WALES STREET PRIMARY SCHOOL AGE CARE (SAC) Fact Sheet #2



Existing Parents - Getting started with My Family Lounge & QK ENROL

To get started:





- EXISTING FAMILIES
- PLEASE DO NOT CREATE A NEW ACCOUNT -
- DO NOT PRESS "REGISTER!"
- You already have an account.

If you are not sure of your registered email address, please contact the Co-ordinator.

EXISTING FAMILIES:

Please do not REGISTER and create a new account as multiple accounts will affect your account balance and interfere with your existing childcare benefits and childcare rebates

RETURNING FAMILIES

Any families who are currently registered in the old system, and have not used the program in a while, will need to Sign in to register to update their details.(your details will still be in the system).

Prior to using the APP on your mobile or tablet you will need to complete the "<u>sign in</u> registration" on the website.

SIGN IN REGISTRATION

- 1. Log into Wales Street Primary Website and scroll down to My Family Lounge portal (on the right-hand side of this page)
- Enter your email address and password Press Sign In

FORGOTTEN PASSWORD

If you have forgotten password simply click "forgotten password".

You will receive an email prompting you to create a new password.

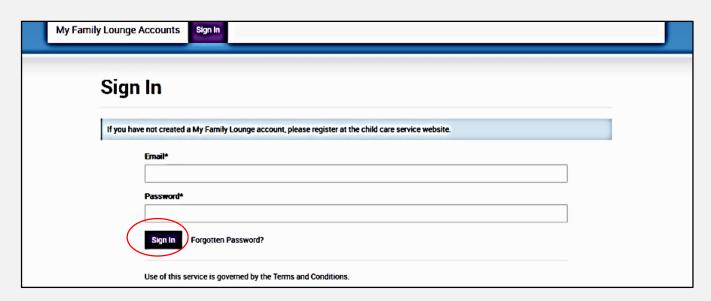
- Enter your email address (your email address is your username)
- 2. Press "Recover Account"

Sign In	
The Password field is required.	
Email*	
sarah@mailinator.com	
Password*	
3161431	Ŷ
The Password field is required. Sign In Forgotten Password	with a
Use of this service is governed by the Terms and Conditions	FAMILY Loung.
torms and conditions box and click	Complete Registration

3. Choose a password, tick the **terms and conditions box** and click "**complete registration**". You are now ready to sign in and enter your details.

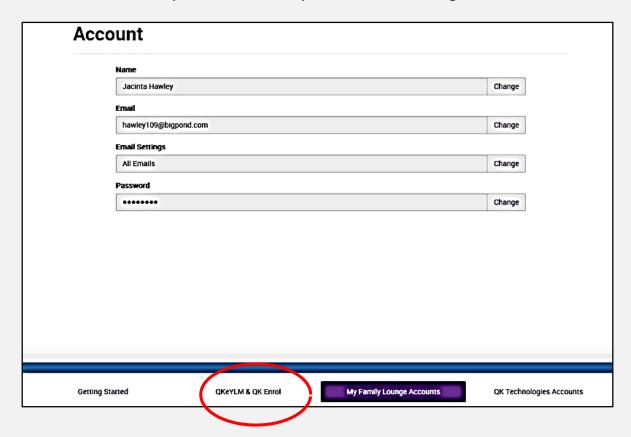
ONCE YOU HAVE RECOVERED YOUR ACCOUNT YOU ARE READY TO SIGN IN AND ENTER DETAILS

Enter your email address and password and click on 'Sign In'



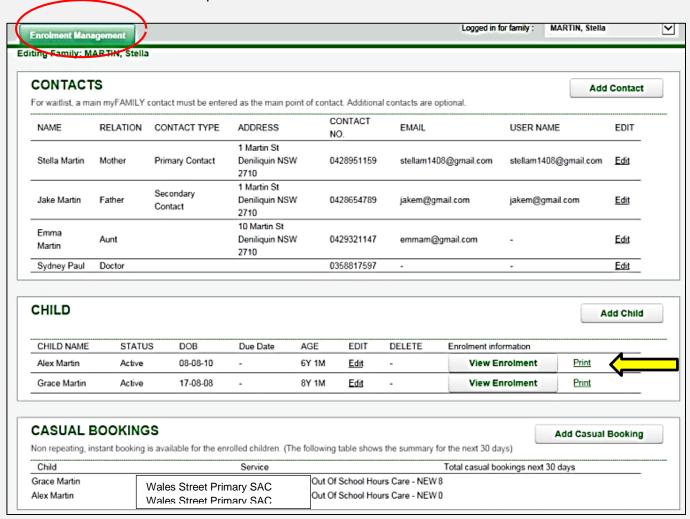
The following screen may pop up or you may be taken directly to the **enrolment management screen**.

If you are not directed straight to the Enrolment Management screen, click on 'QKeYLM & QK Enrol' at the bottom of the screen and you will be taken to your Enrolment Management screen.

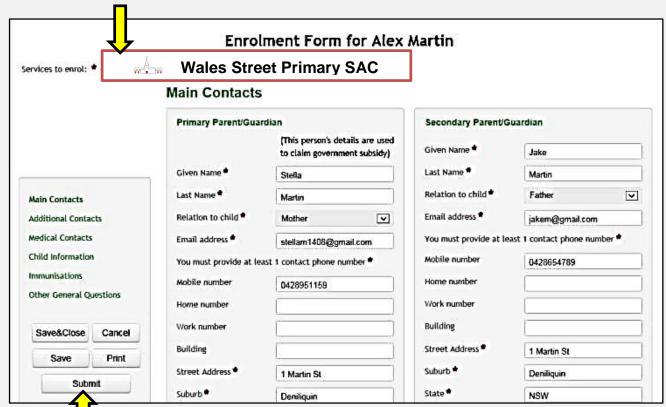


You are now in the **Enrolment Management screen** allowing you to manage your own account. Once changes are made press **SUBMIT**

Your child's details now need to be updated. Click on 'View Enrolment' next to the first child.



Enter all details for this child and click on 'SUBMIT'. Repeat for all children – information for all contacts will be only need to be updated once and will carry over to other children



Hot Tip:

It is easier to complete on a computer instead of a mobile device.

The 'My Family Lounge' app is for casual bookings only – enrolment information and permanent bookings requests are not available through the app

- ✓ Allow 15 minutes
- ✓ Have on hand your child's:
- ✓ Medicare number Centrelink (Family Assistance Office/Department Of Human Services) CRN number
- √ Vaccination details, Any relevant phone number for authorised people
- ✓ Doctor, Dentist and any other care professional contact details

Downloading and using the My Family Lounge Mobile Phone App

The My Family Lounge app is a convenient way for parents to manage their child's casual and absent attendances 24 hrs. a day. The free app is available for both Android and Apple devices. Simply go to the Play or App store and search 'My Family Lounge'.









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You must complete the registration process with My Family Lounge within 7 days of receiving that email, or it will expire

What can I do in the My Family Lounge Web Based Portal (for computers and tablets) and APP?

Casual bookings for your child can be made via the My Family Lounge APP.

Cancel bookings made via the APP within the services cancellation period. (2.30 pm on the day of the booking).

Request changes to **permanent days** your child is booked in - **currently you cannot mark absent through** the Web Based portal – only in the APP.

Parents should now manage their own account. This includes updating person details, emergency contact and requesting a change in bookings. (Updating emails, phone and other information will automatically flow through to the Coordinators QikKids system.

See Fact Sheet #3 for how to make and cancel casual bookings via the Wales Street Primary Website

Or Fact Sheet #4 for how to make and cancel casual bookings via the "My Family Lounge" APP

Or Fact sheet #5 for how to make permanent bookings