ARISE Family Portal – Applying for a Family Subsidy

Once you have registered on the Family Portal, you can now log into the portal to apply for subsidies, keep track of placements, re-apply for subsidies, and more.

How to begin your Subsidy Application?

The following is a quick step-by-step guide to initiate and submit your subsidy application as a family!

Following the standard registration process (please refer to the Quick Reference Guide on Registration or to the Family User Manual for further details on this), log in to your family portal.

Logging in will bring you to the following page where you can initiate your subsidy application:

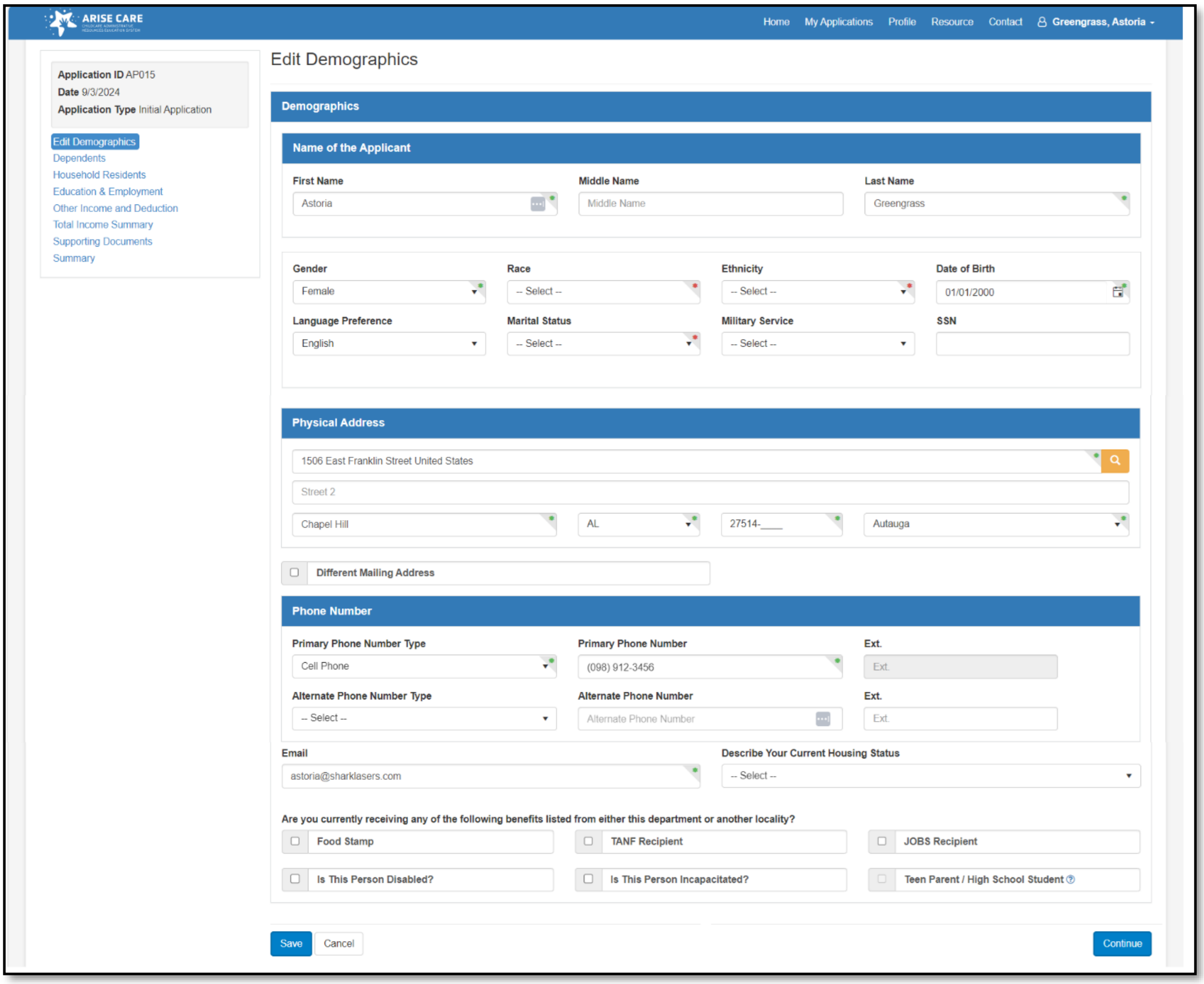

Figure 1: Edit Demographics

On this page, notice the navigation pane on the left, with clickable links. Each of these links indicates the sections to be completed before submitting your application.

The first section is – Edit Demographics (the page you are currently on – Figure 1).

To proceed:

1. Review all pre-filled details based on the information that you had provided earlier.
2. Fill in all additional mandatory fields.
3. Click on 'Save' to save your information.

To proceed, click on the next item on the navigation pane on the left – Dependents.

4. Clicking on the link will lead to the following page:

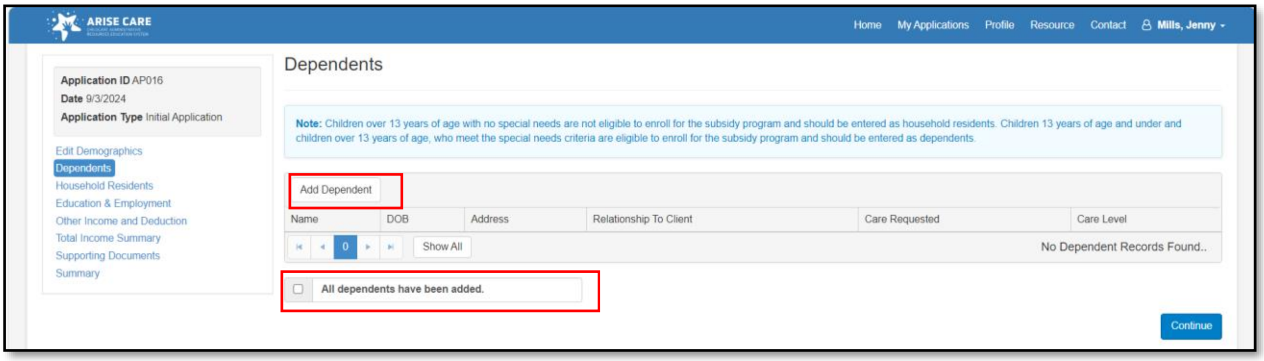

Figure 2: Dependents Summary Page

5. Click on the 'Add Dependents' button to proceed to the following page:

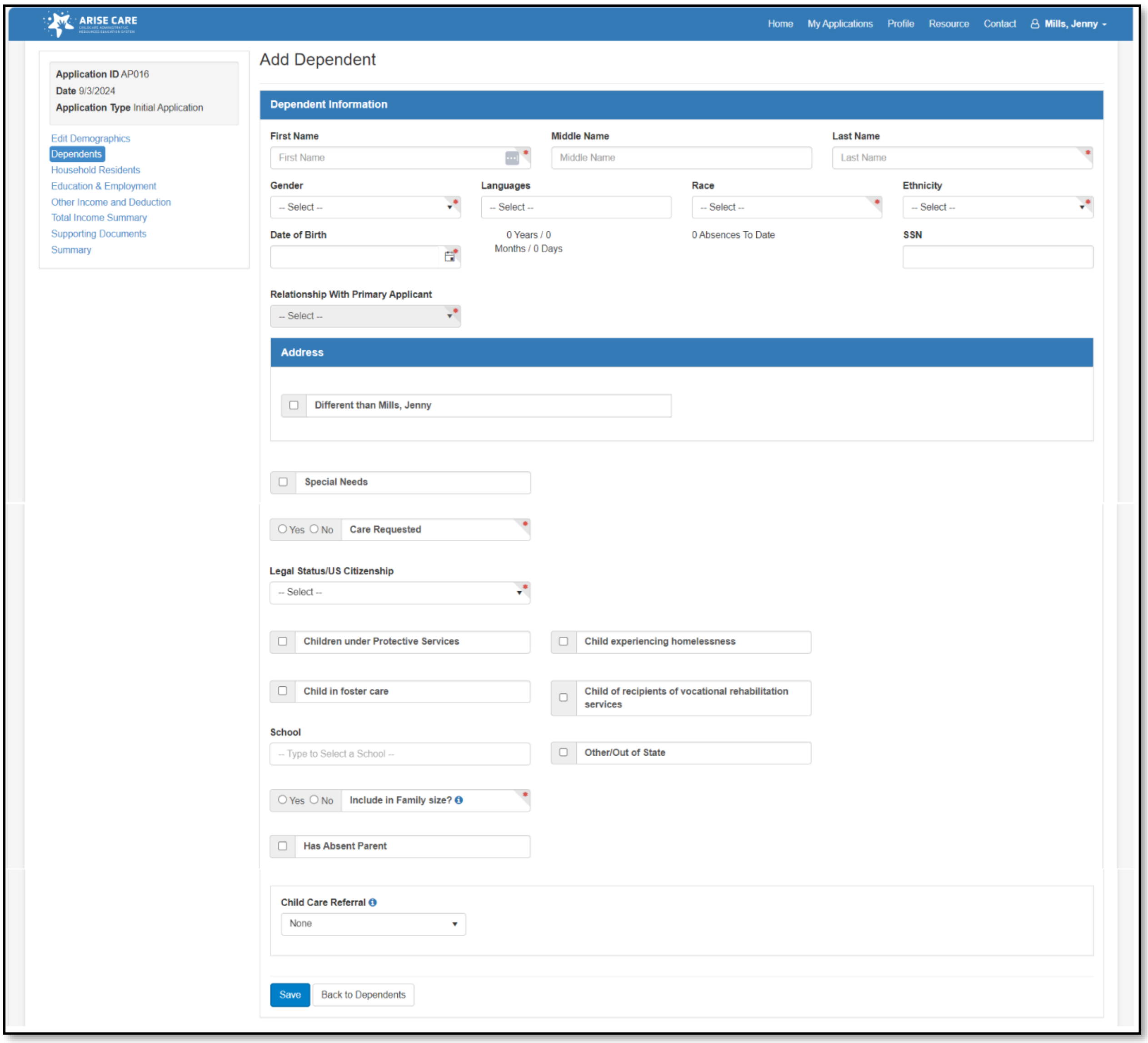

Figure 3: Add Dependent Page

On this page:

1. Fill in all mandatory details pertaining to dependents under the age of 13 (or those under the age of 19 but with special needs requirements). That is, details of all dependents living in the house.
2. Remember to select the 'Care Requested' option if you would like this dependent to be considered for subsidy benefits.
3. Click on 'Save' to save details and be redirected back to the Dependents Summary Page (Figure 2).
4. Click on the 'Add Dependent' button again and repeat the process until all dependents have been added.
5. Once all dependents have been added, select the 'All dependents have been added' checkbox to proceed (Refer to Figure 2).

To proceed, click on the next section – Household Residents - on the navigation pane. This action will direct you to the following page:

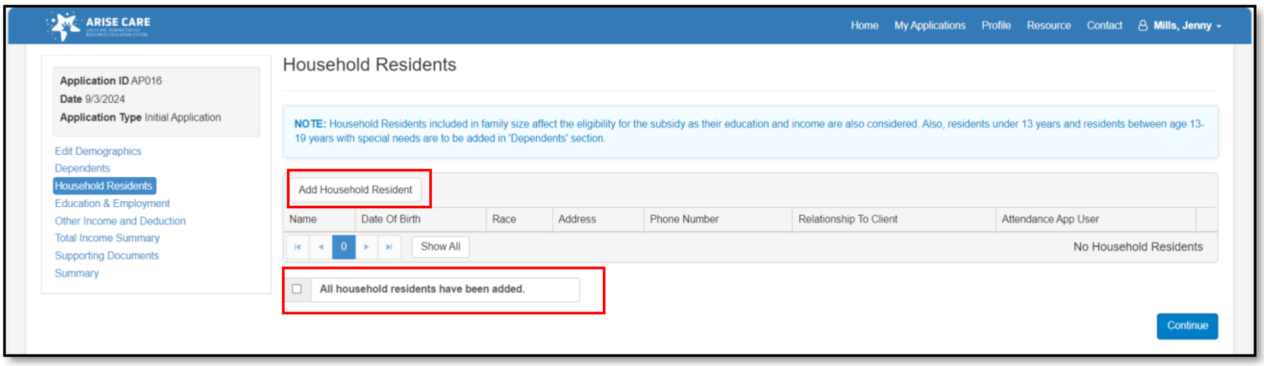

Figure 4: Household Residents Summary Page

Click on the ‘Add Household Resident’ button to proceed:

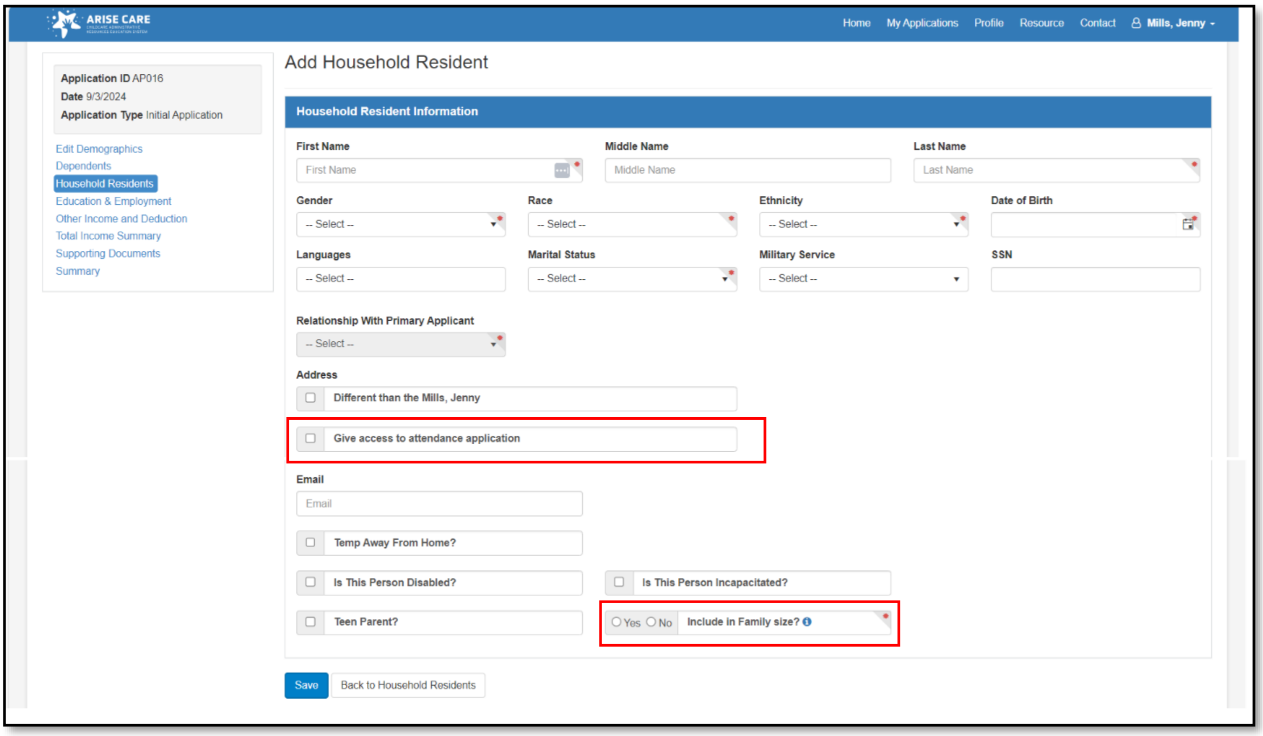

Figure 5: Add Household Resident Page

On this page:

1. Fill in all mandatory details pertaining to household residents above the age of 13. That is, details of individuals living in the house, who are not dependents.
2. Remember to select the ‘Include in Family Size’ option if you would like this resident to be included in the final size and income calculation that will determine your subsidy eligibility.
3. Remember to select the ‘Give access to attendance application’ checkbox if you would like this resident to be able to check your child in and out of their childcare facility.
4. Click on ‘Save’ to save details and be redirected back to the Household Residents Summary Page (Figure 4).
5. Click on the ‘Add Household Residents’ button again and repeat the process until all residents have been added.

Once all residents have been added, select the ‘All household residents have been added’ checkbox to proceed (Refer to Figure 4).

Once the Household Residents section has been completed, click on the next section on the navigation pane – Education and Employment. This action will lead you to the following page:

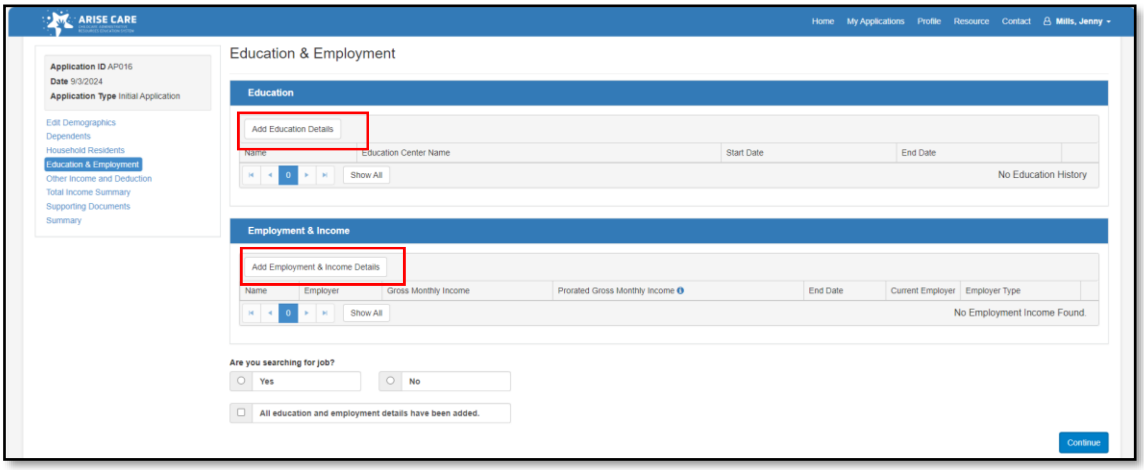

Figure 6: Education and Employment Summary Page

On this page, you are required to fill in current educational or professional engagements of household residents. The idea is to present daily schedules where external childcare is required.

To fill in current education details:

1. Click on the ‘Add Education Details’ button to be directed to the following page:

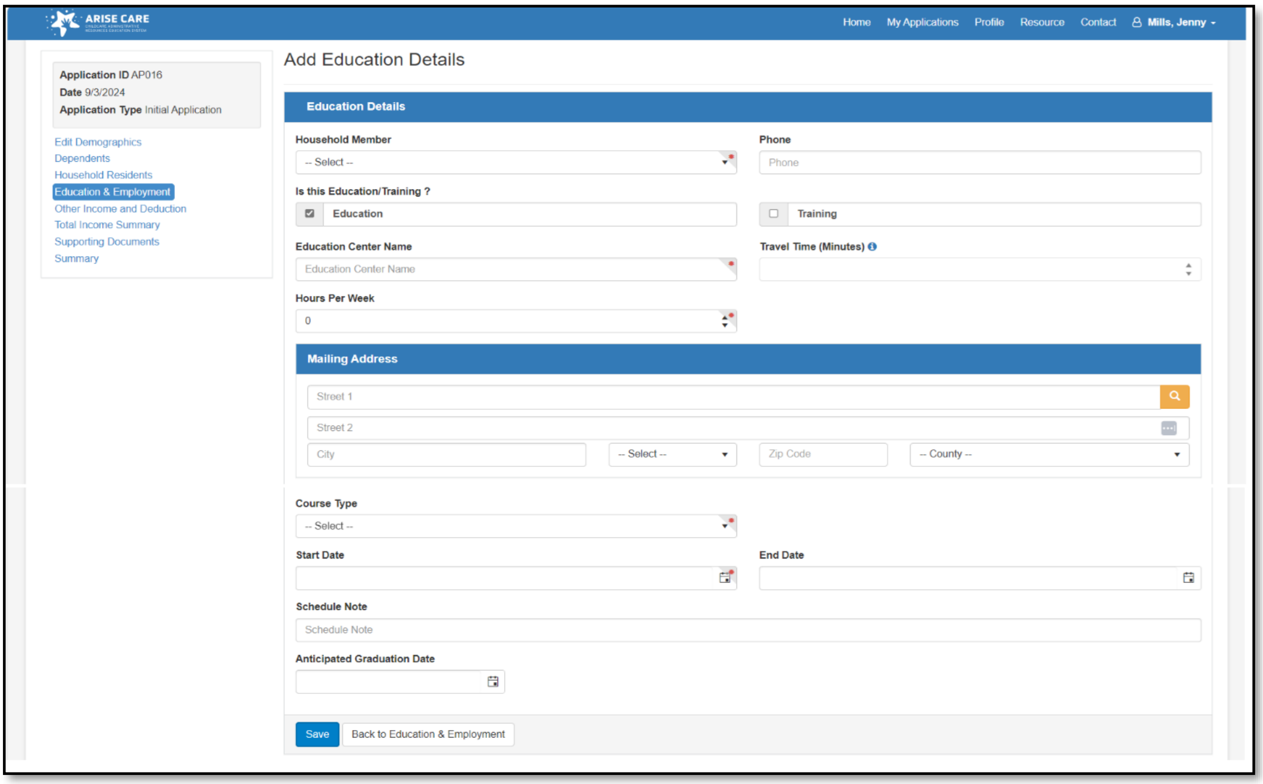

Figure 7: Education Details

2. Fill in all mandatory details.
3. Click on the 'Save' button to save your progress and be redirected back to the Education and Employment Summary Page (Figure 6).
4. You will see the updated education details.

To add your education schedule:

5. Click on the schedule button that appears on the top right of the education grid once your education details have been added:

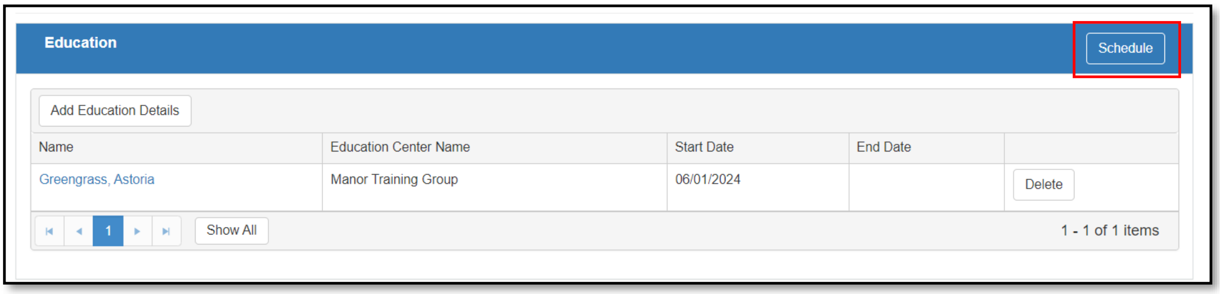

Figure 8: Schedule

Clicking on the button will lead you to the following page:

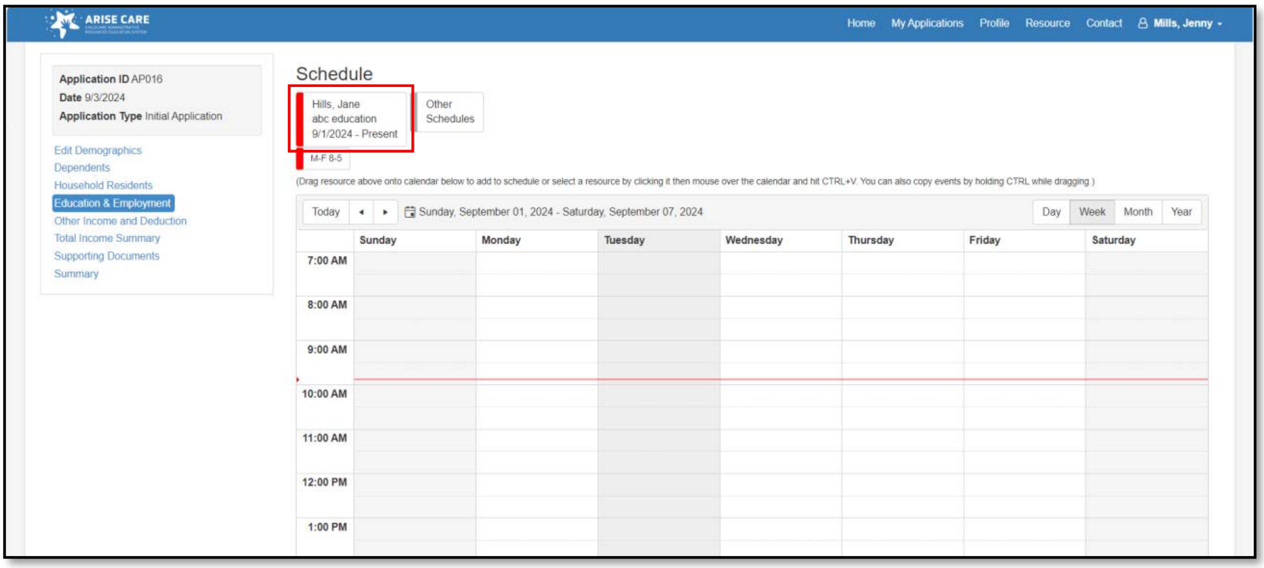

Figure 9: Schedule Calendar

On the top left, you will see a box reflecting the education details that you had saved in the earlier step.

To fill in your schedule:

1. Drag and drop the box onto the appropriate timeslots on the calendar, to reflect your weekly schedule and timings.
2. Adjust the size of the box to reflect the hours spent in a day.
3. Alternatively, if your schedule follows a regular pattern (8am to 5pm, Monday to Friday), you can simply click on the small box that says 'M-F 8-5' on the top left. This will autofill the schedule into the calendar.
4. Click on 'Back to Employment/Training Program' to be redirected back to the Education and Employment Summary Page.

On the same page, to fill in current employment details:

1. Click on the 'Add Employment & Income Details' button (refer to Figure 6), to be directed to the following page:

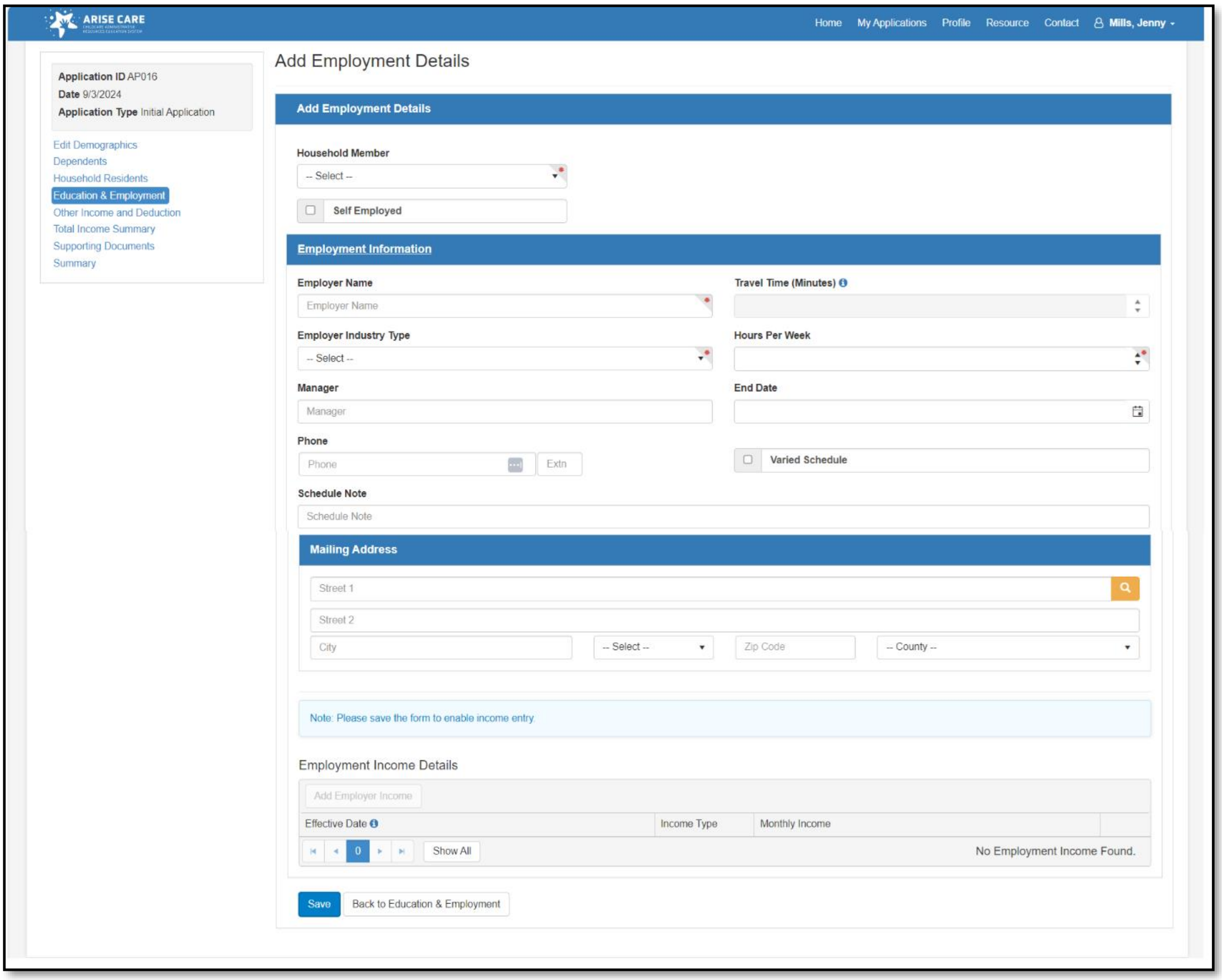

Figure 10: Employment and Income Details

On this page:

1. Fill in all mandatory details regarding current employment.
2. Click on the 'save' button to save your progress and activate the income section as follows:

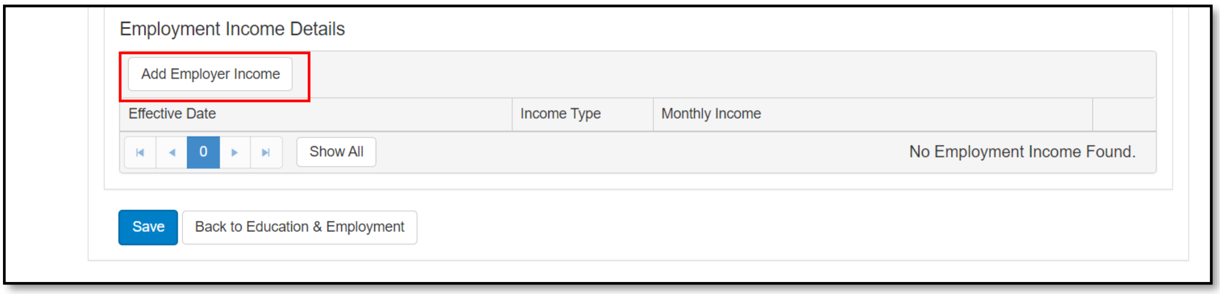

Figure 11: Add Employer Income

3. Click on 'Add Employer Income' for the following form to appear:

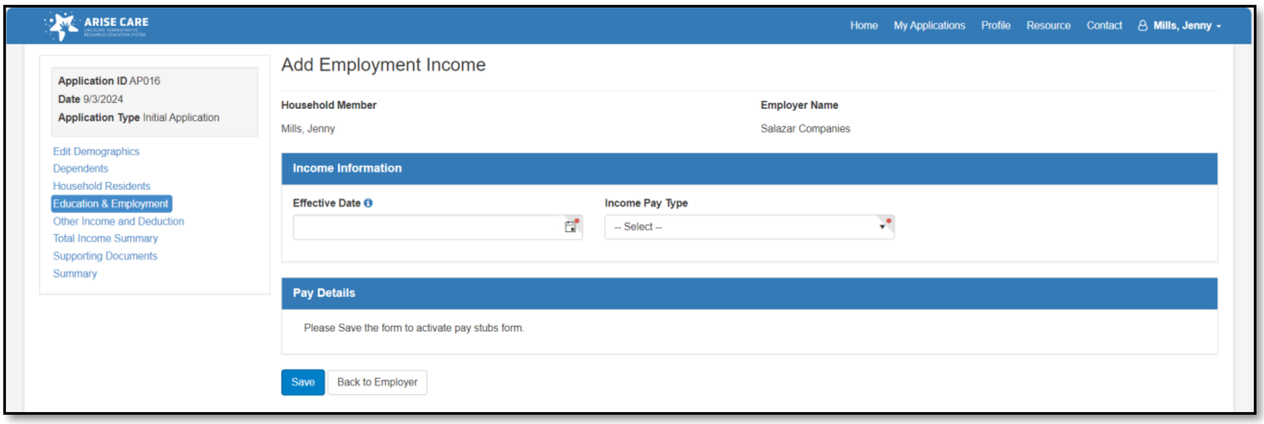

Figure 12: Employment Income Details

4. Fill in all mandatory details, including Income Pay Type.
5. Add Pay Frequency and click on the ‘Save’ button to add further pay details, as follows:

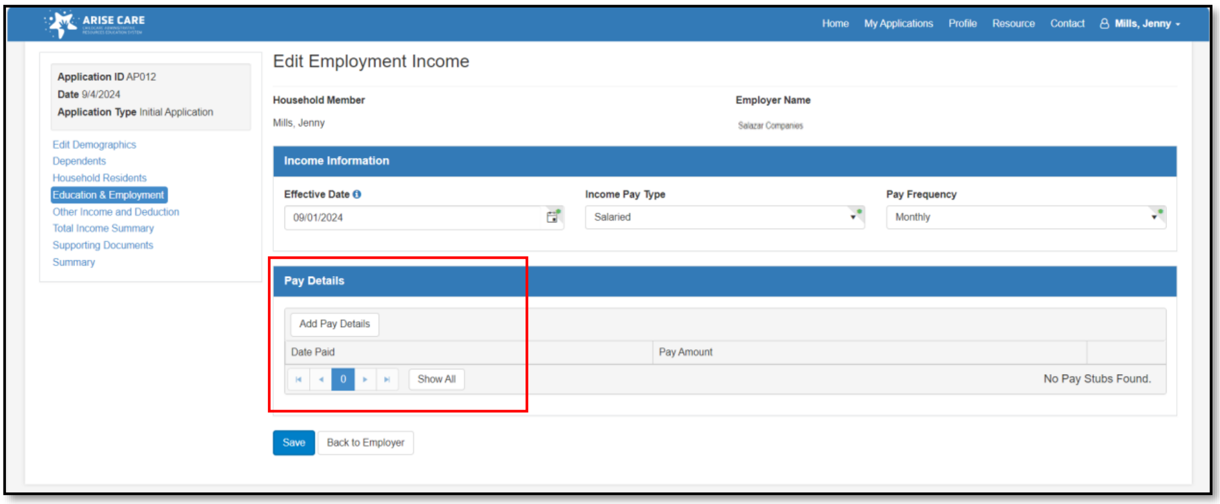

Figure 13: Pay Details

6. Click on the ‘Add Pay Details’ button to access the pay details form.
7. Add all relevant details.
8. Click on ‘Save’ to update your payment details and save your progress.

To proceed:

1. Click on the ‘Education & Employment’ link on the navigation pane on the left, to be redirected back to the education and employment summary page (Figure 6).
2. Click on the ‘Schedule’ button to fill in the employment schedule, using the same process as described above.
3. Once completed, return to the Education and Employment Summary Page (Figure 6).
4. Repeat the same process to add all current education and employment details for all household residents included in the family size.
5. Once completed, select the “All education and employment details have been added” checkbox on the Education and Employment Summary Page (refer to Figure 6) to proceed.

To move to the next step, click on the next section on the navigation pane on the left – Other Income and Deduction.

This will direct you to the following page:

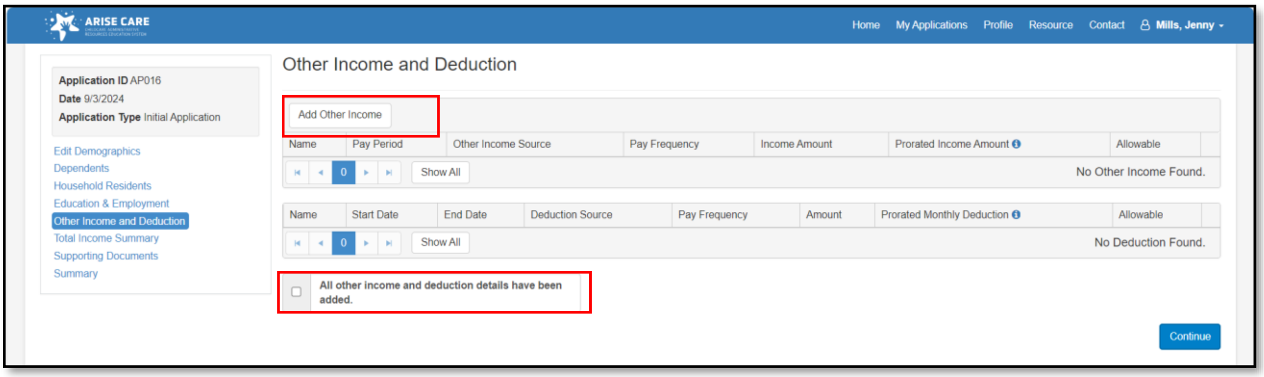

Figure 14: Other Income and Deduction Summary Page

On this page, you are required to input details regarding alternate income sources, if any. If there are no other sources, simply select the checkbox that states 'All other income and deduction details have been added'.

To add alternate income details, proceed as follows:

1. Click on the 'Add Other Income' button to be redirected to the following page:

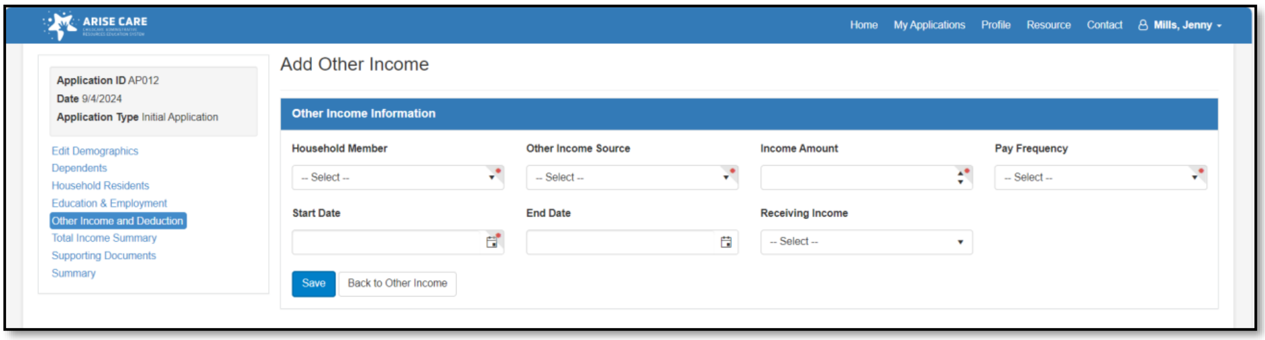

Figure 15: Add Other Income

2. Fill in all mandatory details.
3. Click on 'Save' to save your information and be redirected back to the Other Income and Deductions Summary Page (Figure 14).

Repeat the process as required, until all income sources have been added. Once all details have been added, select the 'All Other Income and deduction details have been added' checkbox to proceed (refer to Figure 14).

All applicable deductions will be automatically added to the grid as required.

To move forward, click on the next section on the navigation pane – Total Income Summary. You will be directed to the following page:

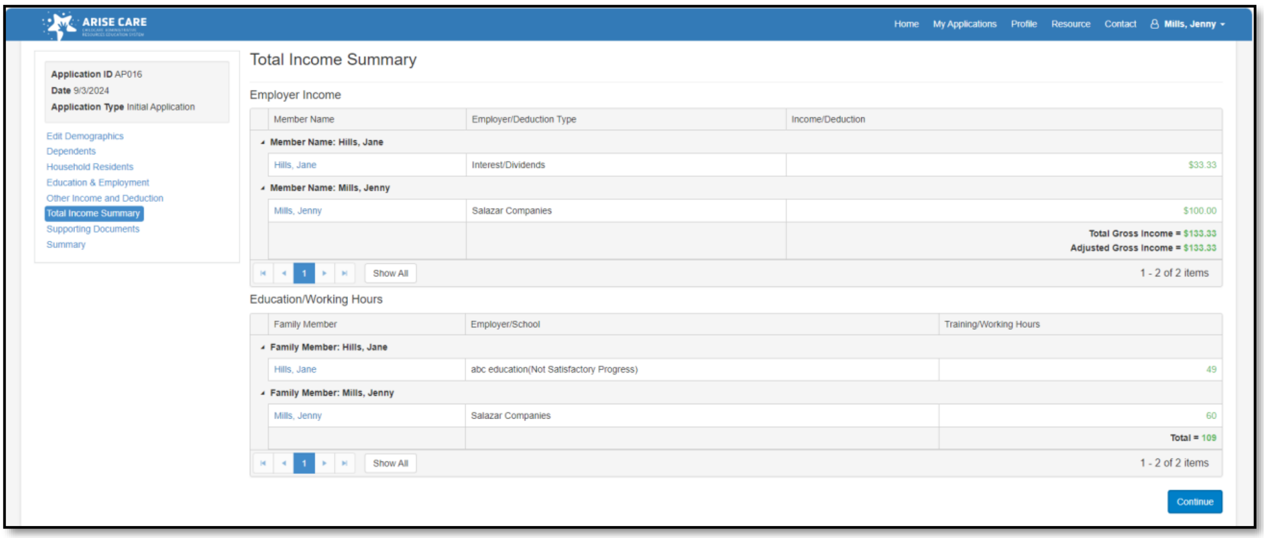

Figure 16: Sample Total Income Summary Page

On this page, you will see a complete final account of your annual income, taking into consideration all sources of income that you had filled in earlier.

Double-check the pre-filled information and account before moving on to the next section.

To proceed, click on the next section on the navigation pane on the left – Supporting Documents. Clicking on the link will lead you to the following page:

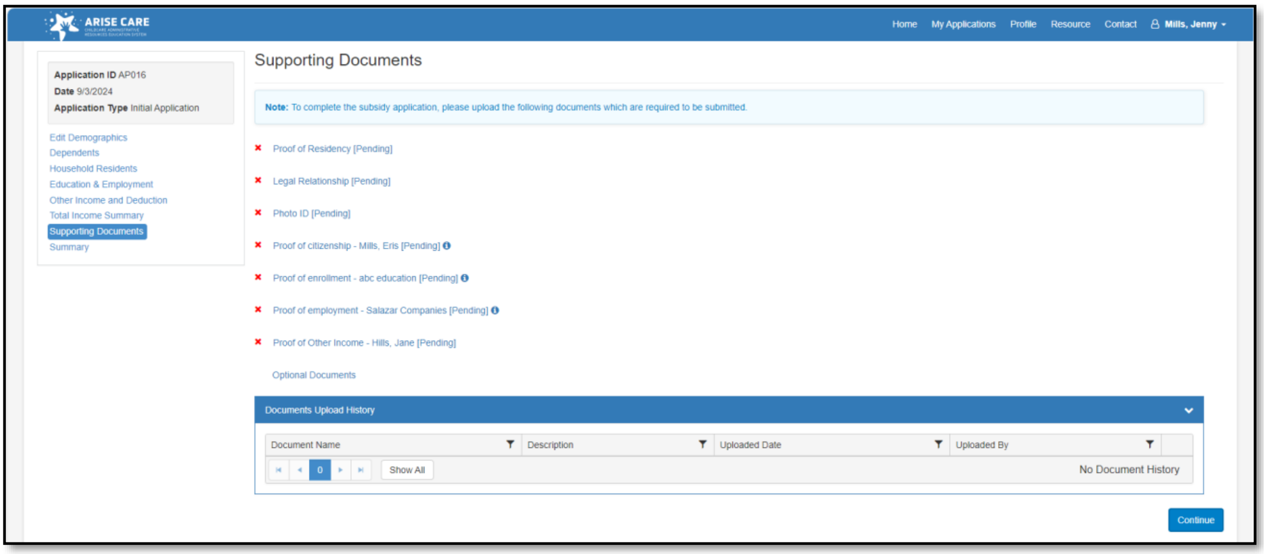

Figure 17: Supporting Documents Page

On this page:

1. Upload all relevant documents by clicking on the respective links and then clicking on the ‘select file’ button.
2. On uploading the documents, you will see that the red cross next to each item turns green, as follows:

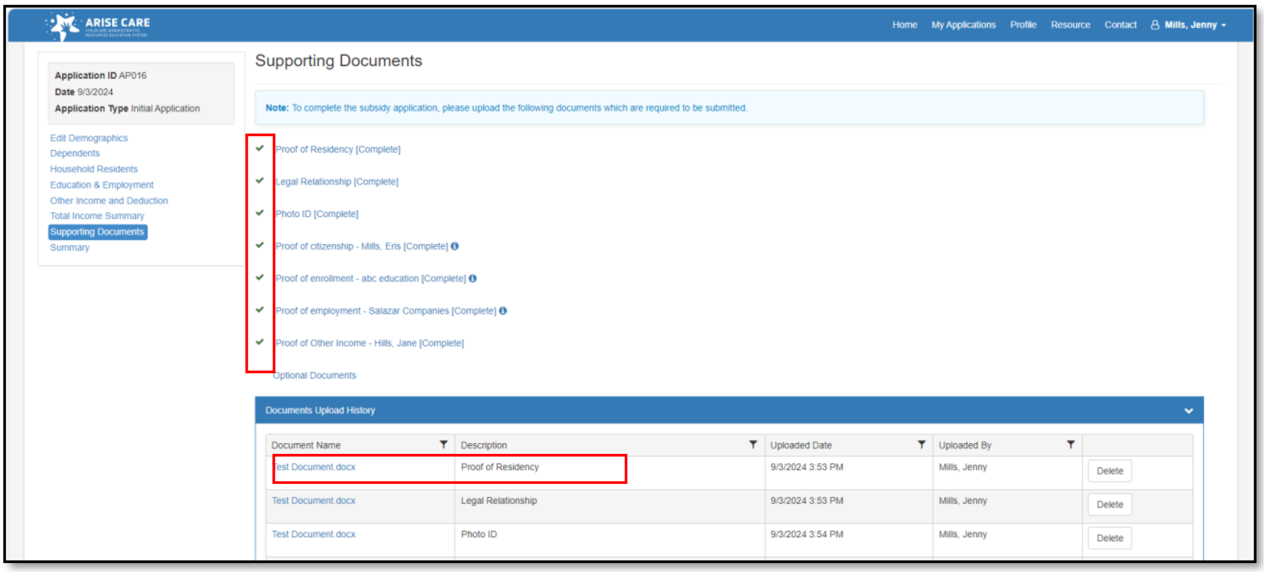

Figure 18: Uploaded Documents Page

3. To proceed from here, click on ‘Summary’ on the left navigation pane to be guided to the following page:

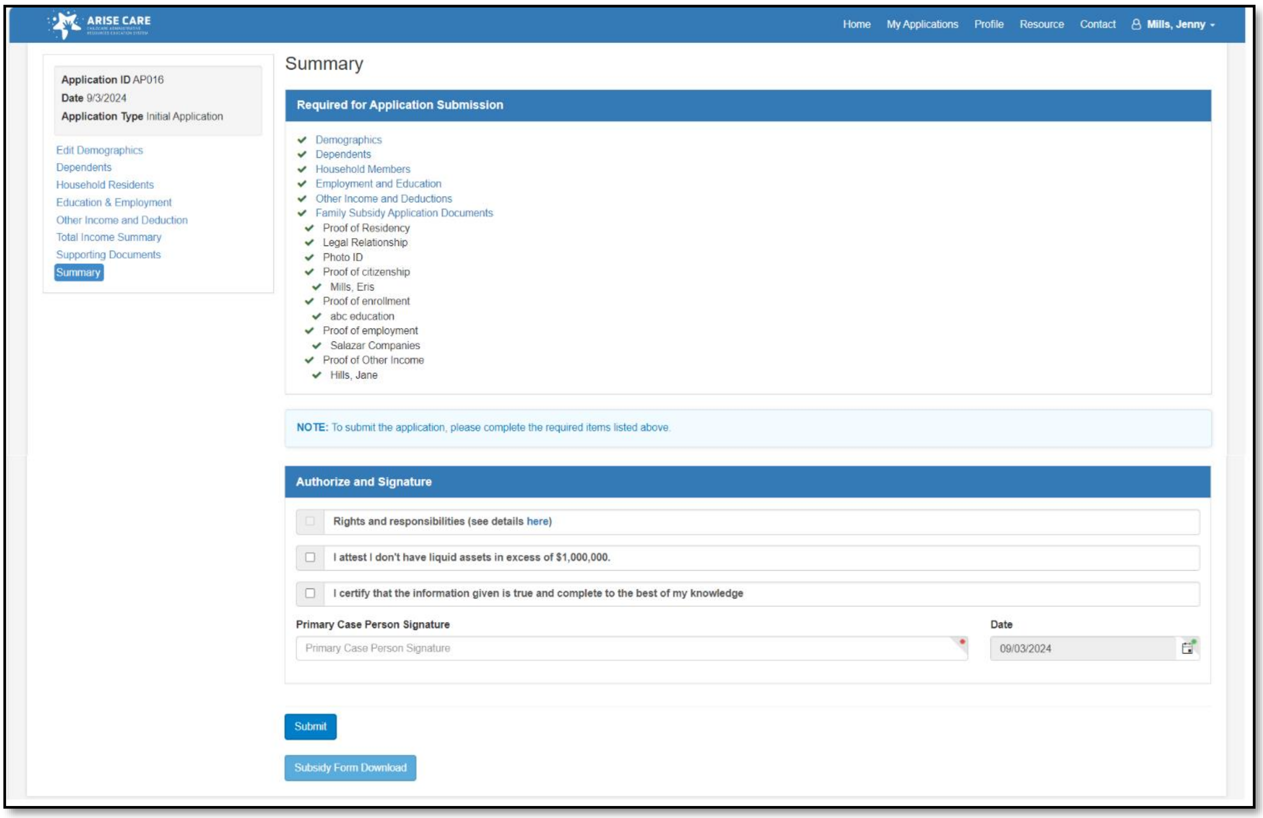

Figure 19: Summary Page

This page depicts all actions that need to be completed before you can submit your application. At this stage, all items should ideally be complete. If there are any incomplete items, click on the respective links (marked with a red cross) to complete them.

Once all items are complete, proceed as follows:

1. Select the ‘Rights and Responsibilities’ checkbox (you will be able to select the checkbox once you download the required details).
2. Select the pending checkboxes.
3. Double-check the date.
4. Add your signature.
5. Click on ‘submit’ to finally submit your application.

Congratulations! You have successfully submitted your Family Subsidy Application!

You may download your completed application by clicking on the ‘Subsidy Form Download’ button on the Summary Page (refer Figure 19).