

WALES STREET PRIMARY SAC -QK ENROL –HOW TO GUIDE AND TROUBLESHOOTING

New Family	Please visit our Wales Street Primary website Scroll down to the 'My Family Lounge' widget and click on register if you are a new family, then follow the prompts.
Existing Family	<u>Please DO NOT create a new account as multiple accounts will affect your account balance and interfere with your existing childcare benefits and childcare rebates – Do not press 'Register !!'. You already have an account.</u> If you have forgotten your password simply click "forgotten password". You will receive an email prompting you to create a new password. Once signed in, families can then update their information which will automatically flow through to Qikkids. Please note that registration must be completed within 7 days of receipt of the email.

What happens after I register?

You will receive an email from do-not-reply@qikkids.com.au inviting you to click on the "complete registration" button. You must complete the registration process with My Family Lounge within 7 days of receiving the email.

I am getting an invalid token message?

This error usually occurs when registration with 'My Family Lounge' has not been completed within the 7 day registration period.

New families can click on the register button again on our website to start the process over.

What should I have ready before enrolling my children online?

You will be required to upload your child's immunisation history statement, any Court Orders, Parenting Orders, Parenting Plans and any applicable Medical Plans. The software will allow enrolment to continue if these have not been loaded, however your child will not be able to commence at the service until such time as all of the relevant documentation has been provided.

My child's Enrolment form will not save?

If you are having issues saving your enrolment form please check to make sure that you have answered all of the mandatory questions (indicated by a *). Telephone numbers need to be provided in a 10 digit format including area code and no spacing is required ie. 0352207230 Ensure no symbols are used (ie. "&" should be "and", no slashes, etc.) Scroll through the document and any questions not answered will be highlighted in red and an explanation given.

My Enrolment form has been successfully saved, what now?

After saving, you will need to select the 'WALES STREET PRIMARY' from the drop down list at the top left-hand corner of the enrolment form. It is very important to then click on the "submit" button to ensure your child's enrolment is received by us.

Please PRINT, SIGN & RETURN a hard copy of Enrolment Form to the service after it is submitted.

How do I make my first Recurring (permanent) bookings?

Recurring (permanent) bookings are to be made online by logging in to the My Family Lounge account through our website and proceeding to the enrolment management page, then clicking on "new request". They are not available to make through the My Family Lounge phone app at this time.

How do I make a change to the days I require for recurring (permanent) bookings?

Changes to permanent bookings are to be made online by logging into your My Family Lounge account through our website or through the My Family Lounge App. If you are using the web version proceed to the enrolment management page. Scroll down to 'existing recurring bookings' and click on the 'edit' button beside the most recent booking for each child and for each 'room' i.e. Before School Care or After School Care, you wish to change. Ensure that you request the correct date that you need the changes to start from.

Can I update my email address and password myself?

Yes, you manage your own account by logging into My Family Lounge and pressing 'Change' for your Name, Email, Email Settings and Passwords. Families should manage their email change themselves following the steps above. If the Coordinator attempts to update your email address through their Childcare Software Program (Qikkids) this will affect your ability to log onto your account

I am receiving a message that I already have an existing booking.

What should I do?

Scroll down to 'existing recurring bookings' and click on the 'edit' button beside the most recent booking for each child and for each 'room' you wish to change. Ensure that you request the correct date that you need the changes to start from.

What if I need my bookings on a fortnightly basis or similar?

If you need special request (i.e) fortnightly bookings) you can include a note in the comments box when making your booking request. This will alert us to make the necessary adjustments with SAC Head Office.

What happens after I make my booking request?

An automatic email is generated and forwarded to the service. The SAC Coordinator will be prompted to log into the waiting list and view the new booking. If a position is available the Coordinator will generate an 'Offer'. Once an offer has been generated you will receive an email and must either accept or decline the offer within the given timeframe specified on the email. Once you accept the offer you will need to complete the 'Enrolment Form' and provide all of the necessary documentation prior to commencement at the service.

How do I make casual bookings?

Casual bookings can be made through the My Family Lounge App using the Casual bookings calendar. They can also be made online through the casual booking calendar by clicking on the days you wish to book. Simply click on the day you wish to book and if there is a casual position available the system will allow you to continue.

My child is not available in the My Family Lounge App?

You have not as yet submitted your child's enrolment form to us, using your My Family Lounge account.

How do I advise of any absences?

Permanent Bookings	If your child is going to be absent on a permanent booking day you can use the My Family Lounge App to advise the service of their absence <u>midnight the day prior</u> . If you are not able to use the App please telephone the service on 9484 3949, email oshc.wales.street.ps@edumail.vic.gov.au or leave a message on the "message book" to advise the service of the child's absence from care.
Casual Bookings	Casual bookings can be marked absent by you through the My Family Lounge App on your mobile device by <u>midnight the day prior</u> . You can also mark your child as absent by logging into your My Family Lounge account via our website, proceeding to the enrolment management page and clicking on 'add casual booking'. The casual booking calendar will appear and you can click on the day you wish to mark absent then select 'absent'. This will need to be done for each child you wish to mark as absent.

How can I cancel a booking?

Permanent Bookings (Recurring bookings)	If you wish to cancel your permanent booking you will need to advise the service by <u>midnight the day prior</u> or telephone the service on 9484 3949, email oshc.wales.street.ps@edumail.vic.gov.au or leave a message on the "message book". As per our Cancellation Policy.
Casual Bookings	If you are able to provide more than one full days' notice then casual bookings may be cancelled through the My Family Lounge App on your mobile device. You can also cancel your casual booking by logging into your My Family Lounge account via our website, proceeding to the enrolment management page and clicking on 'add casual booking'. The casual booking calendar will appear and you can click on the day you wish to cancel then select 'cancel'. This will need to be done for each booking per child you wish to cancel. If you are unable to provide more than one full days' notice then your child will need to be marked absent and <u>fees will still apply</u> .