

My Family Lounge – online enrolment and booking system

We are very excited to inform you that our service has subscribed to a fantastic online Booking and Waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make bookings requests and allow you to complete and submit an online enrolment form for your child. You can do this and much, much more all within a parent portal called 'My Family Lounge'.

You will also have the flexibility of booking in casual days and report absences for your child straight from your phone with just a few taps by downloading the My Family Lounge APP!

What can I do in My Family Lounge?

- As a NEW family you can easily register your child's details and manage your account information
- You can submit a waitlist request for your child to secure a permanent spot
- Request change of the days your child is currently booked in for when placed
- You can easily provide detailed information about your child to our service such as medical information, diet requirements, emergency contact details and more! All this information is simply added into the online enrolment form and submitted to the service.

What can I do in My Family Lounge App?

- Book in casual days for your child straight from your phone
- Access an online calendar where you can see live availability within our centre
- Manage bookings for one or more children from a single log in
- Record your child as 'absent' in advance for a permanent session
- Cancel a 'casual day' where the session is no longer required
- A cancellation Fee will apply if cancelled within a NO REFUND period
- Activate notification Alerts!

How do I log in?

To register for a 'my family lounge' account please click the link below. If you have an existing my family lounge account please sign in, complete your details and send us your booking request. If you are after vacation care or casual care please ensure you complete and submit your child's enrolment form online before making your first booking.

<https://www.qkenhanced.com.au/Account/Embeddable/?databaseId=7560>

Once your details have been registered with the My Family Lounge, you will receive a welcome email where you will be prompted to complete your registration and set up a password. You will have 7 days to set up your password to validate your account. If your account expires or you have forgotten your password, simply enter in your email address and select '**forgotten password**' to recover your account. If you are experiencing issues accessing your account please contact the service for assistance. Once you have validated your account, you are ready to book!

The 'My Family Lounge' App can be downloaded from Google Play or App Store. Enter your email address and password, then you can start to request casual days or mark your child as absent when required.

Your My Family Lounge log in details will travel with you for life as you move childcare services that use the My Family Lounge. You are able to log in anywhere, anytime as long as you have access to the internet. For a better understanding of how My Family Lounge works, please visit www.myfamilylounge.com.au

We are thrilled to be able to provide you with an easier and more efficient way of managing your child's bookings at our service.