

Welcome to My Family Lounge,

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 will have the flexibility of doing this and much, much more all within a parent portal called 'My Family Lounge'.

### **What can I do in My Family Lounge?**

- As a NEW family at our service you can easily register your child's details and manage your account
- You can submit through a waitlist request if you require a permanent spot for your child
- Make changes to the days your child is currently booked 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.

### **How do I log in?**

To register for a My Family Lounge account and to request a booking please click on the link below.

If you have an existing account simply sign in add your details and send us your booking request.

We will process your request and send you an offer to accept to finalise your enrolment.

<https://www.qkenhanced.com.au/Account/Embeddable/?databaseId=10567>

Once you have been registered you will be receiving a Welcome email from the My Family Lounge once your account details have been registered, 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 to avoid your account expiring. If you have not set up your password, simply log in and enter in your email address and select 'forgotten password' to recover your welcome email. If you are experiencing issues accessing your account please contact the service for assistance.

Once you have validated your account, log in and complete your contact details and add any additional contacts for emergency or collection authorisation. You will also need to create a profile for your child and provide any information that we need to know. You can submit an online enrolment form to provide us with this information when you are ready to accept a position at our service.

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 visit [www.myfamilylounge.com.au](http://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.