

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 **“sign in 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)
2. 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.

1. Enter your email address (your email address is your username)
2. Press **“Recover Account”**
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 screenshot shows the 'Sign In' page for 'My Family Lounge Accounts'. At the top, there is a navigation bar with 'My Family Lounge Accounts' and a 'Sign In' button. The main heading is 'Sign In'. Below the heading, there is a light blue banner that reads: 'If you have not created a My Family Lounge account, please register at the child care service website.' Underneath, there are two input fields: 'Email*' and 'Password*'. Below the 'Password*' field, there is a 'Sign In' button (circled in red) and a link for 'Forgotten Password?'. At the bottom of the page, it states: 'Use of this service is governed by the Terms and Conditions.'

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**.

The screenshot shows the 'Account' management page. The title is 'Account'. There are four sections, each with a text input field and a 'Change' button: 'Name' (Jacinta Hawley), 'Email' (hawley109@bigpond.com), 'Email Settings' (All Emails), and 'Password' (represented by dots). At the bottom of the page, there is a navigation bar with four items: 'Getting Started', 'QKeYLM & QK Enrol' (circled in red), 'My Family Lounge Accounts', and 'QK Technologies Accounts'.

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.

Enrolment Management Logged in for family : MARTIN, Stella

Editing Family: MARTIN, Stella

CONTACTS

[Add Contact](#)

For waitlist, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
Stella Martin	Mother	Primary Contact	1 Martin St Deniliquin NSW 2710	0428951159	stellam1408@gmail.com	stellam1408@gmail.com	Edit
Jake Martin	Father	Secondary Contact	1 Martin St Deniliquin NSW 2710	0428654789	jakem@gmail.com	jakem@gmail.com	Edit
Emma Martin	Aunt		10 Martin St Deniliquin NSW 2710	0429321147	emmam@gmail.com	-	Edit
Sydney Paul	Doctor			0358817597	-	-	Edit

CHILD

[Add Child](#)

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Alex Martin	Active	08-08-10	-	6Y 1M	Edit	-	View Enrolment Print
Grace Martin	Active	17-08-08	-	8Y 1M	Edit	-	View Enrolment Print

CASUAL BOOKINGS

[Add Casual Booking](#)

Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

Child	Service	Total casual bookings next 30 days
Grace Martin	Wales Street Primary SAC	Out Of School Hours Care - NEW 8
Alex Martin	Wales Street Primary SAC	Out Of School Hours Care - NEW 0

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

Enrolment Form for Alex Martin

Services to enrol: * **Wales Street Primary SAC**

Main Contacts

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

[Save&Close](#) [Cancel](#)

[Save](#) [Print](#)

[Submit](#)

Primary Parent/Guardian

(This person's details are used to claim government subsidy)

Given Name *

Last Name *

Relation to child *

Email address *

You must provide at least 1 contact phone number *

Mobile number

Home number

Work number

Building

Street Address *

Suburb *

Secondary Parent/Guardian

Given Name *

Last Name *

Relation to child *

Email address *

You must provide at least 1 contact phone number *

Mobile number

Home number

Work number

Building

Street Address *

Suburb *

State *

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'.



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'.

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