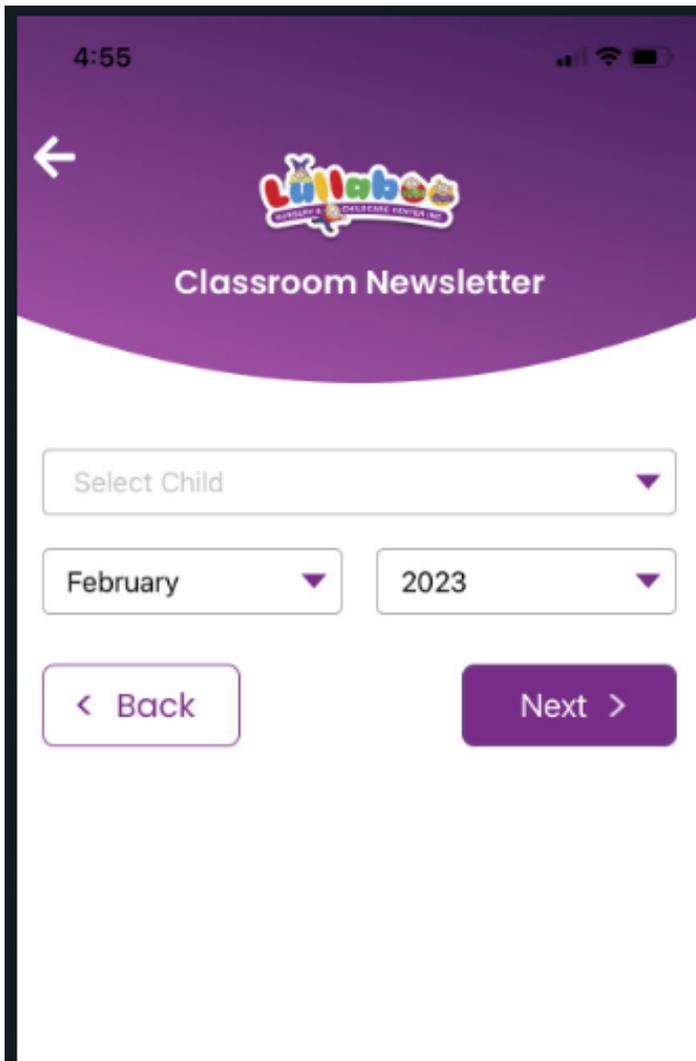
Classroom Newsletter

The "Classroom Newsletter" option on the home screen allows parents to **View** the monthly Newsletter and Pictures for their registered child(ren). Any parent who has full access to their child's profile in our Childcare

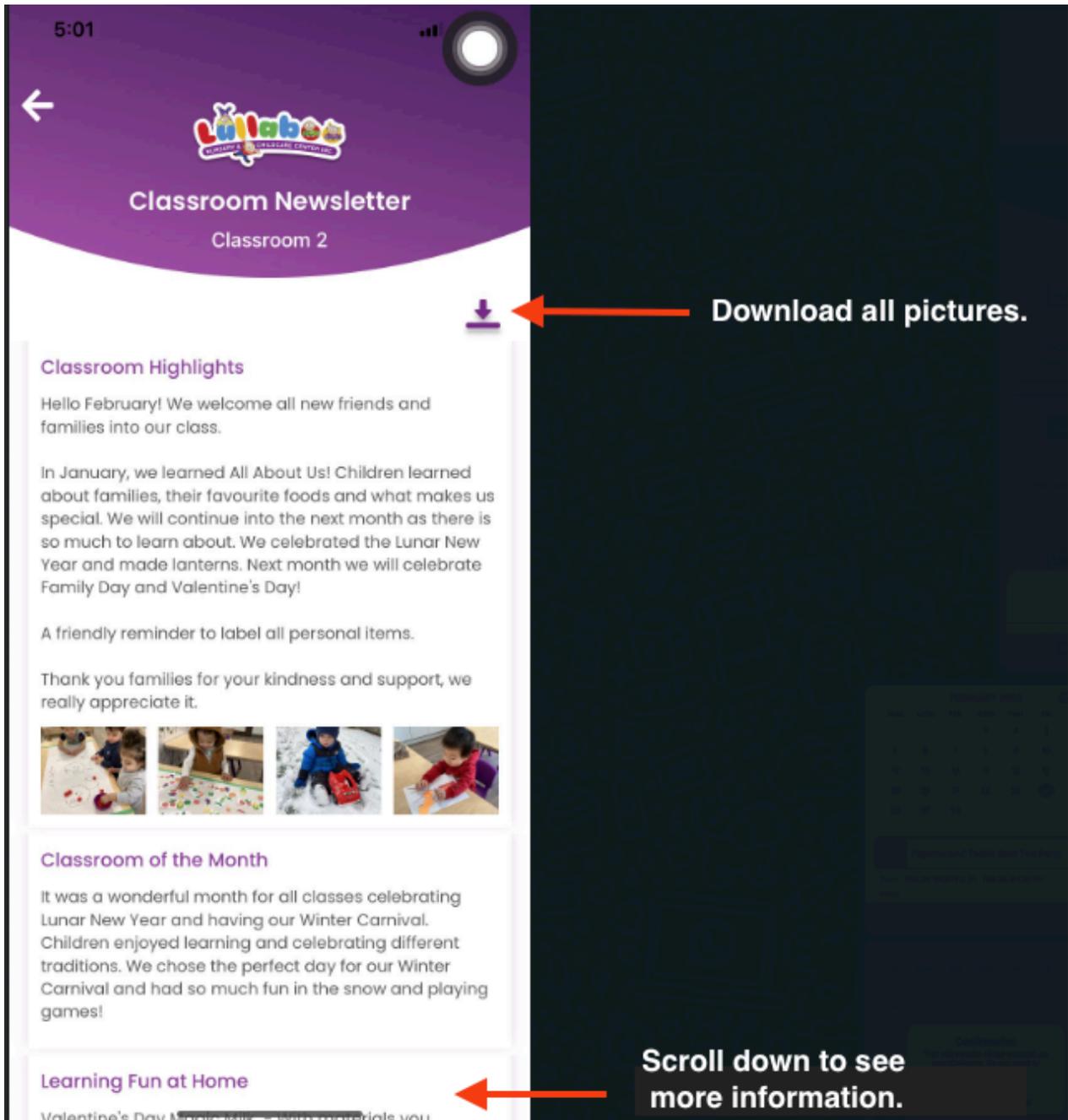
1. Click on the Classroom Calendar option on home screen.



2. Clicking on "Classroom Newsletter" will show you the following selection screen. Please select the child from the list. The current month and the year will be automatically selected on the app.



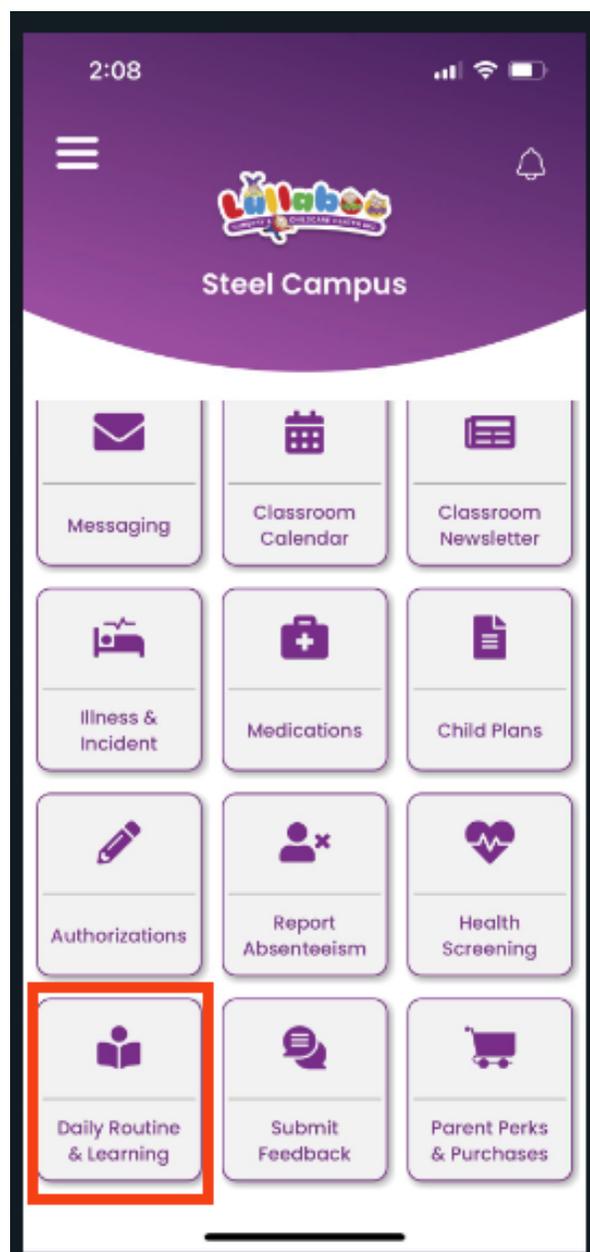
3. Selecting the Classroom Calendar option will show you the calendar highlights along with the pictures. Below screenshot explains the different options available on the monthly highlight screen.



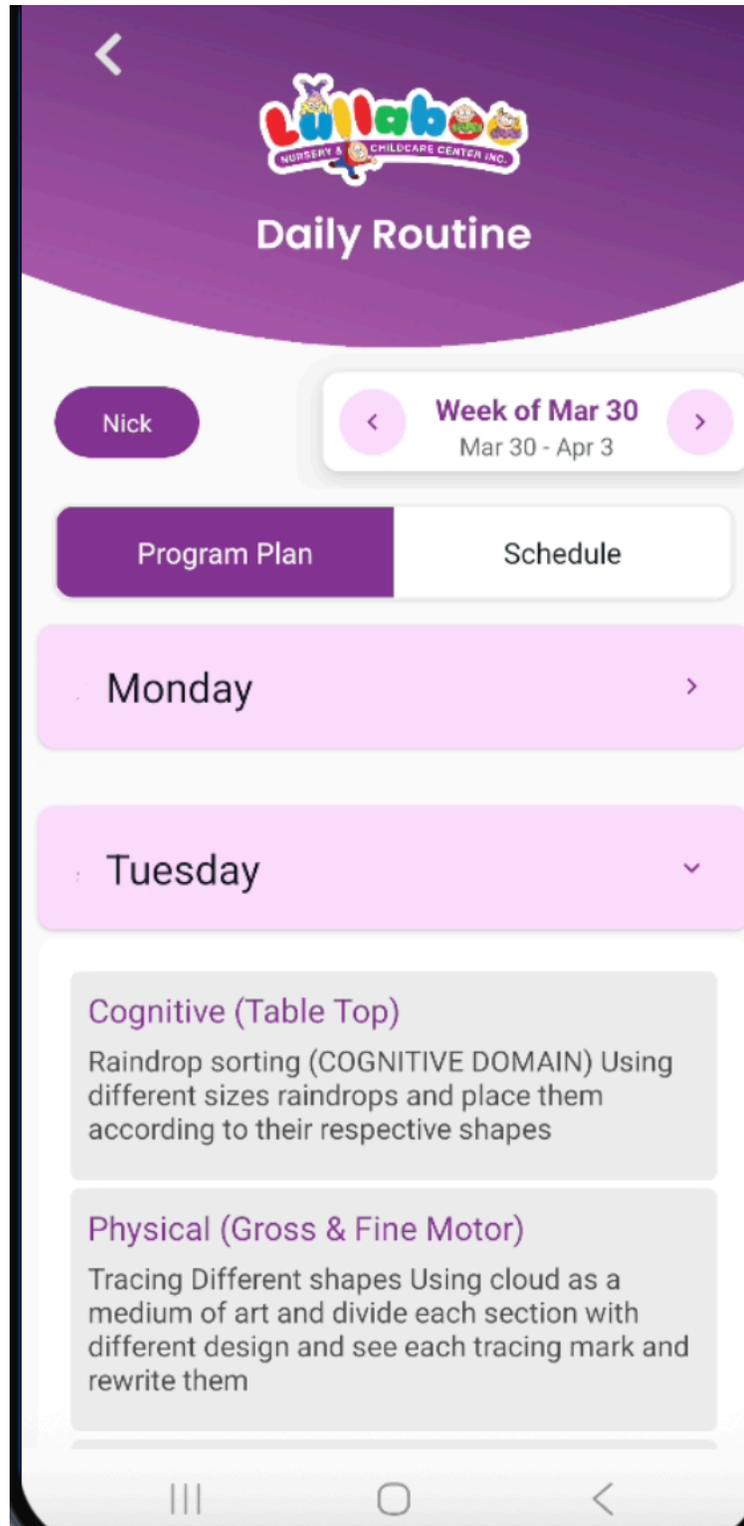
Daily Routine and Learning

The “Daily Routine and Learning” option on the home screen allows parents to **View** the weekly Program Plan and Routine Schedule for their registered child(ren). Any parent who has full access to their child’s profile in our Childcare

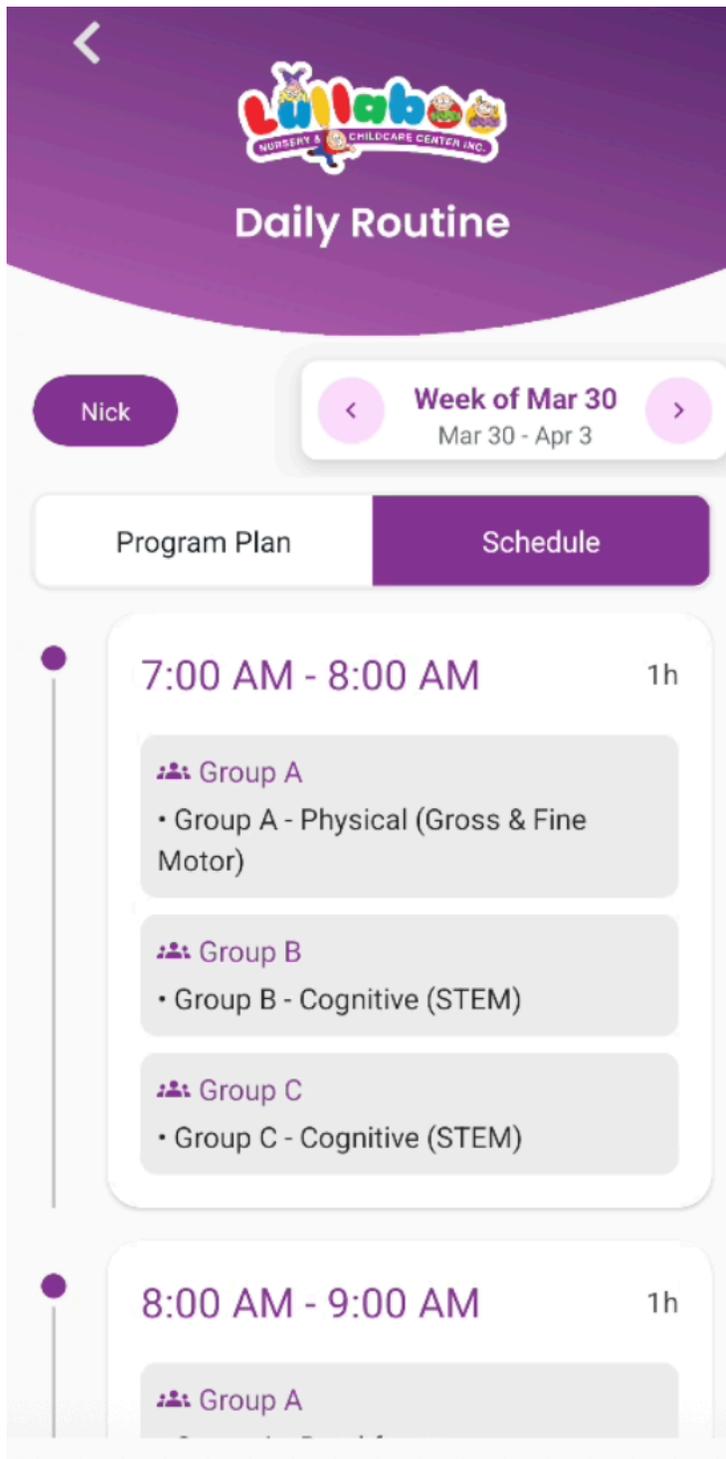
1. Click the Daily Routine and Learning option on home screen.



2. Select Program Plan to view your child's daily programming for the current week.

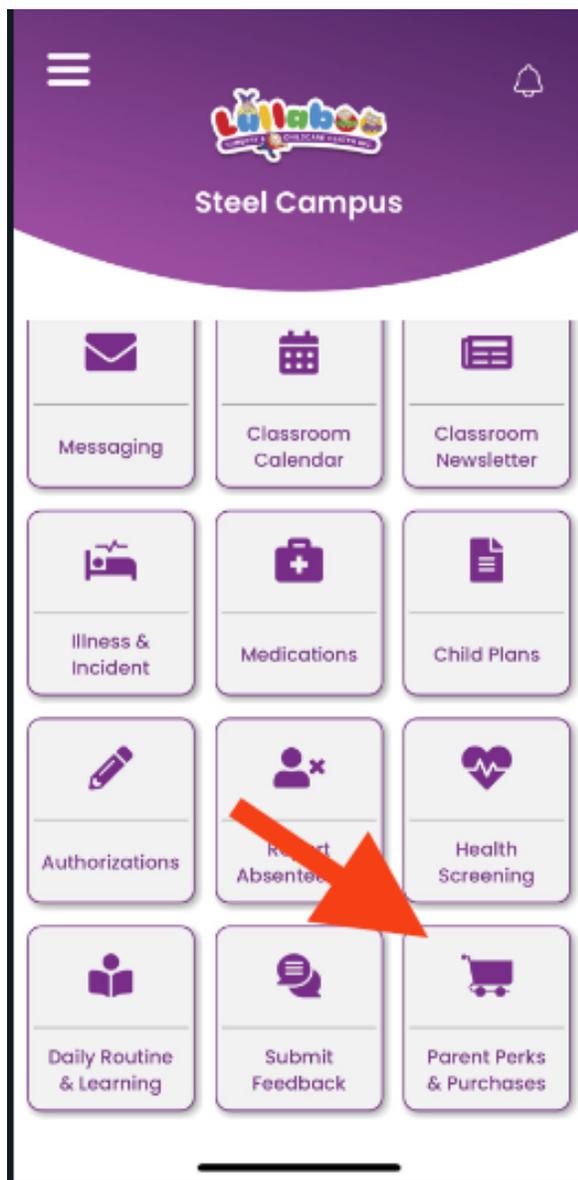


3. Selecting Schedule shows the classroom daily routine.



Parent Perks & Purchases

The "**Parent Perks and Purchases**" option on the home screen will take you to our website where we offer various benefits and products tailored to parents' needs. It includes discounts on baby gear, Lullaboo catering menu, parenting resources, virtual appointment booking, toys and activities, exclusive offers from partner brands, product reviews, parenting tips and advice. The page also has feature articles on topics such as childcare, nutrition, education, and family activities. Overall, it's a one-stop destination to make parenting a bit easier and more affordable.

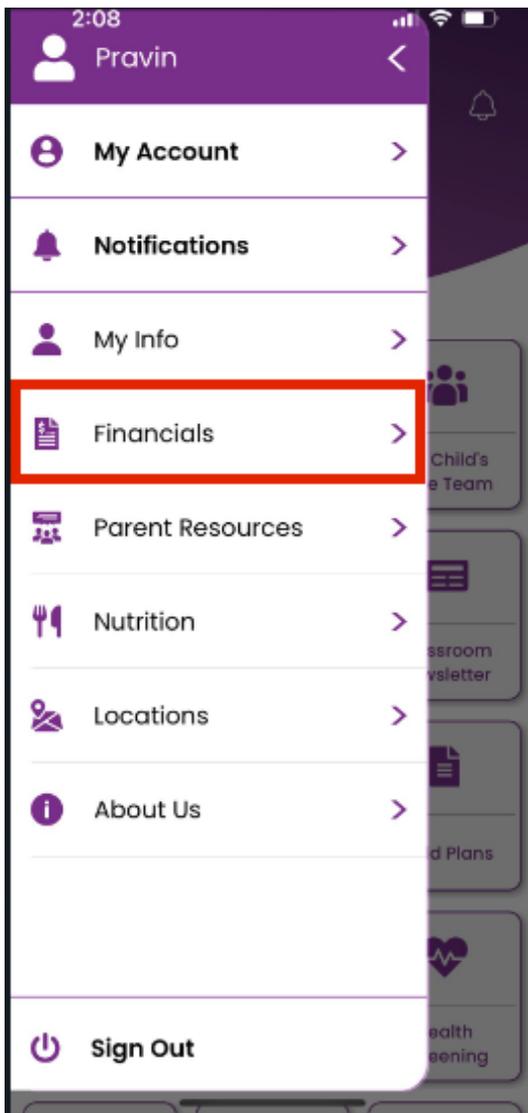


Financials

The “Financials” option on the hamburger menu allows parents to **request the Tax Receipt** for their registered account with Lullaboo. Any parent who has an active account (with a valid email address) in our Childcare Management Software and also responsible for paying the childcare fees, can request the Tax Receipt for the previous 3 years.

Please note that the Tax Receipt is reviewed and then emailed to you on your registered email id, it may take up to 45 minutes for us to prepare and email the Tax Receipt.

1. To request the Tax Receipt, click the Hamburger menu option > Financials.



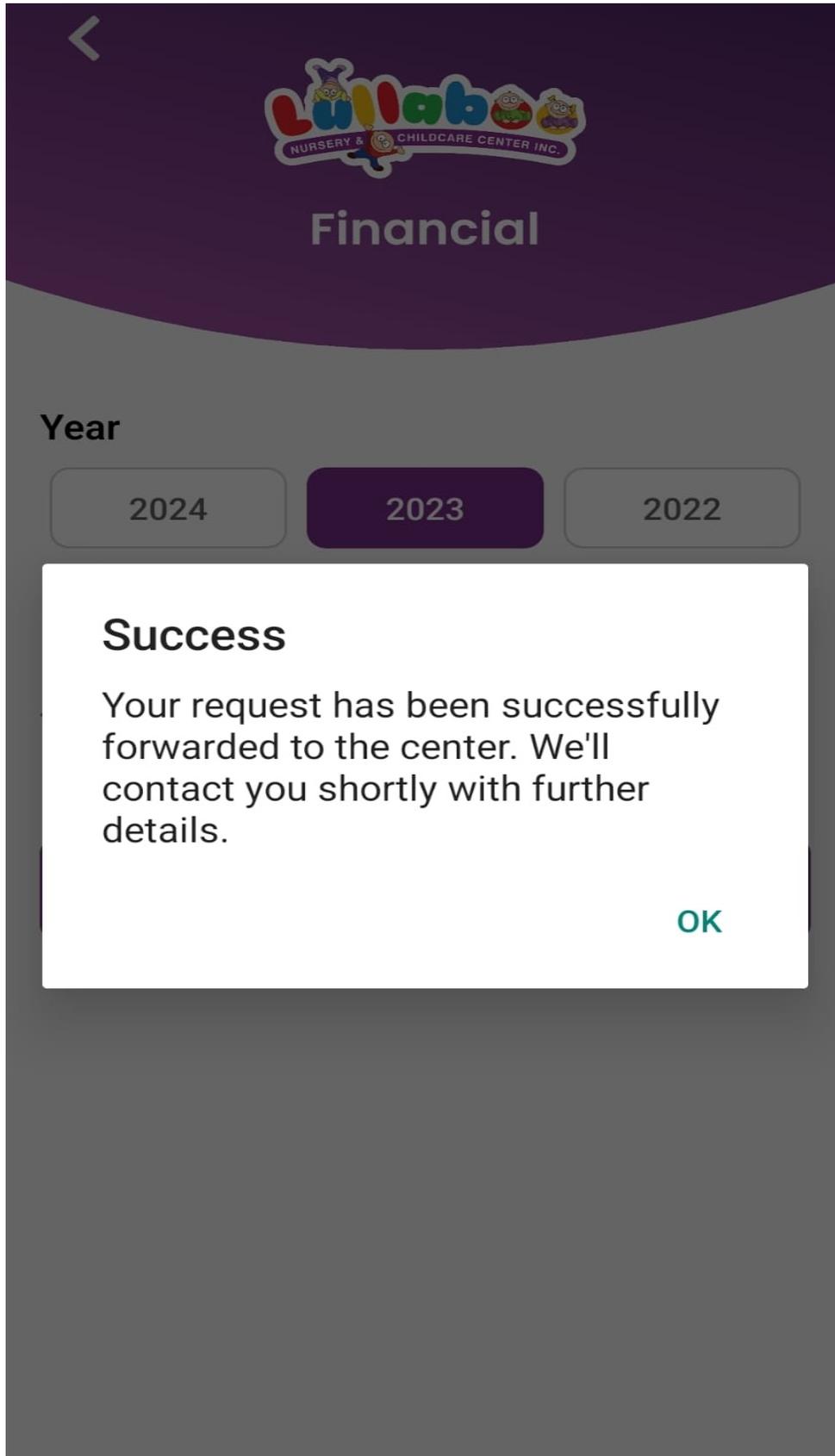
2. Select the year for the Invoice Receipt request. Please note that you can only request the invoice receipt for the past 3 years.



3. Click Continue.



4. You will get following confirmation message as soon as we receive your request. The management team will review the request and contact you.



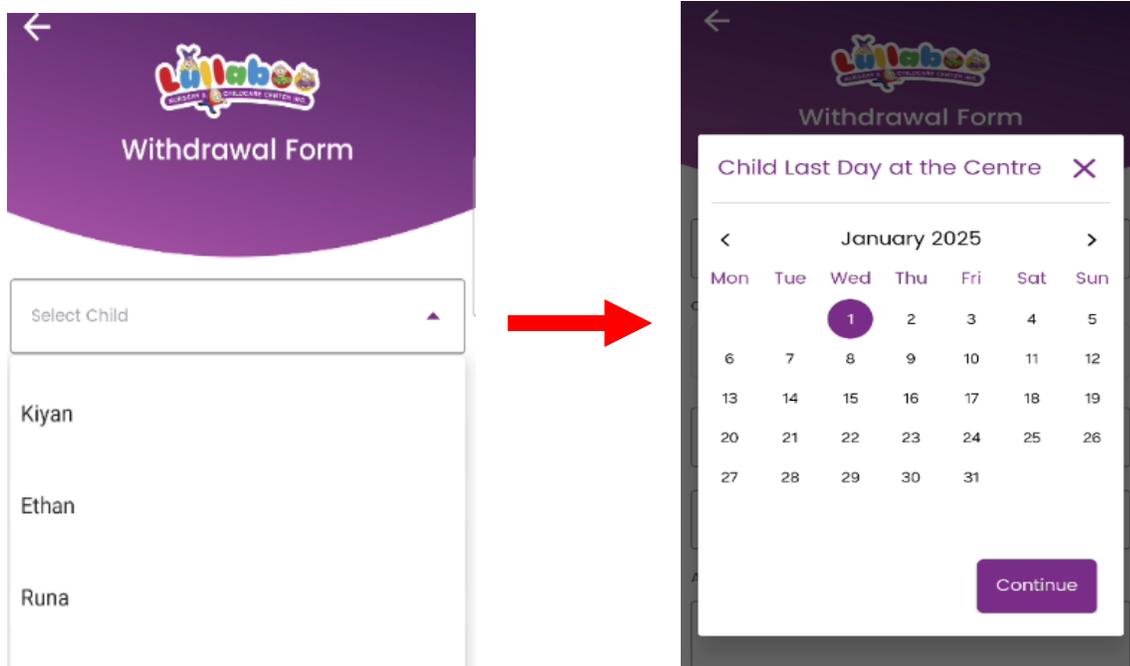
Withdrawal Form

Families who plan to withdraw their child from our programs can submit a withdrawal form directly through the app. Once submitted, families and the center will receive a confirmation email acknowledging their withdrawal request.

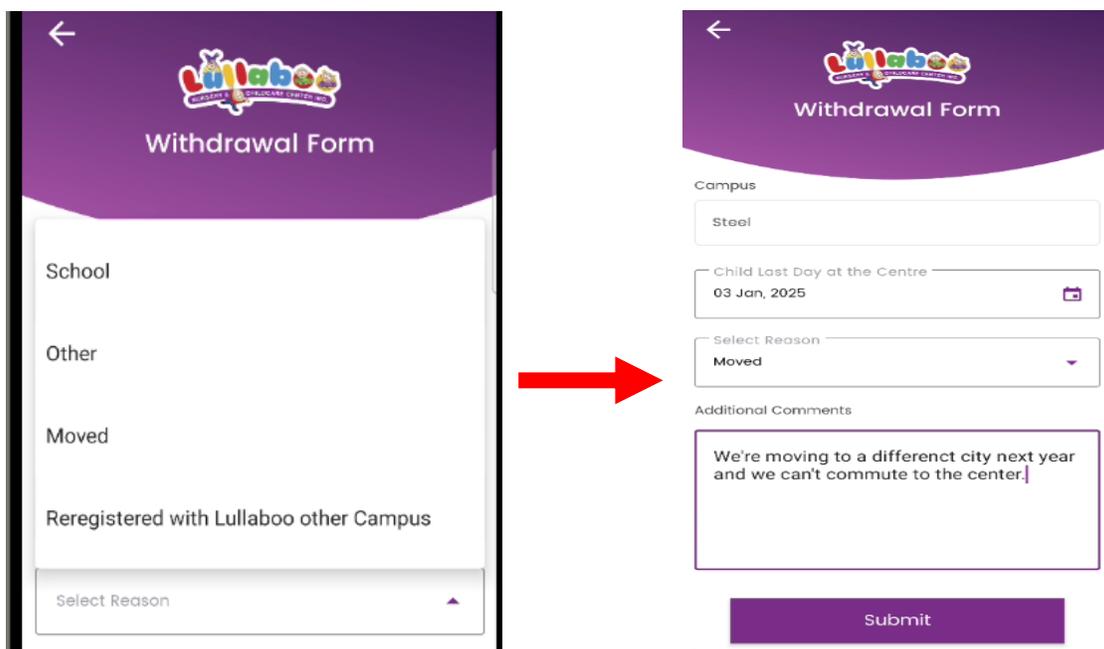
1. To submit, select **Withdrawal Form** from the Home screen.



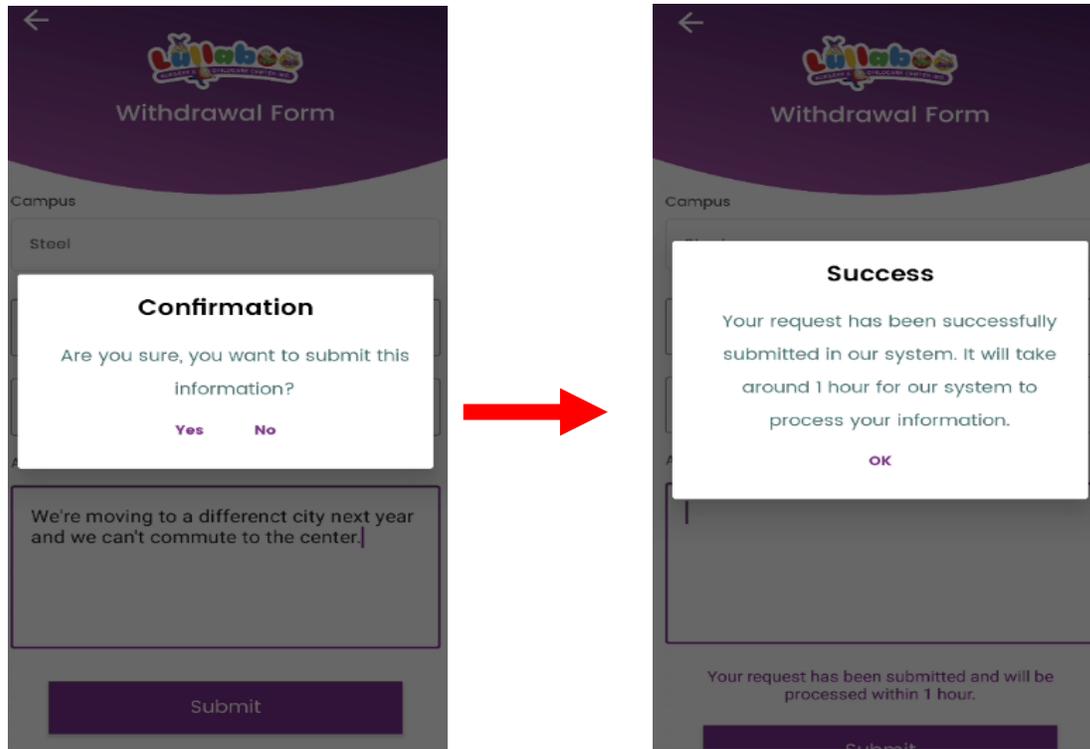
2. Select the child's name and the last date they will be attending the center. **Please note that as per Lullaboo policy, we require a 30-day notice if parents are planning to withdraw.** As a result, requests to withdraw within 30 days cannot be processed through the app.



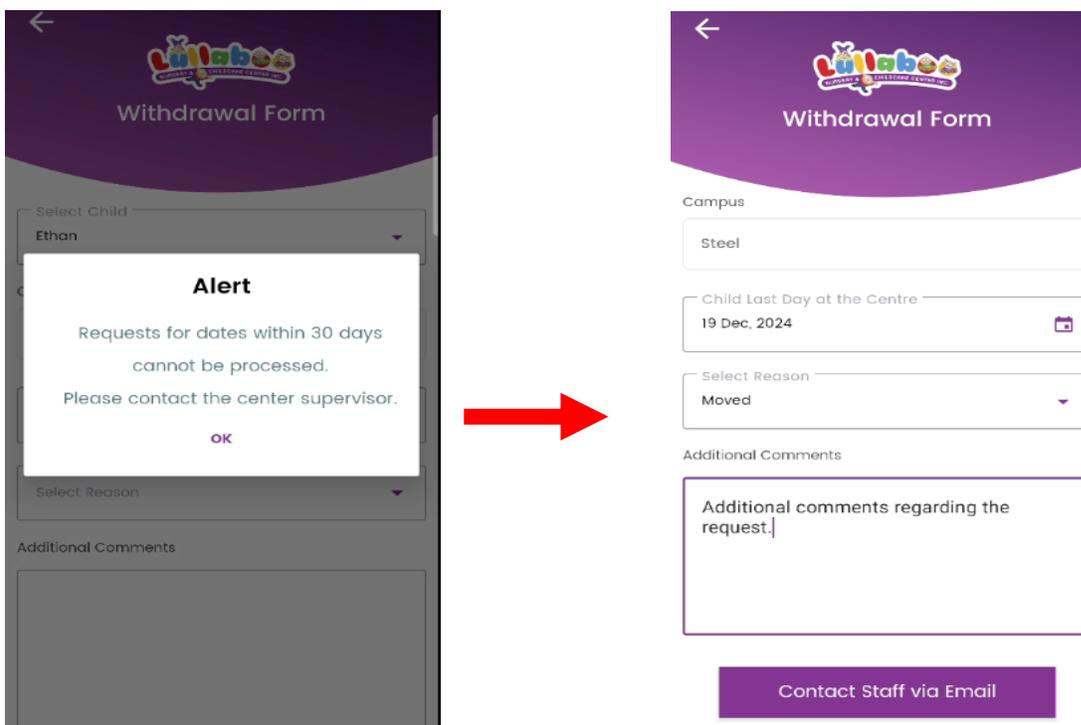
3. Select the reason and leave an additional noted if needed.



4. Review your request and submit the form. A confirmation email will get sent, once the request is processed.

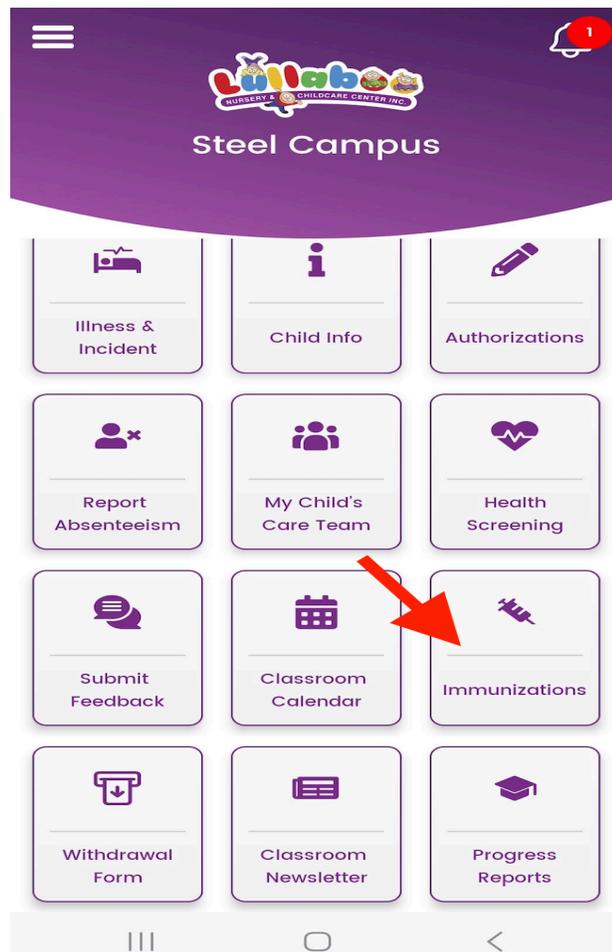


Note: For requests within 30 days, families can contact the center through the app. A confirmation email will be sent to families and campus.

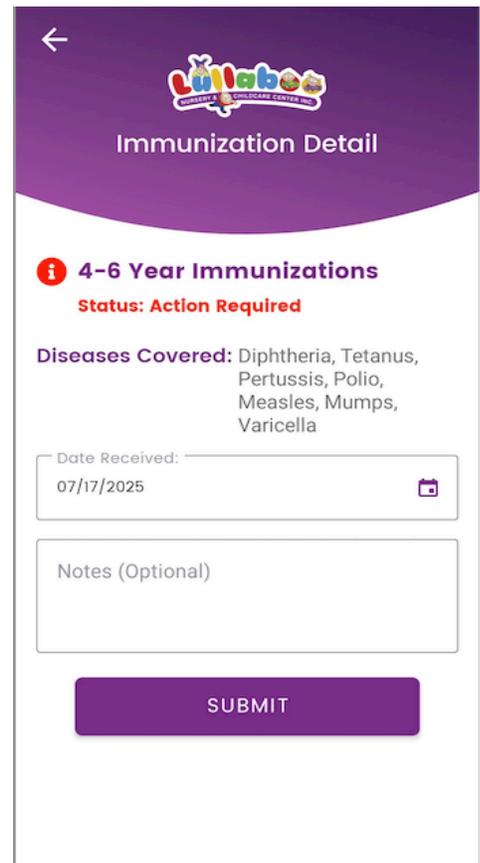
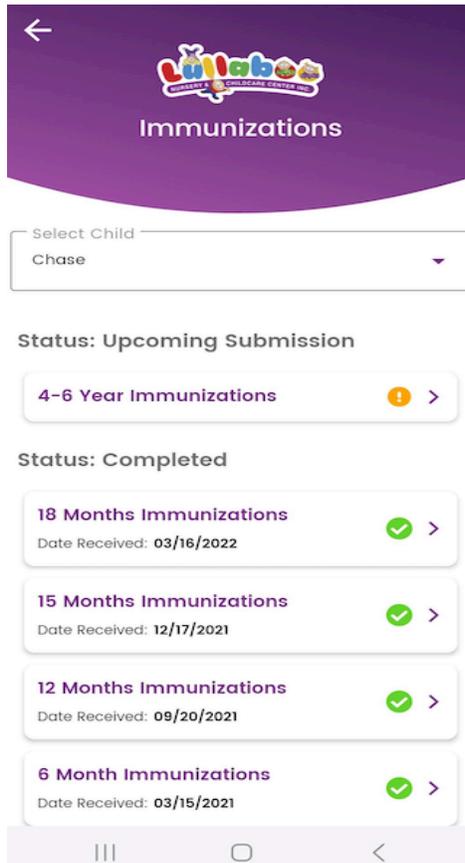


Immunizations

Families can review and submit their child's immunization records through the app. To begin, select **Immunization** from the Home Screen.

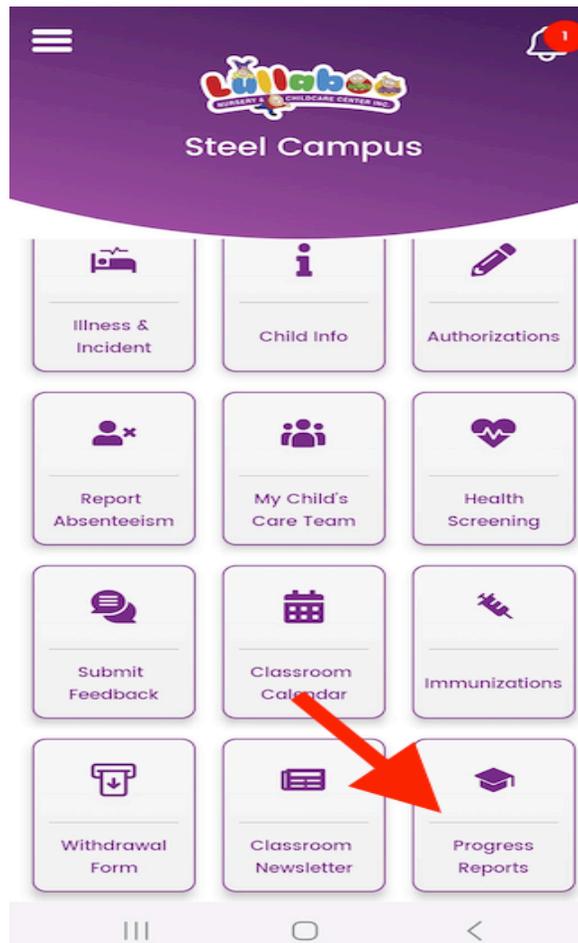


You will see a list of completed immunizations, as well as any upcoming ones. To submit an update, click on the upcoming immunization and enter the date it was received. The Campus Supervisor will receive the update in iCare within 45 minutes.

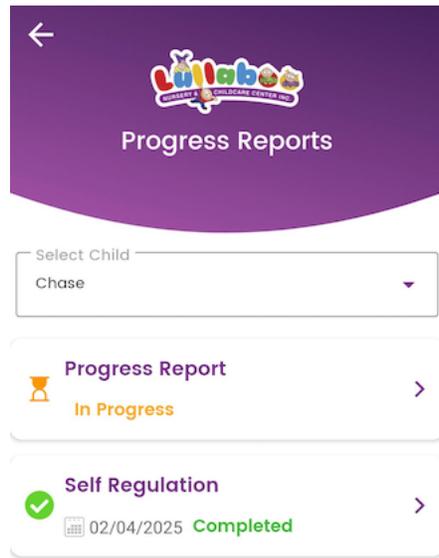


Progress Reports

During the time children spend in each of our program groups, educators create and complete progress reports based on children’s developmental domains. Families can review these reports through the app.



You will see a list of completed reports, as well as any that are still **In Progress**.



You will be able to review the completed Progress Reports. However, you can leave a comment on any item within an In-Progress report. Your comment will be reflected on the corresponding record in iCare within 45 minutes.

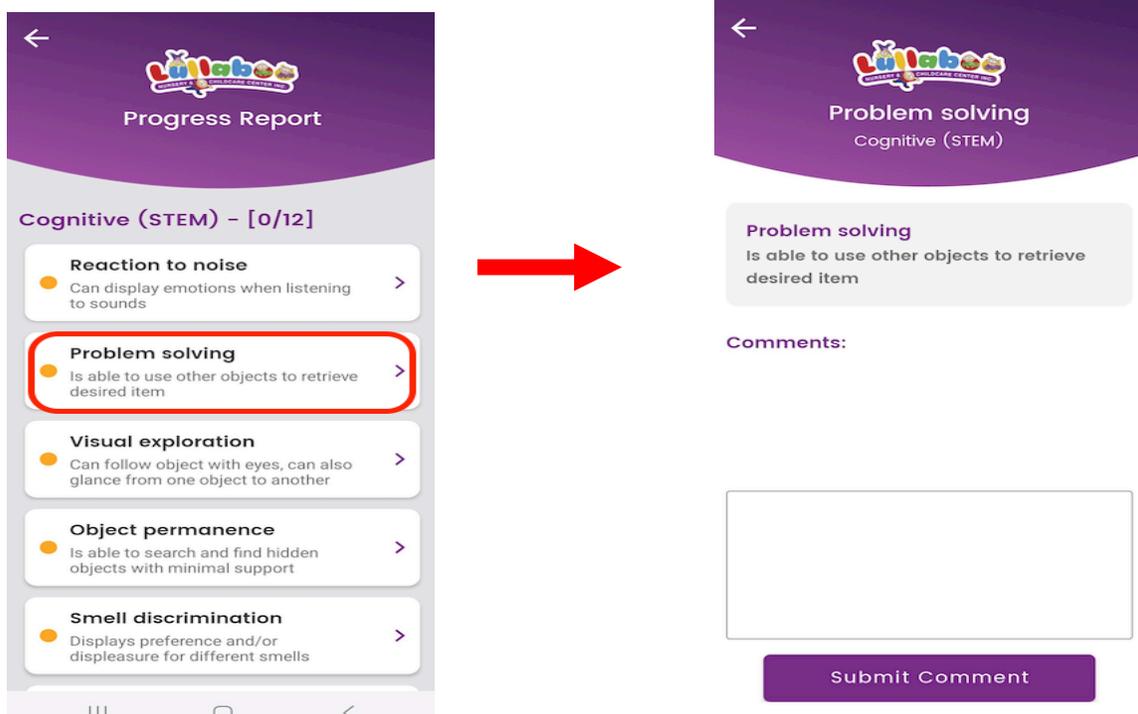
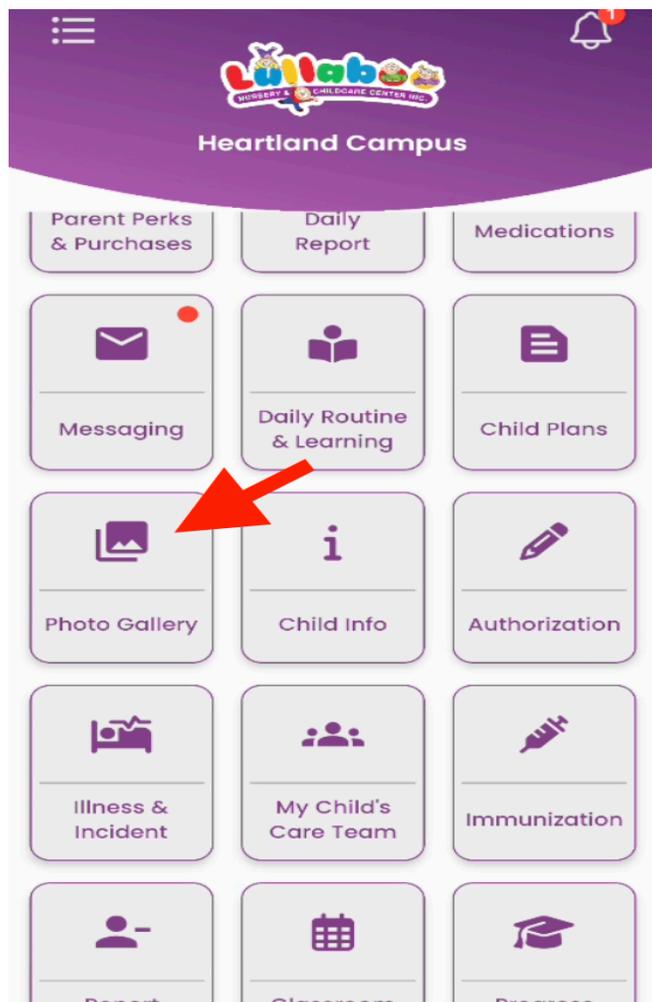
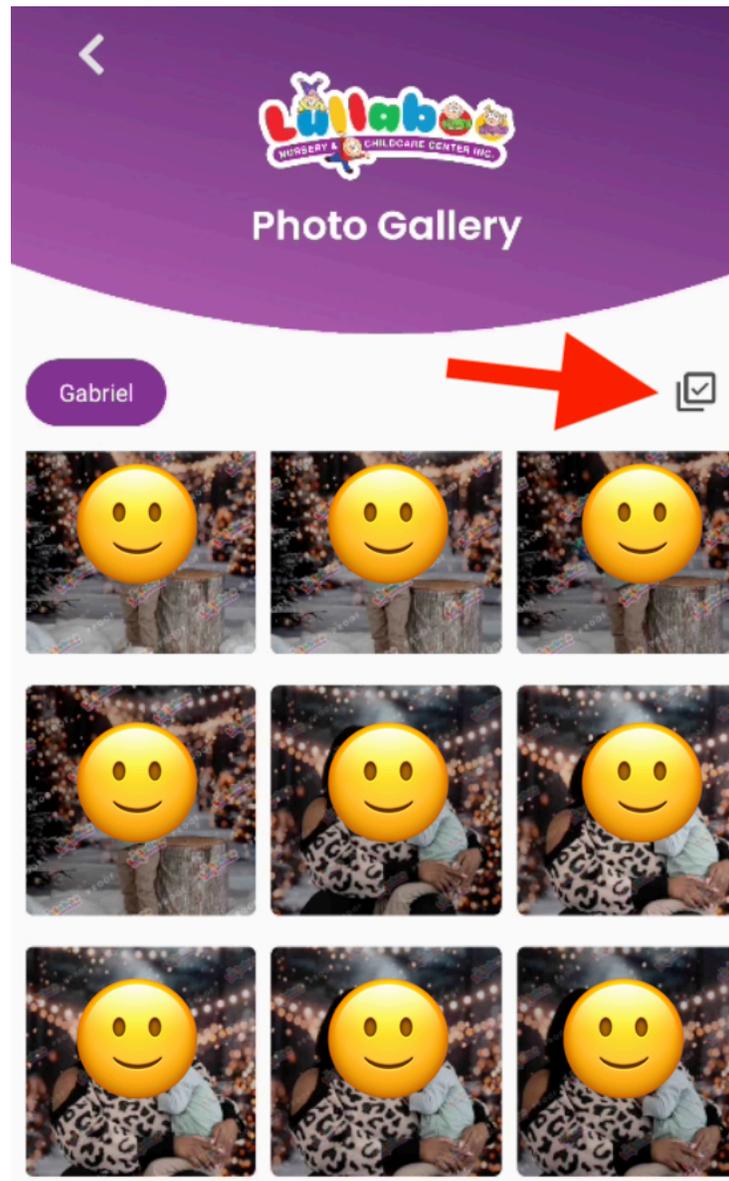


Photo Gallery

Lullaboo's professional photographer captures special moments of your child throughout the year during various events (such as Winter Photo Days). These photos are available for you to view and purchase in the Photo Gallery.



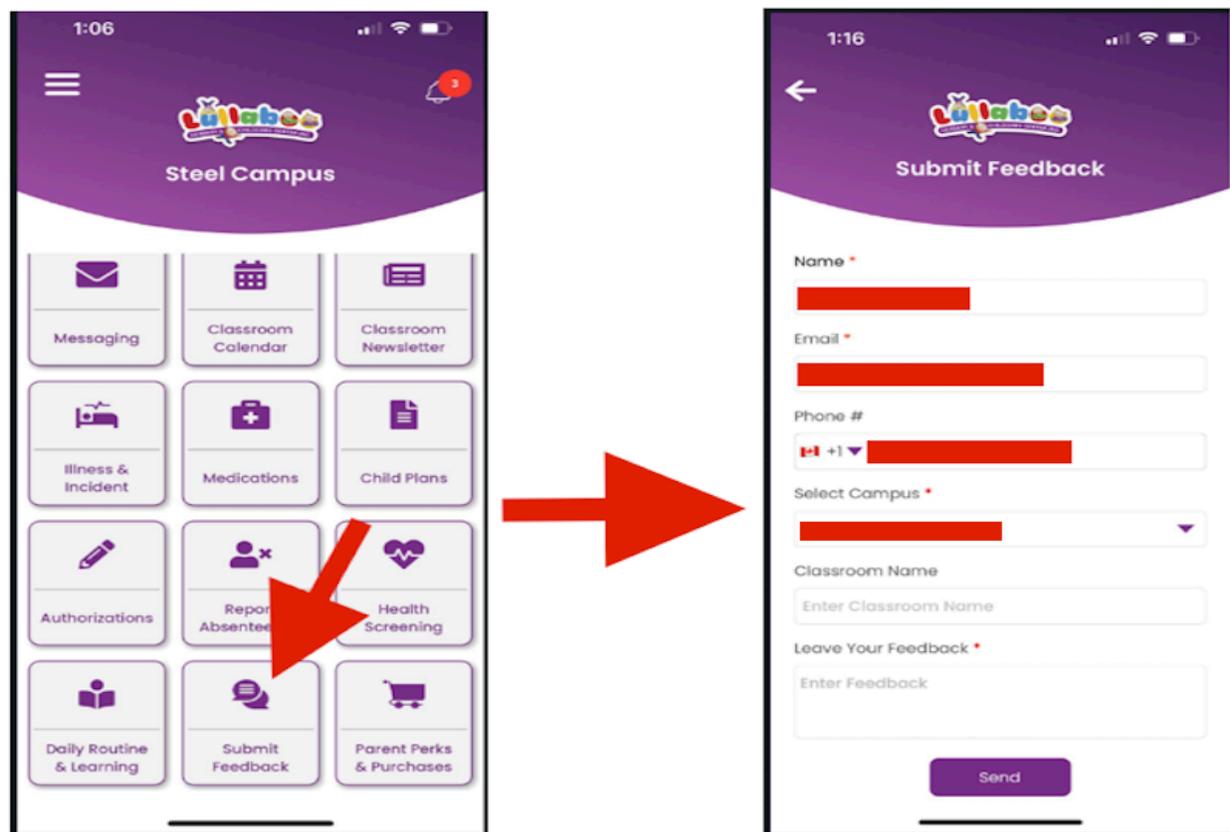
You can view your child's photos and select the ones you'd like to purchase using the button at the top. Once you've made your selections, submit your request using the "Request" button. After your request is submitted, you'll receive an email with further instructions and a payment link.



Submit Feedback

Parents' feedback and suggestions are highly valued as they provide crucial insights into a child's needs and experiences. By maintaining open communication, our staff actively listens to parents' concerns, ideas, or recommendations, ensuring they are considered in decision-making processes. This collaborative approach helps to create a nurturing environment that supports each child's well-being and development, fostering trust and strengthening the partnership between parents and caregivers. Adjustments and improvements are made when necessary, reflecting the Lullaboo's commitment to delivering quality care.

The "Submit Feedback" option on the home screen allows parents to **submit feedback or suggestions** to Lullaboo Nursery and Childcare Center. Any parent who has an active account (with a valid email address) in our Childcare Management Software is able submit feedback, when needed. Please review the pre-populated contact information before submitting your feedback or suggestions.



in case you have any questions feel free to contact Lullaboo Nursery and Childcare Center. You can access our contact information at <https://lullaboo.ca/contact/>.