



SmartFees
Child Care Management System

SmartCentral FAQs

What is SmartCentral?

SmartCentral is our web-hosted version of SmartFees. This means your entire SmartFees system is hosted on our secure web-server and accessed over the internet via a compatible web browser (latest versions of Chrome , Firefox and Safari are compatible).

How does SmartCentral work?

Clients login to SmartCentral from any computer, laptop, Mac , iPhone , SmartPhone, Tablet or iPad from a browser with a username and password over a secure channel (Https).

Do I have to backup everyday?

No. Your SmartCentral data is automatically backed up every night and store in two separate, secure locations in different states within Australia.

Do I have to install upgrades?

No. Upgrades are done by the SmartFees team. For major upgrades like converting from SmartFees VM to SmartCentral we may need to take your data offline temporarily while we upgrade but we will always endeavour to fit in with your schedule if we do. When an upgrade is ready, simply start using it!

Can I access SmartCentral from anywhere?

Yes. You can login securely to SmartCentral from any internet connected device with a compatible browser (eg computer, Smartphone or Tablet) that has minimum 3g wireless or ADSL 1 internet connection (4G wireless , ADSL 2+ or NBN optimal).

Is SmartCentral secure?

Yes. The SmartCentral server is provisioned by our partner company Habitat3. Habitat3'uses professional grade industry standard security systems. Only you, the people you allow and SmartFees support staff will see your data.

What is your privacy policy?

Yes, See our full privacy policy online at :

http://www.smartfees.net/hubfs/SmartFees_Privacy_Policy.pdf

How do I sign up for SmartCentral?

Simply email enquiries@smartfees.com.au to request your registration form!



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