

User Guide for Citizens

BookMe

v1.1

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If you'd prefer to word or phrase search for specific information rather than use the Table of Contents, please find the following steps to assist:

To perform a basic PDF search:

1. Press CTRL-F (PC) or Command (⌘)-F (Mac)
2. A search box will be displayed in the upper right of the screen
3. Enter your search criteria by typing in the word or phrase you want to search for in the entry field

- Use the small left and right arrows in the blue search box to skip to the previous or next instance of the searched for word.

To perform an advanced PDF search:

1. Press Shift-CTRL-F (PC) or Shift-Command (⌘)-F (Mac)
2. A new window will open alongside your document with more options
3. Enter your search term there

- You can also select whether to search the current document or all PDF documents on your computer, as well as other options.

Introduction

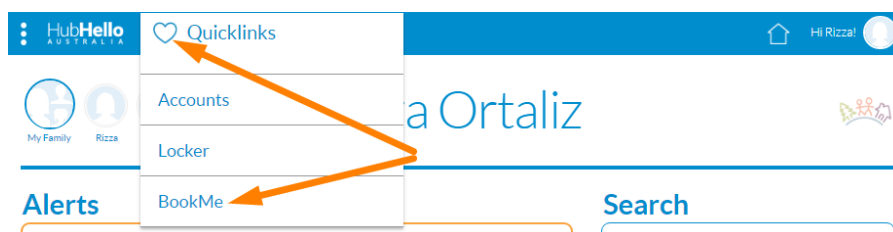
BookMe is an online booking system developed to allow parents to book their children to Vacation care programs.

To access BookMe:

- 1) Login to your HubHello Citizen account by typing in <https://hubhello.com/> on the address bar of your browser and click 'Login'. Enter your username and password to login to your account.

Note: If your service has not provided you with your parent login details yet, please contact them directly to arrange.

- 2) Click on the Love/Heart icon at the top of your page and select BookMe.



The BookMe calendar will show you available Vacation care programs and the available places, at the services your child/ren attend, which you can book them into.

BookMe Available Events Filter

| Events | | | | | | |
|--------------|---|--|--------------------------------------|-----|-----|-----|
| < Sep 2017 > | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| 28 | 29 | 30 | 31 | 01 | 02 | 03 |
| 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 06:30am - 06:30pm Swimming Day | 20 06:30am - 06:30pm Athletics Day | 21 06:30am - 06:30pm Movie Day | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 01 |

Note: If certain days appear as blank, then that means there is no Vacation care program Events available for that date.

- Closed BookMe Events will be grey in colour
- Available BookMe Events will be light blue
- BookMe Events you've already opted to Participate in will be aqua
- Events you see in orange, are your ongoing schedule of care you have at your eg: After or Before School Care Service

Booking

To book a program:

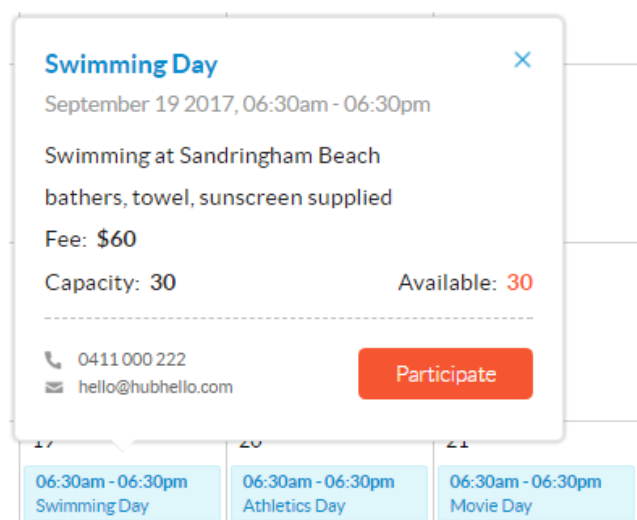
- 1) If you have several children under your citizen profile, select the specific child you want to book.



- 2) Click the calendar icon to select the specific month you want to book your child in.

- 3) Select on a particular day/event to view information about the event.

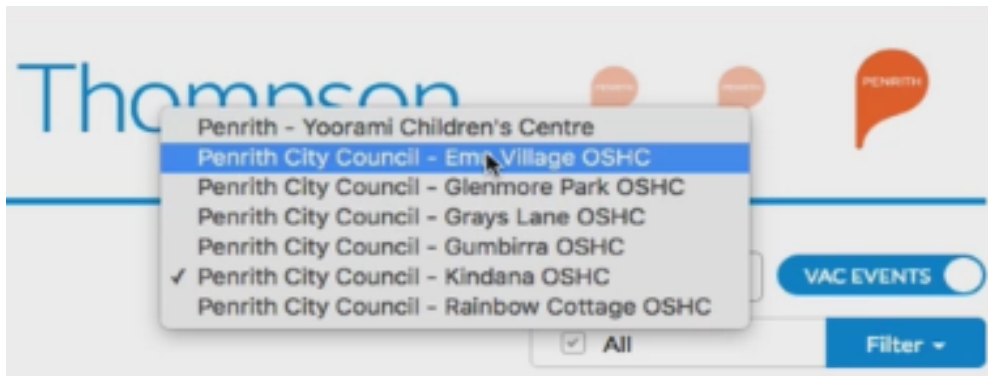
- 4) Click on 'Participate' to book the day/event.



- 5) If you have more than 1 child attending that service, you can opt to 'Click to add another child' to that same Event, once you've pressed the Participate button. This option will be viewable underneath the calendar of Events.

Book in: Jacob Salajan Click to add another child Cancel Checkout

- 6) If your account is linked to several services you also have the option to select the specific service/s you want to book into.



- 7) Click 'Checkout' once you are satisfied with all the bookings you have selected for your child/ren.

Checkout

To confirm bookings:

- 1) Once you click 'Checkout', you will be directed to the 'Checkout' page. It will show you what days your child is booked in and a breakdown of what the 'Fee Payable' amount consists of, including any estimated subsidies.

Confirm Bookings

[CONTINUE BOOKING >>](#)

Book in: Wesson Ortiz Click to add another child

| EVENT DETAILS | FEE |
|--|--------|
| Swimming Day Tuesday Sep 19 2017, 06:30am - 06:30pm | \$60 x |
| Athletics Day Wednesday Sep 20 2017, 06:30am - 06:30pm | \$30 x |
| Movie Day Thursday Sep 21 2017, 06:30am - 06:30pm | \$40 x |

TERMS AND CONDITIONS

I agree to the following terms and conditions of booking:

☒ Conditions of enrolment

\$130.00

TOTAL AMOUNT DUE

| | |
|---------------------|-----------------|
| Total Fee | \$130.00 |
| Estimated Subsidies | |
| CCB | (\$0.00) |
| CCR | (\$0.00) |
| JET | (\$0.00) |
| Fee Payable | \$130.00 |

CONFIRM BOOKINGS

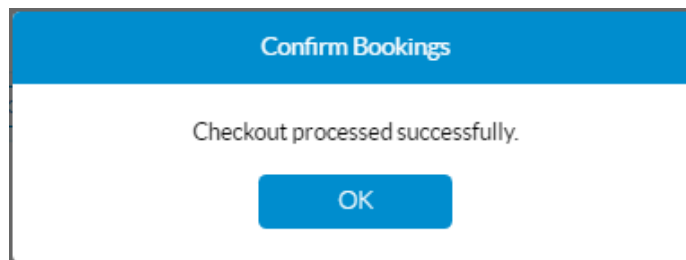
[CANCEL](#)

Note: Your childcare service sets any advance 'Fee Payable' for bookings made online via BookMe.

- 2) You will first need to agree to any set Terms and Conditions before you will be able to click on the 'Confirm Bookings' button.

Note: Click on the link beside the check box to read the Terms and Conditions.

- 3) Once you click on 'Confirm Bookings', this validation message will appear.



- 4) If your service has this option enabled, a booking confirmation will also be emailed to you.

Dear Melissa Berry,

Thank you for your booking.

Please view the confirmed day(s) your child(ren) are booked in for.

22/09/2017 - Event HappyTown Vacation Care - Nate Berry

Kind regards,
HappyTown VAC

*This communication has been created by HappyTown Vacation Care. For any responses, simply hit 'reply' and this email will be directed to HappyTown Vacation Care.

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