



# Nipissing District Child Care Registry

One Application. One List.



## Parent Manual

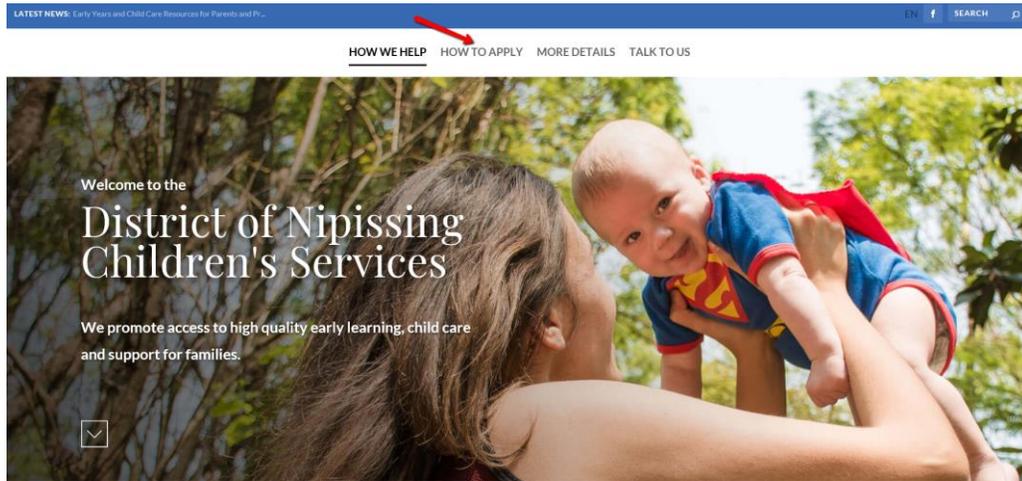
## Table of Contents

Accessing the Website .....	3
Creating Your Account .....	4
Completing the Application .....	5
<i>Parent Information</i> .....	5
<i>Child Information</i> .....	7
<i>Applying to Child Care Programs</i> .....	9
Updating the Application .....	13
<i>Updating your Child’s Birthdate</i> .....	13
<i>Updating the Preferred Start Date</i> .....	14
<i>Removing Applications</i> .....	15
Contact Us.....	16
Frequently Asked Questions .....	17



## Accessing the Website

In order to access the Nipissing District Child Care Registry, please visit <https://dnssab.ca/childrens-services/> and you will see the following Children’s Services home page. At the top of the page, click on ‘How to Apply’.



From here, you can click on either of the two ‘Create Account’ links to be directed to begin your licensed child care application.

HOW WE HELP HOW TO APPLY MORE DETAILS TALK TO US

### Child Care

# How to apply for licensed child care and approved recreation services.

**THE DISTRICT OF NIPISSING CHILD CARE REGISTRY**  
Finding early learning and child care programs for your child is done online through the District of Nipissing Child Care Registry.

The registry will guide you through the process of creating your account and adding your child/children. It will show you all available licensed early learning and child care options for children from infancy up to 12 years of age. Services include:

- Home-based childcare
- Centre-based childcare
- Before-and-after school and
- Approved recreation programs

**LEARN MORE:**  
[Click here](#) to get more details about the District of Nipissing Child Care Services.

**PLEASE NOTE:**  
In some cases, parents may wait months before they are able to get child care, especially with infants and toddlers. It is a good idea to register early – even before your child is born.

**THE APPLICATION PROCESS IS SIMPLE:**

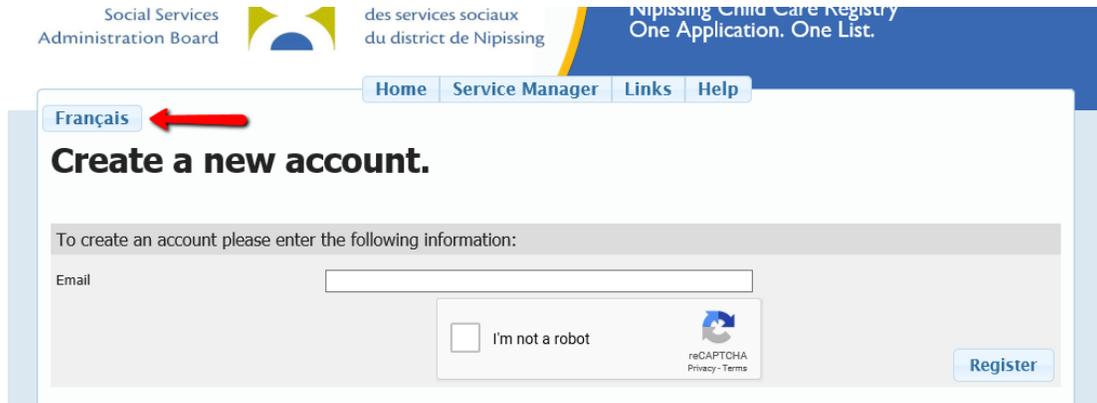
1. **Create an account**
2. Follow the steps to apply for child care programs that best meet the needs of your child and family.
3. Once space is available, a child care provider will contact you directly to advise you of the next steps.

Child Care Registry Parent Manual  
PDF  
Size: 2.50 mb

Create Account

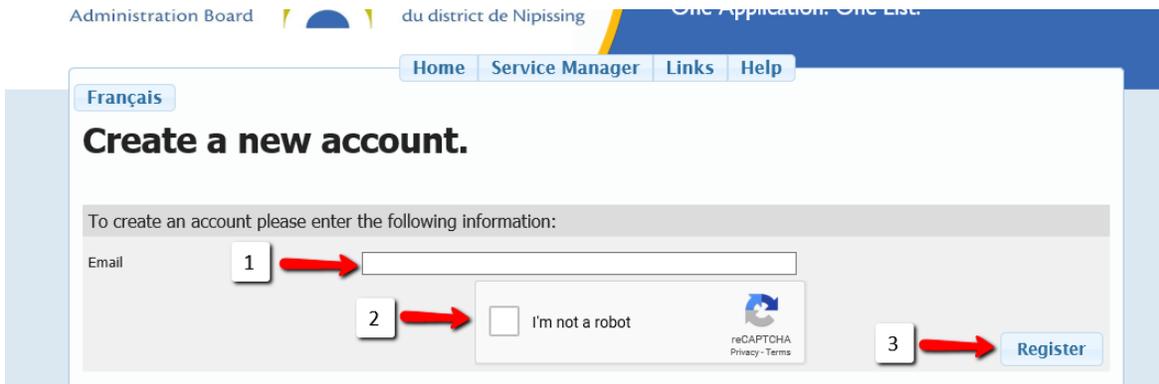


You can access the website on any web-enabled device with a browser. If you would like to access the French page, click 'Français'.

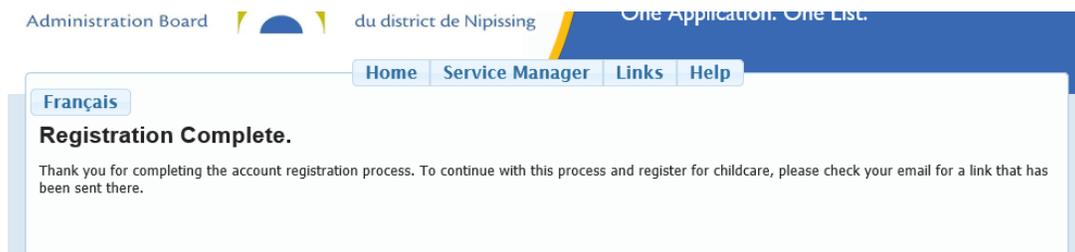


## Creating Your Account

To create an account, you will need to input your email address (1), click in the box to indicate that you are not a robot (2) and follow the instructions provided, and then press 'register' (3).



You will be sent a link via email to set your passphrase. In the email, click on the link and follow the instructions to set your passphrase. Please note that the link provided will only be active for 24 hours. **If you do not see an email within a few minutes, please check your junk mail as it may have been redirected there.** If you do not follow the link within 24 hours, you will need to follow the steps to reset your passphrase. Your passphrase must be a minimum of eight characters and must include at least two of the following character types: upper case letter, lower case letter, numbers or symbols.



ChildrenServices@dssab.on.ca  
to me

**Thank you for registering with OneHSN Child Care!**

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:

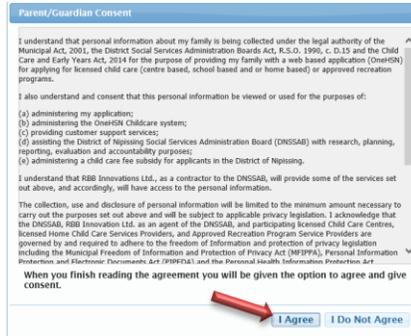
 <https://onehsn.com/Nipissing/Account/ResetPassword/Dml.mHHyYFxt0mbR47YD4A2>

If you are having difficulty with the link please try to copy and paste the url into your browser's address bar.

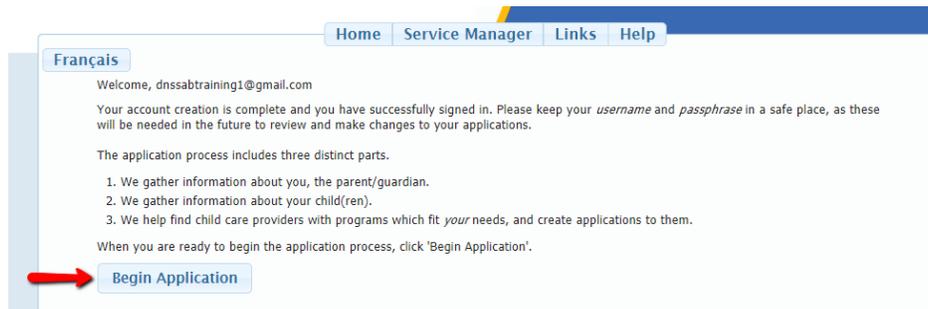
The above link will expire in 24 hours.



Once completed, you will be logged into the child care registry system and a Parent/Guardian Consent window will appear. Read through the consent and then click 'I agree' to continue.



The next screen will prompt you to begin your application, and details the information that will be gathered to help you find the right programs to fit your needs. When you are ready to begin, click on 'Begin Application'.



## Completing the Application

### Parent Information

The first section of the application will require you to input your contact information; fields that are required are shown in red and must be completed to move to the next step. If you would like to add an additional contact person/number, click 'Add' (1). Once you have finished with the parent information, click on 'Next Step' (2).

Enter your address in the address box that is red. The website will generate a list of possible locations; ensure that you are choosing the correct municipality for the address you enter. This should be your home address. You can still choose child care located in a different municipality to where you live.



Home Service Manager Links Help

Français

**1 Contact Info**  
How we can contact you

**2 Activity Info**  
Information about you

**3 Summary**  
Review your answers

Required fields are shown in red.

Primary Contact Information (required)

First Name  Last Name

Phone Number   International Number

Address Information (required)

Enter your address into the search box below and select the closest match.

Address 

Unit/Apt. Number  Street  Street Number  Street Name

Number  Number  Name

City/Town  ZIP/Postal Code  ZIP/Postal Code  Province  Province  Country  Country

Additional Contact Information (optional)  [Add](#)

To add additional contact numbers, click Add.

Note: Additional numbers may also include other contacts information.

 [Next Step](#)

The next screen will inquire about employer/school information; this information is optional, you may provide it if you choose. Click on 'Next Step' to continue.

Select Language  Powered by Google Translate

District of Nipissing Social Services Administration Board



Conseil d'administration des services sociaux du district de Nipissing

Nipissing Child Care Registry One Application. One List.

User Settings Log Out

Home Service Manager Links Help

Français

**1 Contact Info**  
How we can contact you

**2 Activity Info**  
Information about you

**3 Summary**  
Review your answers

Employer/School Information

Are you currently employed by an agency that provides childcare?  Yes  No

Do you wish to enter your employer / school information?  Yes  No

[Previous Screen](#) [Next Step](#)

This next screen will ask you to review your information. Once you have reviewed your information, click 'Save & Add Child' to continue. If you notice an error, you can click on 'Previous Screen' to go back and correct the information.

Home Service Manager Links Help

Français

**1** Contact Info  
How we can contact you

**2** Activity Info  
Information about you

**3** Summary  
Review your answers

### Review Your Information

Your information has been updated

Contact Methods	Occupation Information
No additional contact methods given.	You have chosen not to provide your occupation information.

Dnssab Training  
200 McIntyre Street East  
North Bay, P1B 8V6  
(705) 474-2151

Previous Screen Save & Add Child

## Child Information

The next section requires you to input information about your child. As in the previous section, fields that are required are shown in red and must be completed to move to the next step. For those parents that would like to register their child prior to their birth, you must click on the checkbox that indicates the date provided is the baby's due date. In addition, a child who is not born can be registered as a 'nickname' (such as 'baby', 'unsure', etc.), until the child is named. For those parents, it will be important to remember to log back into the system and update the child's details after the child is born.

Home Service Manager Links Help

Français

**1** Child Details  
Information about your child.

**2** Additional Information  
Needs your child has

**3** Referrals  
Referral sources.

**4** Summary  
Summary of your answers.

Required fields are shown in red.

### About Your Child

First Name

Last Name

Date of Birth   
(MM/DD/YYYY)

This date represents my baby's due date

Gender

Primary Language

School Board

School (if applicable):

Your relationship to child:

You can select school board and identify the school your child attends. After selecting the appropriate school board, start typing the school name and select the correct school from the options available.

You will also see the option to add disclaimers to your application to indicate whether you, your partner, or child, identify with the First Nations/Inuit & Métis population, the Francophone population, or whether you are a military family. This information is used for the purposes of planning services in the community, and/or to provide information to those child care providers that may prioritize children

from Indigenous, Francophone or military families. Once you have completed this section, click 'Next Step' to continue.

**1 Child Details** Information about your child. **2 Additional Information** Needs your child has **3 Referrals** Referral sources. **4 Summary** Summary of your answers.

Changes have been made. Required fields are shown in red.

About Your Child

First Name: Child Last Name: Test

Date of Birth: 03/03/2014 (MM/DD/YYYY)  This date represents my baby's due date

Gender: Male Primary Language: English

School Board: -- Select --

School (if applicable):

Your relationship to child: Parent

First Nations/Inuit and Métis family Disclaimer  
Declaration is voluntary and information is used solely for the purpose of planning for First Nations/Inuit and Métis family services in our community.  
First Nations/Inuit and Métis family: No

Francophone Disclaimer  
Declaration is used solely by child care centres that only accept children with parental and/or grandparental francophone ascendants.  
I, my spouse or one of our parents are Francophone: Yes

Military Disclaimer  
Declaration is used solely by child care centres that accept children from military families.  
I or my spouse is employed by the military: No

[Cancel](#) [Next Step](#)

The next section asks whether your child has any special needs, and provides some examples for you to reference. If you would like to identify any special needs for your child, simply click on the applicable checkbox(es). If your child does not have any special needs, or if you do not want to identify your child's needs, click 'Next Step' to move to the next section.

**1 Child Details** Information about your child. **2 Additional Information** Needs your child has **3 Referrals** Referral sources. **4 Summary** Summary of your answers.

Special Needs

Click on any of the following checkboxes to indicate your child's special needs.

Behaviour Concerns:	<input checked="" type="checkbox"/>	Speech Concerns:	<input type="checkbox"/>
Social/Emotional Concerns:	<input type="checkbox"/>	Motor Difficulty Concerns:	<input type="checkbox"/>
Health Concerns:	<input type="checkbox"/>	Development Concerns:	<input type="checkbox"/>
Audiology/Hearing Concerns:	<input type="checkbox"/>		
Other Concerns (Please Specify):	<input type="checkbox"/>		
Has child been diagnosed?	<input type="checkbox"/>		

[Previous Screen](#) [Next Step](#)

The next section asks whether your child has been referred to or supported by an agency. If the answer is no, you can indicate that and click on 'Next Step'. If you indicate 'yes, my child is being referred', the

system will prompt you to select any referring agencies. Select the referring agency, and then click 'Next Step' to continue.

**1** Child Details  
Information about your child.

**2** Additional Information  
Needs your child has

**3** Referrals  
Referral sources.

**4** Summary  
Summary of your answers.

**Changes have been made.**  
If your child has been referred to/supported by an agency select 'Yes' and indicate the referring agencies.  
If you have not been referred to/supported by an agency you may skip this selection.  
*This information is being collected for statistical purposes.*

Is your child being referred to care by an agency?

Yes, my child is being referred.

No, my child is not being referred.

Select any referring agencies:

Medical professional (i.e. pediatrician, family physician, nurse practitioner)

One Kid's Place

Hands TheFamilyHelpNetwork.ca

Children's Aid Society

Community Living North Bay

Inclusion Support Program

Infant Development

Other professional (please specify)

[Previous Screen](#) [Next Step](#)

The next screen allows you to review the information you have inputted regarding your child prior to continuing with the application. There is a section at the bottom that allows you to add any additional comments about your child that you think may be relevant (e.g. diagnoses, allergies, etc.). You can also add information on whether you would be willing to accept a placement in a different age group if it was available. For example, some Toddler programs may be able to take children who are still within the Infant age group but are approaching the Toddler group age (16-18 months). If you need to edit information, use the 'Previous Screen' button to go back and make the changes. Once you are ready to continue, click 'Save & Continue to Apply to Programs'.

**1** Child Details  
Information about your child.

**2** Additional Information  
Needs your child has

**3** Referrals  
Referral sources.

**4** Summary  
Summary of your answers.

**Review Your Child's Information**

Your child's information has been updated

	Referrals	Special Needs	Fee Assistance
Child Test	No references indicated	Speech Concerns	No fee subsidy is required

Child Test

Date of Birth: 03-03-2014

Gender: Male

School: Saint-Raymond

Primary Language: English

First Nations/ Inuit and Métis family: No

Francophone: Yes

**Comments**

Additional comments about your child:

[Previous Screen](#) [Save & Continue to Apply to Programs](#)

## Applying to Child Care Programs

Now you will input your preferences for child care. You will first need to input your preferred start date for child care; you also have the option to indicate if you would like to be contacted should a space become available prior to your preferred start date. You will notice that for all other choices, the 'Select

All' option is automatically chosen. It is recommended that you keep the 'Select All' option so that you can see a list of all providers within the range you provided. If you are having trouble finding a provider, you will need to return to this screen and check select all for each option. Once you have made your selections, click 'Next Step'.

On the next screen, you will be shown a list of providers that meet your needs. At this stage, you can include filters to help narrow your search for programs, either by type of provider (1), by provider name (2) if you are looking for one in particular, and/or by maximum distance (3) from your home address. We recommend selecting 'All' and that you change the distance to at least 40 km (or more) to see a list of all providers within your area. Note: the provider name is the name of the child care provider and may not necessarily match the name of the school. If your child will require bussing between school and their child care provider, it is up to you as the parent to ensure that bussing is available and to make the arrangements.

Once you click on 'Filter', you can click on 'Show Programs' for any of the providers that you are interested in to see a list of their available programs and more information about the program itself such as address, contact information, program description, operating hours, types of programs, etc. From the example below, 'Show Programs' for Garderie Tournesol was selected and it revealed more information about the provider. You can hide this information by selecting 'Hide Programs'. You have

the option to check off whether or not your child has a sibling already enrolled in the program, which is useful if the child care has a policy of prioritizing siblings of children already in care. In the list of programs offered, click on 'View' to get a more detailed description and cost of the chosen program.

The Lindsay Weld Kids' Club (St Luke) Distance to provider: 2.58 km [Show Programs](#)

**Garderie Tournesol** Distance to provider: 2.63 km [Hide Programs](#)

22 Borge Avenue, North Bay, P1A 2S7

Offers Subsidy  Special Needs

Provider Type: Centre Based

(705) 476-6100 ext:

Sibling Enrolled in the Program

Information Program Date

<a href="#">View</a>	After School, JK/SK	<a href="#">Apply</a>
<a href="#">View</a>	Before School, JK/SK	<a href="#">Apply</a>
<a href="#">View</a>	Full Day, Pre-School	<a href="#">Apply</a>

YMCA, Woodland School-Age Program Distance to provider: 2.67 km [Show Programs](#)

Garderie Tournesol is located in St-Raymond school in the West Ferris area. We provide full day care for children 0 to 4 years of age, as well as before and after school care for children aged 3 to 12 years. Our children offer a French course to families...

This is the screen that you would see when you click 'View'. Once you have read the information, you can simply click on the 'X' to go back to the previous screen.

**Program Information** [X](#)

**Description**

This program is a mixed age group from 3 to 12 years of age. Art, math/science, gross/fine motor, sensory and literacy activities are always proposed to the children in the program. A light snack is provided at 3:30PM and 4PM (as the children are divided into 2 groups) daily.

**Rates and Fees**

Rate Per Day: \$12.00

*Rates and fees subject to change.*

If you want to apply for a particular program, you would simply click on 'Apply' and you will see that the button has now turned green, indicating that your application was processed. You have the option to 'Remove' should you have applied by mistake or no longer wish to apply to the program. You can continue with the same steps to apply to other child care providers; there is no limit to the number of providers or programs you can apply to. For some school-age child care providers, you may have to apply separately for before-school care, after-school care and full day school-aged care (for example PD Days and school holidays). Once you have indicated all the programs you want to apply to, click 'Next Step'.

Garderie Tournesol		Distance to provider: 2.63 km	<a href="#">Hide Programs</a>
22 Borge Avenue, North Bay, P1A 2S7		Garderie Tournesol is located in St-Raymond school in the West Ferris area. We provide full day care for children 0 to 4 years of age, as well as before and after school care for children aged 3 to 12 years. Our children offer a French course to families of	
Offers Subsidy <input checked="" type="checkbox"/>	Special Needs <input checked="" type="checkbox"/>		
Provider Type: Centre Based			
(705) 476-6100 ext:			
<input type="checkbox"/> Sibling Enrolled in the Program			
Information	Program	Date	
<a href="#">View</a>	After School, JK/SK		<a href="#">Remove</a> 
<a href="#">View</a>	Before School, JK/SK		<a href="#">Apply</a>
<a href="#">View</a>	Full Day, Pre-School		<a href="#">Apply</a>

You will then be redirected to a screen where you will be able to review your applications. You will see a list of all the child care providers to which you have applied, along with the type of program, application date, and your preferred start date. If no changes are required, click 'Save & Return to Home Screen'. If changes or additions are required, you can go back to the previous page to add to your application.

**1** Care Requirements  
What you're looking for

**2** Program Selection  
Apply to programs

**3** Summary  
Application Summary

**For: Test, Child**

[Print View](#)

**Review Your Application(s)**

**Applications Updated**

 Your child care applications have been received

The current active applications for Child Test are:

**District of Nipissing Social Services Administration Board**

Garderie Tournesol	Program	Application Date	Preferred Start Date
22 Borge Avenue North Bay, P1A 2S7 (705) 476-6100	JK/SK, After School	August 31, 2018	<a href="#">September 04, 2018</a> 

You will be contacted by a provider when a position becomes available.  
If you wish to modify the programs you have selected, you may:

- a. Click the 'Previous Screen' button and return to the program selection screen now.
- b. Return to the program selection screen at a later time from the home screen.

[Previous Screen](#)

[Save & Return to Home Screen](#)

Your Home screen will now look similar to the one pictured below. At the top of the screen, you will see the number of children and applications that have been entered into the registry. You can click on the button just below that to get a detailed summary of your applications. From this Home screen, you can also make any changes necessary to your information, your child's information, and you can apply to additional programs. You can apply to additional programs at any time; it will not affect the application date of programs you have previously applied to.

If you would like to add an additional child, you can also do it from your Home screen by clicking on 'Add Child'. You would then follow the same steps listed above in order to apply to child care programs for the next child.

To get more information on, or to complete an application for Child Care Fee Subsidy, you can click on that button and you will be redirected to the DNSSAB webpage where you can apply for Child Care Fee Subsidy online.

You currently have 2 children with a total of 6 applications entered into OneList.



[Summary of Child Care Applications](#)

### Parent/Guardian Information

Our current record related to your information indicates you live in **North Bay** and your primary telephone number is **(705) 845-9784**. Information about you is used to help suggest child care programs for your child(ren).

[Parent Details](#)

[Manage Account](#)

[Deactivate Account](#)



[Click here for information on how to Apply for Child Care Fee Subsidy](#)

### Child & Application Information

Here you can review information about your child(ren) and applications.

Child Test

Born on: **Friday, May 03, 2019**

Child has **1** active applications.

Child is placed in **0** programs.

[Child Details](#)

[Manage Applications](#)

[Apply to Programs](#)

[Delete Child](#)

## Updating the Application

As noted above, you can return to your Home screen at any time to update your or your child's information. It is important to keep your contact information up to date to ensure that the child care providers are able to reach you when a spot becomes available. If child care providers are unable to reach you, the timeliness of your child's placement will be delayed.

### Updating your Child's Birthdate

If you have applied for child care prior to the birth of your child, it is important to update your child's information with their actual birthdate and name, once the baby is born. From the Home screen, click on 'Child Details' for the respective child, and it will bring you to the details page.

### Child & Application Information

Here you can review information about your child(ren) and applications.

Child Test

Born on: **Monday, March 03, 2014**

Child has **1** active applications.

Child is placed in **0** programs.



[Child Details](#)

[Manage Applications](#)

[Apply to Programs](#)

[Delete Child](#)

Here, you will be able to update the child's name, gender, the date of birth and uncheck the box that says this date represents your baby's due date. Once the information is complete, click 'Next Step' to continue on to the next screen. If no other changes are required, continue to click 'Next Step' until you reach the Summary page. Once you're reviewed and the information is correct, click 'Save and Continue to Apply to Programs'.

1 Child Details Information about your child. 2 Additional Information Needs your child has 3 Referrals Referral sources. 4 Summary Summary of your answers. Required fields are shown in red.

About Child Test

First Name  Last Name

Date of Birth  (MM/DD/YYYY)  This date represents my baby's due date

Gender  Primary Language

School Board

School (if applicable):

Your relationship to child:

First Nations/Inuit and Métis family Disclaimer  
Declaration is voluntary and information is used solely for the purpose of planning for First Nations/Inuit and Métis family services in our community.  
First Nations/Inuit and Métis family

Francophone Disclaimer  
Declaration is used solely by child care centres that only accept children with parental and/or grandparental francophone ascendants.  
I, my spouse or one of our parents are Francophone:

Military Disclaimer  
Declaration is used solely by child care centres that accept children from military families.  
I or my spouse is employed by the military:

 [Next Step](#)

1 Child Details Information about your child. 2 Additional Information Needs your child has 3 Referrals Referral sources. 4 Summary Summary of your answers.

**Review Your Child's Information**

Your child's information has been updated

Child Test	Referrals	Special Needs	Fee Assistance
Date of Birth: 03-03-2014	No references indicated	Speech Concerns	No fee subsidy is required
Gender: Male			
School: Saint-Raymond			
Primary Language: English			
First Nations/Inuit and Métis family: No			
Francophone: Yes			

Comments

Additional comments about your child:

[Previous Screen](#)  [Save & Continue to Apply to Programs](#)

## Updating the Preferred Start Date

From the Home screen, click on 'Manage Programs' for the child that you wish to change the preferred start date.

**Child & Application Information**

Here you can review information about your child(ren) and applications.

Child Test

Born on: **Friday, May 03, 2019**

Child has **1** active applications.

Child is placed in **0** programs.

[Child Details](#)

 [Manage Applications](#)

[Apply to Programs](#)

[Delete Child](#)

Click on the preferred start date for the program that you would like to change.

**District of Nipissing Social Services Administration Board**

Garderie Tournesol  
22 Borge Avenue  
North Bay, P1A 2S7  
(705) 476-6100  
 Sibling Enrolled in the Program

Program	Application Date	Preferred Start Date
Infant, Full Day	May 03, 2019	May 06, 2019

[Return Home](#)

Select a new date, then click 'Update'.

**Preferred Start Date**

To change the Preferred Start Date on this application, select a new date below and click Update.

Preferred Start Date:  (MM/DD/YYYY)

[Update](#) [Cancel](#)

You will now see the new preferred start date. Please note that changing the preferred start date will not alter your rank in any waitlist application you currently have open.

The current active applications for Child Test are: [Print View](#)

**District of Nipissing Social Services Administration Board**

Garderie Tournesol  
22 Borge Avenue  
North Bay, P1A 2S7  
(705) 476-6100  
 Sibling Enrolled in the Program

Program	Application Date	Preferred Start Date
Infant, Full Day	May 03, 2019	May 03, 2019

[Return Home](#)

## Removing Applications

Once you have received a space in a child care setting, you may wish to remove applications to other child care providers. To do so, from the Home screen you can click on 'Manage Applications' and the next screen will show you a list of programs you have applied to for your child. If you are satisfied with your child care arrangements and wish to be removed from other lists, you can simply click on the picture of the garbage can to delete your application for that provider. You will then be asked to confirm that you wish to remove your application. Click on 'Remove' to continue.

**Child & Application Information**

Here you can review information about your child(ren) and applications.

Child Test  
Born on: **Monday, March 03, 2014**  
Child has **1** active applications.  
Child is placed in **0** programs.

[Child Details](#)  
[Manage Applications](#)  
[Apply to Programs](#)  
[Delete Child](#)

## District of Nipissing Social Services Administration Board

Garderie Tournesol 22 Borge Avenue North Bay, P1A 2S7 (705) 476-6100 <input type="checkbox"/> Sibling Enrolled in the Program	<b>Program</b> JK/SK, After School	<b>Application Date</b> August 31, 2018	<b>Preferred Start Date</b> <u>September 04, 2018</u> 
---	---------------------------------------	--	--

[Return Home](#)

Français

### Remove Application

Confirm you would like to remove the application listed below. Once the application has been removed, your child will no longer appear on the waitlist for the provider.

**Provider:** Garderie Tournesol

**Program:** After School

**Application Date:** 8/31/2018

**Preferred Start Date:** 9/4/2018

[Cancel](#)

 [Remove](#)

## Contact Us

This document is meant to be a guide to help you complete your child care registry application and/or your fee subsidy application online. Please see the next page for responses to frequently asked questions. Should you require additional technical assistance in completing your applications, you can contact Children's Services through email at [ChildrenServices@dnssab.ca](mailto:ChildrenServices@dnssab.ca) or by calling the District of Nipissing Social Services Administration Board at (705) 474-2151.

If you have specific questions regarding Child Care Fee Subsidy, please visit our website at <https://dnssab.ca/childrens-services/parents/more-details/#subsidy-details> for more information, or you can call locally at (705) 474-2151.

## Frequently Asked Questions

### **I didn't get a link in my email to set my passphrase?**

First, check your junk mail folder to ensure the email isn't there. If not, go to the homepage ([www.onehsn.com/Nipissing](http://www.onehsn.com/Nipissing)) and click 'Log in'. On the next screen, click the 'Forgot my passphrase' link and you will be directed to input your email address and they will send you a new link. If after resetting it you still cannot access the system, you must contact OneHSN (the developers) to assist you. They are available at [support@OneHSN.com](mailto:support@OneHSN.com) or 1-888-722-1540.

### **I received a link in my email, but it's not working?**

Please remember that these links are only active for 24 hours; if you have not activated the link within 24 hours, you will be required to follow the same steps above to be sent a new link. If after resetting it you still cannot access the system, you must contact OneHSN (the developers) to assist you. They are available at [support@OneHSN.com](mailto:support@OneHSN.com) or 1-888-722-1540.

### **I can't remember my passphrase; how can I log in?**

Go to the homepage ([www.onehsn.com/Nipissing](http://www.onehsn.com/Nipissing)) and click 'Log in'. On the next screen, click the 'Forgot my passphrase' link and you will be directed to input your email address and they will send you a new link. If after resetting it you still cannot access the system, you must contact OneHSN (the developers) to assist you. They are available at [support@OneHSN.com](mailto:support@OneHSN.com) or 1-888-722-1540.

### **I cannot find my preferred programs for my child.**

There may be a number of reasons you are unable to see your preferred programs.

The application will only show programs that are relevant to the child for the date care is needed. For example, an application for a child that is 17 months old when care is required will only show infant programs. A child that is 18 months old will only show toddler programs. If you are unable to see a program you want, ensure that the child's age corresponds to the licensing programming requirements for the child care. For example, to see toddler programs the date care is required must be on or after the child turns 18 months.

In general, licensed child care age groups are as follows:

*Infant:* under 18 months

*Toddler:* 18 months to 30 months

*Preschool:* 30 months to 6 years

*JK/SK:* 44 months to 7 years

*School-aged:* 7-13 years

When applying to providers, it is possible to limit the results due to choices made for programs days, times, locations etc. In order to see all providers, ensure "Select All" is chosen for all options. (See p.10)

### **The date I need care to start has changed? How can I update it?**

From the Home Screen, click on 'Manage Programs' for your child and follow the instructions to change the date and save the new information. (See p. 14)

### **I received a placement; how do I remove my other applications?**

From the Home Screen, click on 'Review Applications' for the child and you will see a list of programs that you applied for. To remove your applications, simply select the garbage can icon and confirm removal. You would do this for each application you want to remove. (See p. 15)

**I received a placement, but I want to stay on the list for my preferred site; what should I do?**

If you have accepted a placement but you would like to stay on the waitlist for a preferred site, you can simply keep that application open and wait for a space at that site.

**I don't want to apply for Fee Subsidy only; how else can I apply?**

You can now apply for Child Care Fee Subsidy online by visiting <https://dnssab.ca/childrens-services/parents/how-to-apply/#child-subsidy>. If you prefer, you can also apply over the telephone by calling the District of Nipissing Social Services Administration Board at (705) 474-1923 or toll free at 1-877-319-5411. For families who live in First Nations communities, please contact your local band office administrator.

**How can I determine how long my child will be waiting for a child care placement?**

The Child Care Registry does not provide wait times for child care placement. In order to receive this information, you must contact each child care provider separately to determine where your child is on their list.

