



Dear Parent/Guardian,

A new child care application and waitlist site has been launched in our community called the [Wellington-Guelph Child Care Application and Waitlist](#).

You are receiving this notification because you have an active waitlist application with a child care program within Guelph or Wellington County. Your child care applications, along with your application dates and preferred start dates, have been transferred to this new application and waitlist site based on the information provided by the child care program(s).

Some child care programs did not provide their current waitlist information to be transferred to this new site; or if certain information (e.g., date of birth, email, name) was missing, your child's application may not have been added to the waitlist site for that child care program. Please contact the program directly to confirm if your child is on their waitlist. The program will be able to backdate your application to the original application date they have on record.

If a child care program is not listed on the site, yet you have applied to their waitlist before the transition to the new waitlist site, please contact the program directly to confirm if your child is on their list.

You will need to:

1. Set your password on the site
2. Verify and complete your information
3. Verify and complete your child's information
4. Review your applications

It is very important to make sure your information is accurate to help child care programs manage their applications and waitlist.

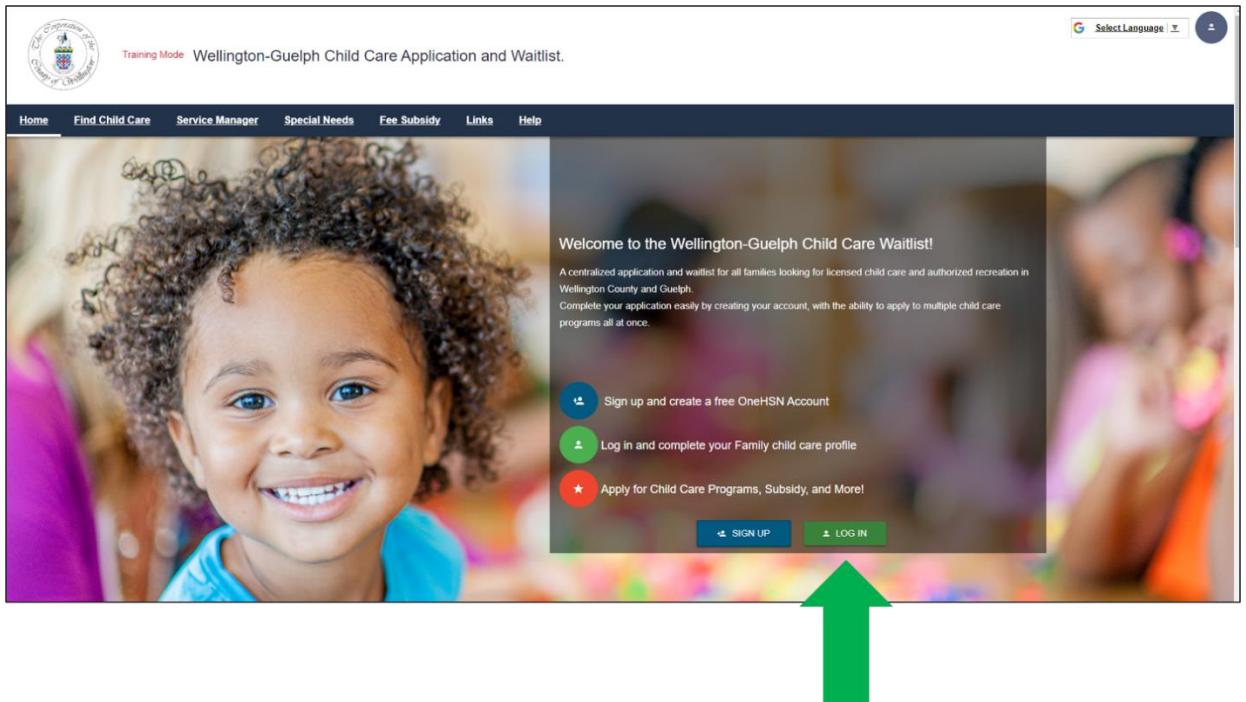
Detailed Instructions, Step by Step:

Detailed information on how to access and update your account are included in this document.

If you need additional help to access your account, please contact **OneHSN Support** at support@onehsn.com.

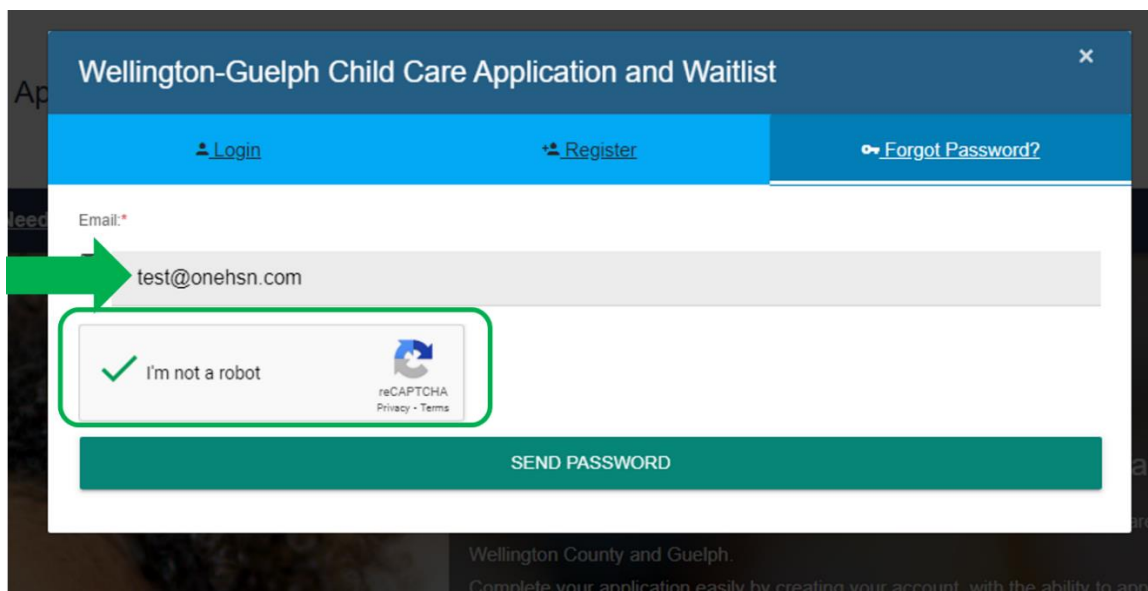
To access your account, confirm your information or make any changes, you will need to create an account on the new system. You can do this by following these steps:

1. Click on this link: <https://onehsn.com/countyofwellington>
2. Click on the **Log In** button.



3. Click on the **"Forgot Password?"** tab.

Enter the email address that was previously linked to your child care application (the email address that this email was sent to), check off the **"I'm not a robot"** checkbox and click on the **Send Password** button.



4. Check your email account for an email from Wellington-Guelph Child Care Application and Waitlist (no-reply@onehsn.com) and click on the **link in the email**.
5. Use the "**Set Password Form**" to set a secure, new password.

Home Find Child Care FAQ Help

Set Password

Set Password Form

New Password

Confirm New Password

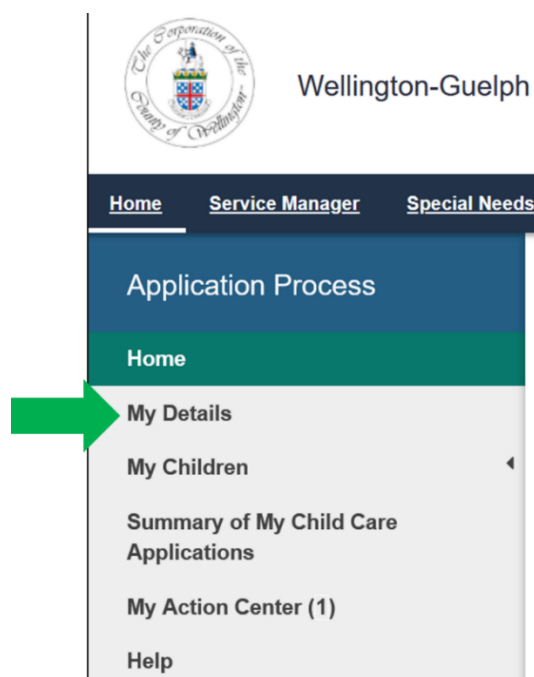
Your Password must meet the following requirements, including a Password strength of 'Good' or better:

- 8 Character Minimum
- Passwords Match
- Uppercase Letters ,
- Lowercase Letters ,
- Numbers ,
- Symbols (e.g. #, \$, %)

SET PASSWORD

This will confirm the transfer of your child care applications to the new centralized child care application and waitlist system. You will need to confirm your information and your child's information by following the steps below:

6. On the left menu, click on **My Details** to review and update your contact information.



7. Any fields marked with an * are required fields.
Please make sure you verify and update your address and phone number to your correct information.

Please Note: If you had not provided your phone number or address to the child care provider, the County's address was added as your address and will need to be updated.

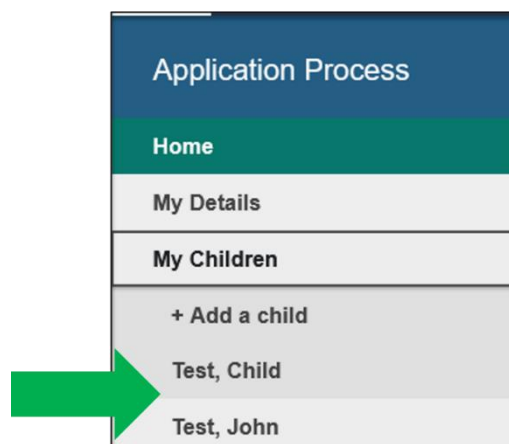
If there are additional contacts you would like to add to your account, you can do so on this step.

Click the **Save** button at the bottom of the page once your information has been updated.

The screenshot shows a web form titled "My Details". It contains several input fields and sections:

- First Name***: Text input field with "Parent" entered.
- Last Name***: Text input field with "Test" entered.
- Date of Birth***: Text input field with "06/06/1982" entered.
- Contact & Address**: Section header.
- Phone Number***: Text input field with "(519) 999-9999" entered.
- International Number
- Address**: A search bar containing "1110 Hwy 26 West, Midhurst, ON L0L 2L8" and "129 Woodloch Street, Guelph, ON, Canada". A location pin icon is visible to the right of the search bar. Below the search bar, it says "Enter your address into the search box above and select the closest match."
- Manual Address Entry
- CLEAR ADDRESS**: An orange button.
- Unit/Apt. Number**: Text input field.
- Street Number***: Text input field with "129" entered.
- Street Name***: Text input field with "Woodloch Street" entered.
- ZIP/Postal Code***: Text input field with "N1H 2V1" entered.
- City/Town***: Text input field with "Guelph" entered.
- Province/State***: Text input field with "ON" entered.
- Country***: Text input field with "Canada" entered.

8. Once you have updated your information, click on **My Children** from the menu on the left of your screen and select each of your children individually to update their information.



9. Verify your child's information and complete any missing fields on the page. Any fields marked with an * are mandatory.

Click the **Save** button at the bottom of the page once your information has been updated.

Child's details

First Name* Child	Last Name* Text	Date of Birth* 20/05/2023 <input type="checkbox"/> This date represents my baby's due date
Gender* Male	Primary Language* English	Your relationship to child* Parent
School Board -- Select --	School (if applicable) -- Select --	

Special Needs

Does your child have any special health or development needs that child care centres need to know about?

Fee Subsidy

Do you require assistance with your child care costs? Select one of the options below that best suits your needs.

[More Information on Assistance for Child Care Subsidy](#)
[Does Fee Calculator](#)

I need help to pay my child care costs (Subsidy)
 I can pay for my child care costs (Full Fee)

Select the date you prefer this child to start care. Based on your child's age at the given Preferred Start Date the system will determine which programs your child is eligible to apply to.

Preferred Start Date*
10/05/2024

Changing the preferred start date and program times will not alter any waitlist you have currently applied to. Changes will impact all future waitlist applications.

Select days of the week you require care.

<input type="checkbox"/> Select All	<input checked="" type="checkbox"/> Thursday
<input type="checkbox"/> Sunday	<input checked="" type="checkbox"/> Friday
<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> Saturday
<input checked="" type="checkbox"/> Tuesday	<input type="checkbox"/> Various
<input checked="" type="checkbox"/> Wednesday	

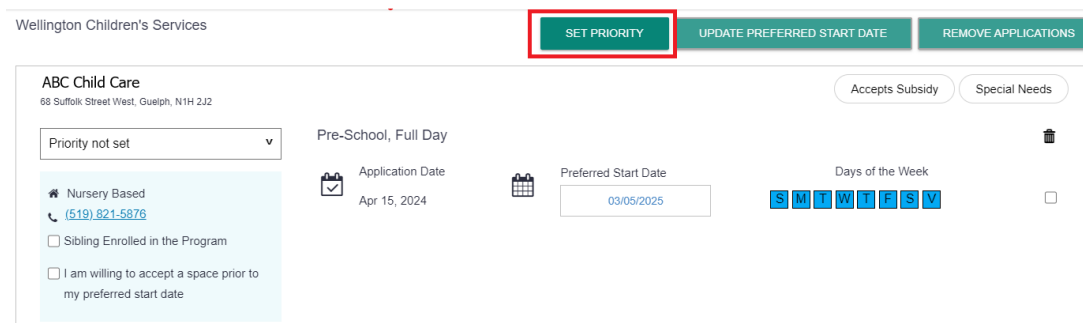
Step 1: Child Information

Note: Repeat steps 2 and 3 for each of your children. If you have additional children to add, click on the **Add Child** button on the **Home** page to add in a new child.

10. Click on **Summary of My Child Care Applications** on the menu on the left of your screen, to view or update your existing applications.



11. From the **Summary of My Child Care Applications** page, you can set the priority of your child care applications by clicking on the **Set Priority** button.



12. Prioritize the child care providers that you have applied to by making selections from the dropdown lists.

- Please prioritize the child care providers that you would like to have as a priority from highest priority to lowest with #1 being the highest ranked priority. You can prioritize up to 5 programmes per child.
- The priority you give to each provider will ensure that when your child **is placed** your child's name will **remain on the waitlist** of providers with a **higher rank**. Your child's name will be **removed from the waitlists** for providers with a lower priority.

Please Note: If you **do not set a priority** for the providers that you have applied to, and your child is placed at one of the providers, your child will be **removed from the waitlist** for all providers.

Prioritize Child Care Providers LESS INFORMATION

Please rank the child care providers that you would like to have as a priority from highest priority to lowest with #1 being the highest ranked priority.

The rank/priority you give to each provider will ensure that when your child is placed your child's name will remain on the waitlist of providers with a higher rank. Your child's name will be removed from the waitlists for providers with a lower priority/rank.

Please Note: If you do not set a rank/priority, and your child is placed at one of the providers you have applied to, your child will be removed from the waitlist for all providers. Please ensure you prioritize your provider selections to avoid any inconvenience.

Setting Application Priority For: holden, zak Born on: February 24, 2020 CLEAR PRIORITY

Wellington Children's Services

Priority	Child Care Providers	
Priority #1	ABC Child Care 23.29 km away from your address	VIEW ON MAP
Priority #2	ABC Home Child Care 22.37 km away from your address	VIEW ON MAP
Priority #3	ABC Day Care 23.37 km away from your address	VIEW ON MAP
No Priority	ABC After School Care 23.03 km away from your address	VIEW ON MAP

- If you have more than one child on the account, you can switch between the children using the drop down on the screen.

Prioritize Child Care Providers LESS INFORMATION


Please rank the child care providers that you would like to have as a priority from highest priority to lowest with #1 being the highest ranked priority.

The rank/priority you give to each provider will ensure that when your child is placed your child's name will remain on the waitlist of providers with a higher rank. Your child's name will be removed from the waitlists for providers with a lower priority/rank.

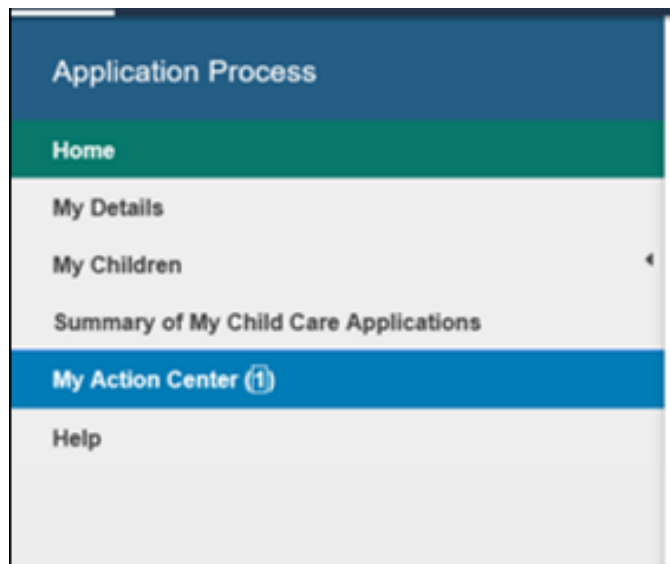
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Setting Application Priority For:

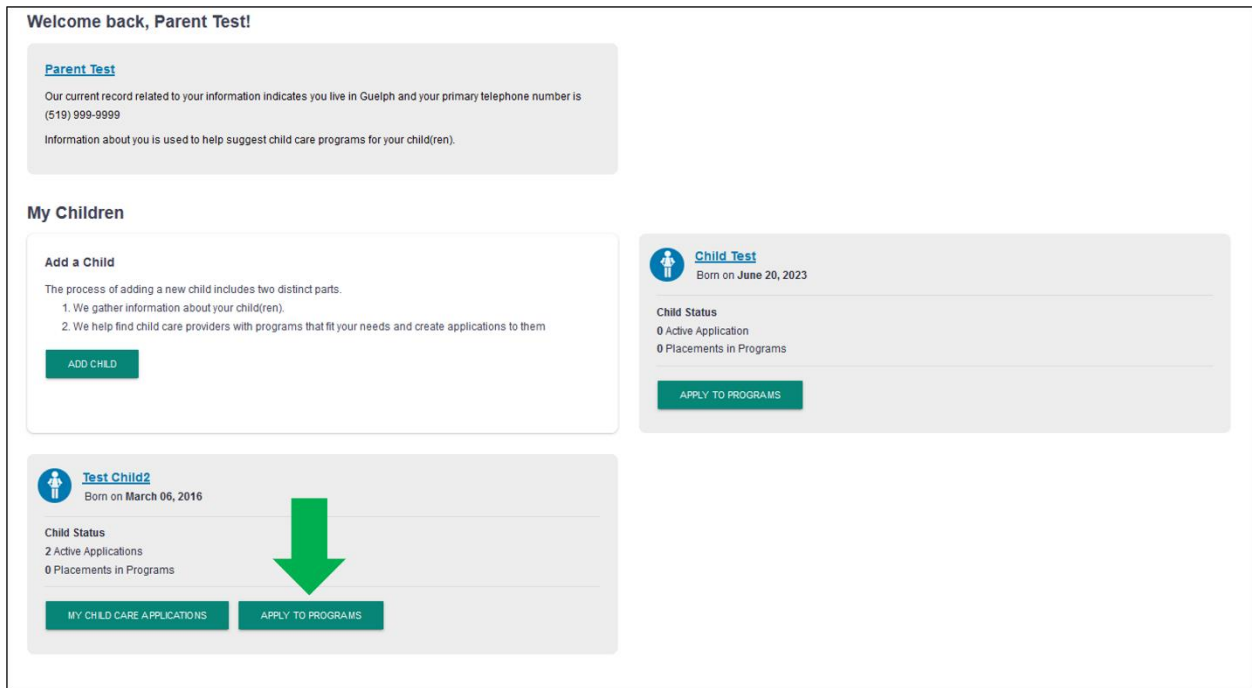
Test, Child Born on: June 20, 2023
 Test, Child Born on: June 20, 2023
 Child2, Test Born on: March 06, 2016

CLEAR PRIORITY


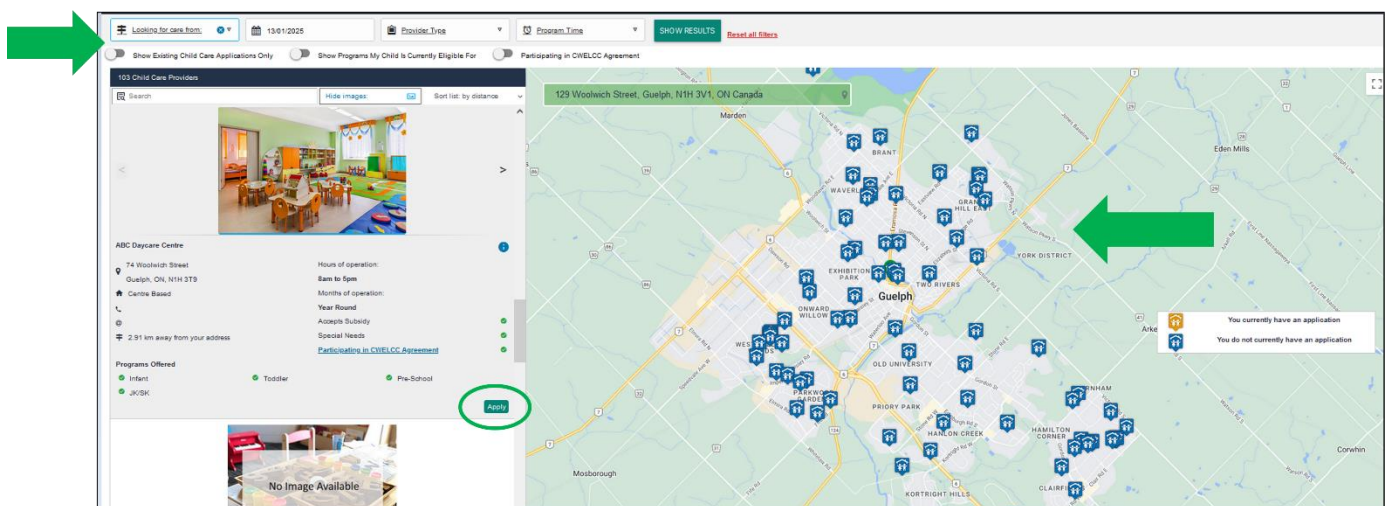
13. You can also check the **My Action Center** to complete any missing information on your profile.



14. To apply to other programs, click on **Apply to Programs** under your child's name from the Home page.



- You will be directed to a map screen where you have options to search by a location or program name, or by viewing locations on the map and applying.
- You can also use the filters at the top of the page to filter your list by provider type and programme time.
- You can also filter the list to only show programs that your child is **currently** eligible, which is based on the preferred start date you stated.



If you need help with accessing your account, please contact OneHSN Support at support@onehsn.com.

If you have questions regarding your child care waitlist applications, please contact the child care programme directly. The contact information will appear on the **Summary of My Child Care Application** screen.

We are excited to provide a more centralized, on-line way for families to apply to programs and manage their child care choices. If you have changes in your situation – you can update your information more easily and your changes will be shared with the programs you have applied to.

This site will also be used by programs to communicate with you regarding your applications so please be sure to read emails you receive from the system via email.

Thank you in advance for your help to make sure your profile information is up to date; and for your patience as we learn to navigate this new system.

County of Wellington Children and Early Years Division

**Sent from OneHSN on behalf of the County of Wellington*