

My Family Lounge

Parents User Guide



My Family Lounge - Parents User Guide

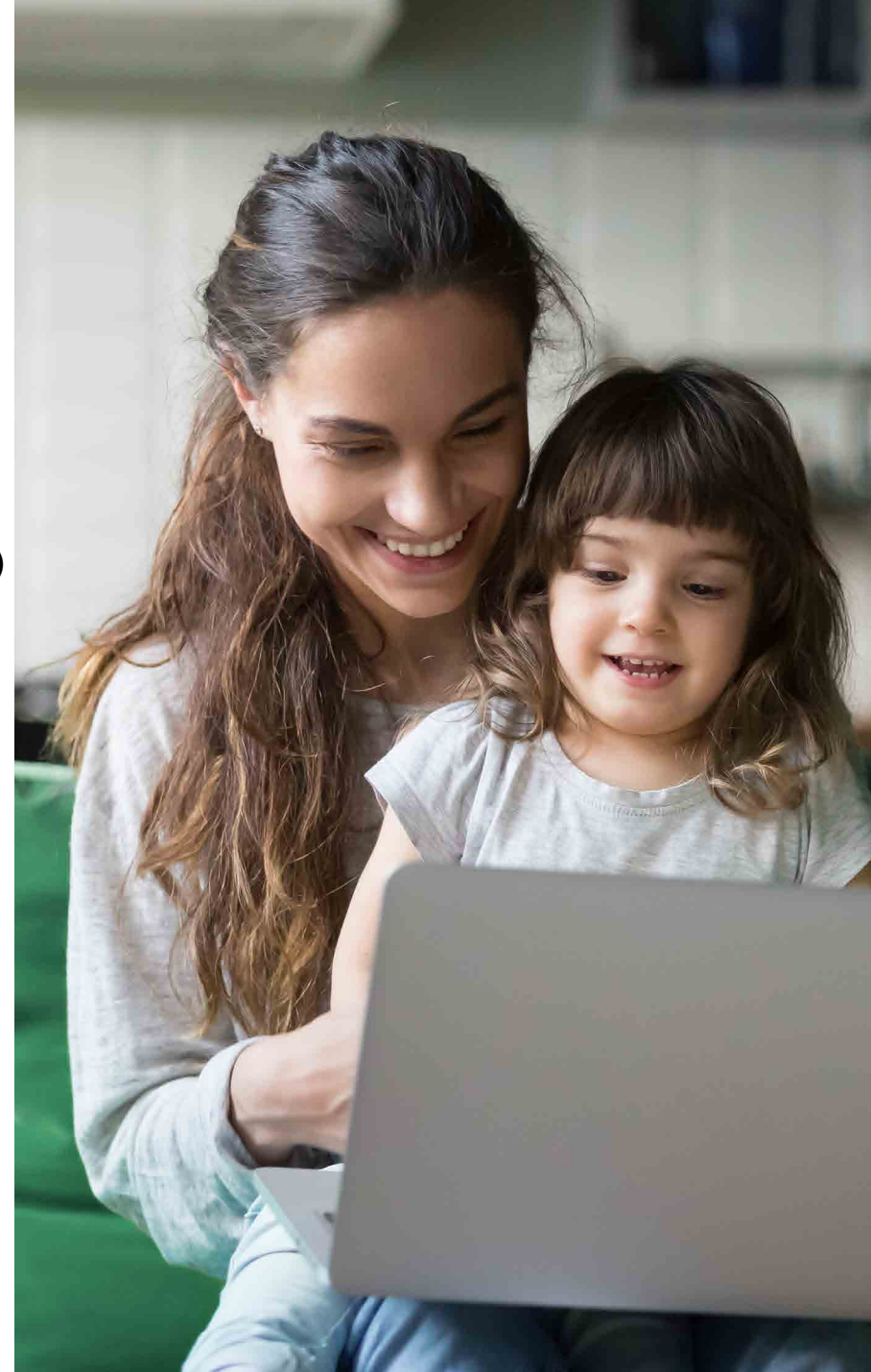
Family Summary Information

Welcome to My Family Lounge

The 'My Family Lounge' is the universal parent portal providing access for parents to view published observations, photos and stories as well as manage their waitlist and enrolments within child care services around Australia.

Depending on whether the childcare service your child attends is subscribed to Journeys (where you'll be able to view your child's documentation and pictures) or Enrol (where you can manage bookings and Enrolment forms) or both will determine what you as a parent have access to.

Parents that subscribe to My Family Lounge have a portable login across child care groups, thus allowing you to retain a login for life! This means that if you move from one childcare service to another, assuming both childcare services subscribe to Journeys and/or Enrol, you keep the same username and password and manage both records from the same portal. Please see the image below that expresses this.



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This guide will assist the user to register, access and use their My Family Lounge account

New families

This article is for families that have never registered an account for My Family Lounge.

Please note: As your account is created using your email address you can only register once. Your one account is active for life regardless of how many children you add or how many centres your children attend

- [Registering a waitlist account for a new centre](#)
- [My Family Lounge - Registering a waitlist application when an Admin Fee is required](#)

Existing families

These articles are for families already attending a centre that starts using the program or families that have a My Family Lounge account who start attending a new centre

- [Logging onto your account](#)
- [Forgotten Password](#)
- [My Family Lounge - Change your email address](#)

Enrol

- [Accepting offers and completing the enrolment form](#)
- [Requesting a change of permanent days](#)
- [Casual booking management guide](#)
- [Permanent Booking changes via My Family Lounge app](#)
- [How do I re Enrol my child using My Family Lounge?](#)
- [My Family Lounge - Updating your account details - QK Enrol](#)
- [My Family Lounge - Updating contact and family information](#)
- [My Family Lounge - Updating my child's medical, dietary and additional contact information - QK Enrol](#)

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Journeys

- [Viewing your child's portfolio](#)
- [Transition Reports Tab](#)

Using the My Family Lounge App

- [Downloading and using the My Family Lounge App](#)
- [Using the My Family Lounge app for Permanent Bookings](#)
- [Use the My Family Lounge app for Casual Bookings](#)
- [My Family Lounge - Casual Booking App Push Notifications](#)
- [My Family Lounge App - Recording your child as absent](#)
- [My Family Lounge - Updating Direct Debit Payment Details](#)
- [Using the My Family Lounge APP to view your child's portfolio](#)
- [My Family Lounge App - Activating Push Notifications for your child's portfolio](#)

Troubleshooting/ FAQ's

- [My Family Lounge - Why can't I access my child's portfolio?](#)
- [My Family Lounge - Change my Password](#)
- [How do I advise the centre that I wish to change my child's days?](#)
- [How do I link my My Family Lounge login for a different Service and Company?](#)

