

# FANTASTIC NEWS!

Dear Parents/Guardians,

We are very excited to inform you that the YMCA has subscribed to a fantastic booking management program called QK Enrol. This program will give you access to manage your account online via the **parent portal** called **My Family Lounge**.

## What can I do in My Family Lounge?

- ▼ As an existing parent at our service, you can easily manage your account details
- ▼ You will be able to book casual days for your child via the My Family Lounge APP.
- ▼ You will also be able to cancel future bookings made via the APP within the services cancellation period.
- ▼ You will be able to mark your child as absent rather than calling the service.

## How do I log in?

Soon we will be sending you a Welcome email with your My Family Lounge parent portal log in details and then you'll be able to log in and request bookings for your child. Please do not register on the site, as an account has already been created for you.

Your My Family Lounge log in details will travel with you for life as you move childcare services that are subscribed to QK Enrol. 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 view the video on the below webpage.



### **How do I download the My Family Lounge App?**

For iPhone/iPad go to the Apple App Store and search for 'My Family Lounge App'. For an Android go to your Google Play Store.

Once downloaded, you can start making casual bookings for your child at our service from your phone, it's as simple as that!

Follow this [video link](#) for more information on how to do this.

### **How do I log into the My Family Lounge App?**

Use the same login you use when you log into your My Family Lounge account.

If you can't remember your log in details, please go to 'Forgot password'.

Please remember your username is your email address.

### **The convenient App allows me to:**

- See live availability of places within our service
- Manage one or more of my children from a single login
- Manage my child/ren's casual bookings

### **It's SO EASY! Give it a go!**

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

If you have any questions please don't hesitate to give us a call, we're happy to help.

