

Frequently Asked Questions

What is my username?

Your username is usually your email address. Your username is also listed at the bottom of your booking confirmation email.

What is my password?

Your password is chosen by yourself when you make your first appointment. If you have forgotten your password, please use the **“Forgot your password? Click here”** option in the Login screen. A temporary password will be sent to you.

Your password must meet the following rules:

Sequential characters allowed	3
Password minimum length	8
Password maximum length	20
Required Numbers	1
Required Upper-case letters	1
Allowable symbols	!@#\\$%*()_+^&{}:?

How do I reschedule my appointment?

You can reschedule any appointment you have made once you **log in to the booking system**, using your username and password. Once logged in, the **“Reschedule Booking”** option is located against each appointment.

How do I cancel my appointment?

You can cancel any appointment you have made once you **log into the booking system**, using your username and password. Once logged in, the **“Cancel Booking”** option is located against each appointment.

What is “Invalid Client ID” error code once I’ve logged into the system?

This error is due to previously saved information on your device. Please close your internet browser and restart it. This should fix the error by clearing the cache.

What is “Username is already taken” error code?

This means you have registered through our booking system previously. Please login using your email and

previously chosen password before choosing an appointment slot.

Breast Feeding – How will I meet with the Nurse?

Your Breastfeeding appointment will be a Telehealth consultation via video, using Microsoft Teams. Please [see here](#) for instructions on how to prepare for your video appointment. You will receive an email on the morning of your appointment containing a link for the video appointment.

Please ensure baby is ready to feed at your appointment time.

Sleep Settling – How will I meet with the Nurse?

Your Sleep Settling appointment will be a Telehealth consult via phone. A Sleep Settling nurse will phone you at your appointment time.

Sleep Settling Links

[Typical sleep behaviour – Newborns 0 to 3 months](#)

[Typical sleep behaviour – Babies 3 to 6 months](#)

[Preventing sleep concerns – Babies 0 to 6 months](#)

[Safe Sleeping](#)

[Safe Wrapping](#)