



**Vacation Care**  
**How to add a contact, change details or Reset Password**

**Forgot your Password?**

Type in Eaton Recreation Centre on your computer browser and navigate to our Vacation Care page:

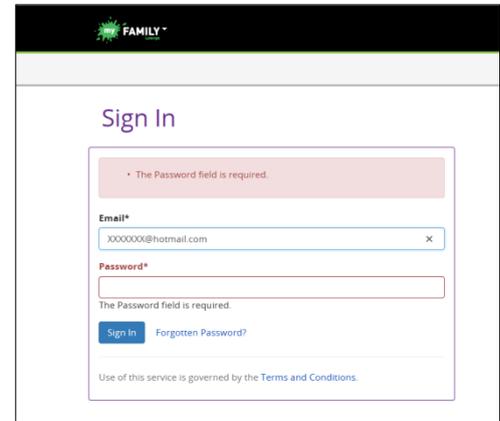
<http://erc.dardanup.wa.gov.au/children/vacation-care/>

On the right hand side you will see the Parent Sign – In section:

Put in your email address (the one you use to normally sign into MFL)  
Click on Sign-in (don't enter a password)



You will then come to a page that looks like this:  
Click on 'Forgotten Password'  
You will then be sent a new email where you can follow the Link and set a new password.



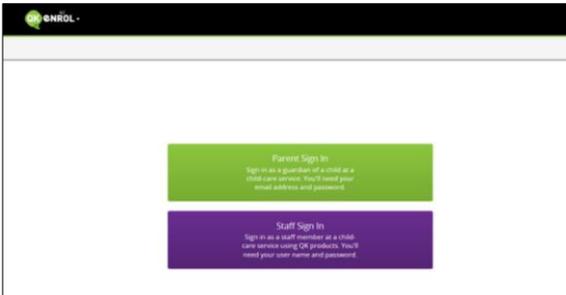
If you need to go back into the Enrol section click on QK Enrol at the bottom of the screen:



**Follow these steps for adding a contact person or changing a phone number, address etc**

**Adding a contact:**

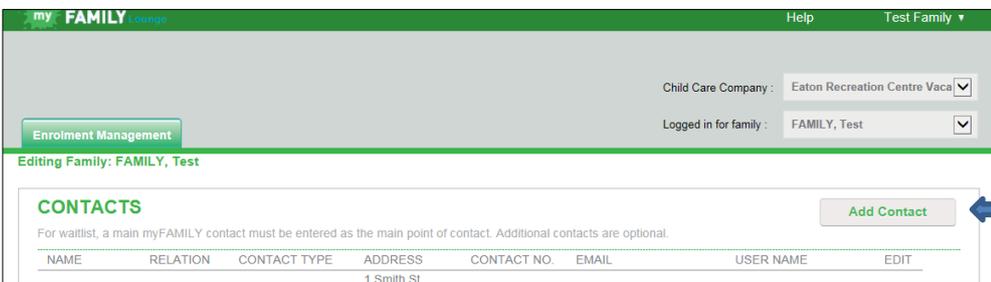
Step 1: Log into your 'My Family Lounge' account. Do this through the web site (not through the app) [www.qkenhanced.com.au](http://www.qkenhanced.com.au)



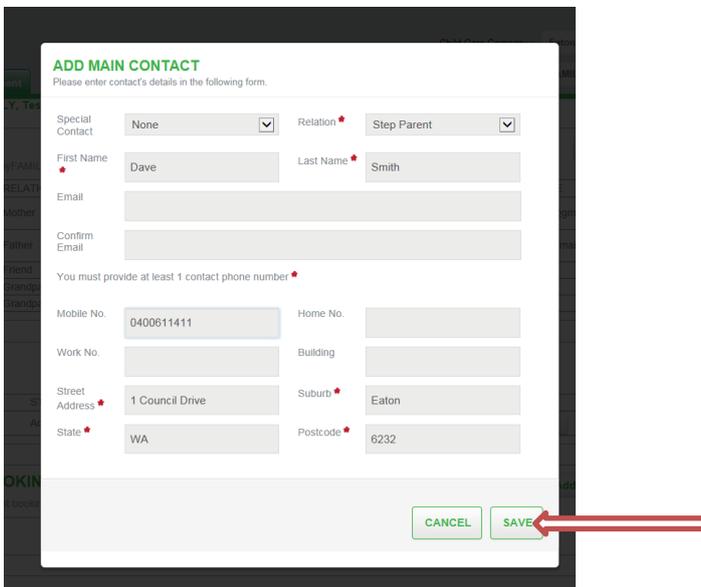
or



Step 2: Click on 'Add contact'



Step 3: Complete required fields; phone numbers must be 10 digits long with no gaps (for landline numbers, they will need the 08 before number, if a WA number) then click save.



Step 4: Next you need to give permission for this person to collect each child. Click on 'view enrolment'

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Sarah Test Child	Active	01-01-07	-	10Y 10M	<a href="#">Edit</a>	-	<a href="#">View Enrolment</a>

Step 5: Next, find the person in the contact list of that child's details. At the bottom of their box you will see 4 options: Collection, Emergency, Excursion and Medical (you can hover over the question mark to find out what each one means) tick the ones you want, but we suggest all 4 if they are going to be collecting and dropping off children. It's also a good idea to check your other authorised people at this point too.

Once completed, click Save and then click Submit.

Authorisation: Collection , Emergency , Excursion , Medical

Sometimes at this stage it may ask you to complete the fields marked mandatory and are highlighted in red\*

Please complete the fields that are marked mandatory

### Main Contacts

Go through these carefully, closing any gaps in phone numbers and putting the '08' before landline numbers. In the example below it is asking for an email for the Father (if it is the same as the other parent, just put in the same one)

The screenshot shows a web browser window with the URL <https://www.qkenhanced.com.au/webui/QkEnrolment/DisplayChildEnrolmentDetails?childId=26126861>. A pink banner at the top reads "Please complete the fields that are marked mandatory". The main heading is "Main Contacts".

On the left is a sidebar menu with the following items: "Main Contacts" (highlighted in green), "Additional Contacts", "Medical Contacts", "Child Information", "Immunisations", and "Other General Questions". Below the menu are buttons for "Save&Close", "Cancel", "Save", "Print", and "Submit".

The form is divided into two columns:

- Primary Parent/Guardian:** Includes fields for Given Name (Test), Last Name (Family), Relation to child (Mother), Email address (smith1@gmail.com), and Work number (0897241400). A note states: "(This person's details are used to claim government subsidy)".
- Secondary Parent/Guardian:** Includes fields for Given Name (Mark), Last Name (Smith), Relation to child (Father), Email address (empty), Mobile number (0895112435), Home number, Work number, Building, Street Address (1 Smith St), Suburb (Eaton), State (WA), Post Code (6232), and Date of Birth.

A red arrow points to the "Email address" field for the Secondary Parent/Guardian.

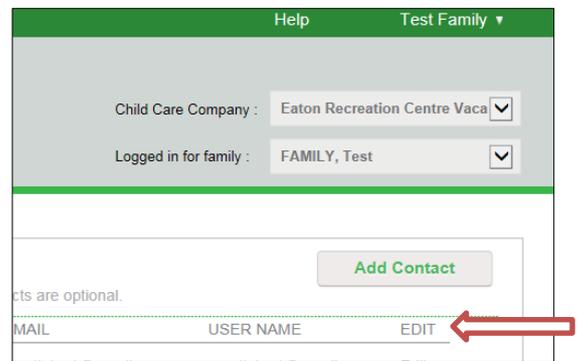
Once all red fields are completed, try Saving and then Submitting again.

Repeat steps 4 and 5 for each child.

### How to Change your details:

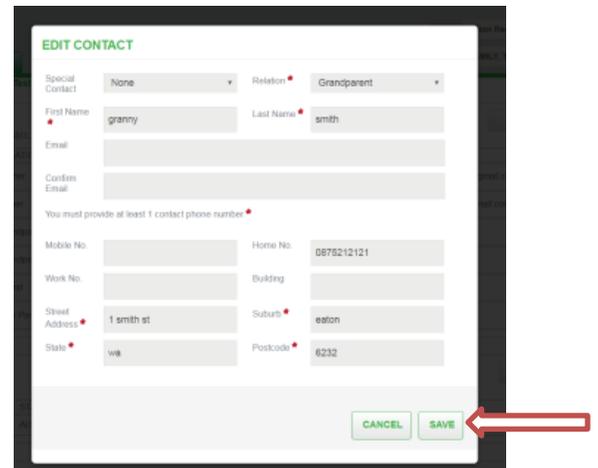
**Step 1:** Log into your account

**Step 2:** Click on 'Edit' (right hand side) on the person you need to change details for.



### Step 3:

Change details such as phone number, address etc and click on Save.

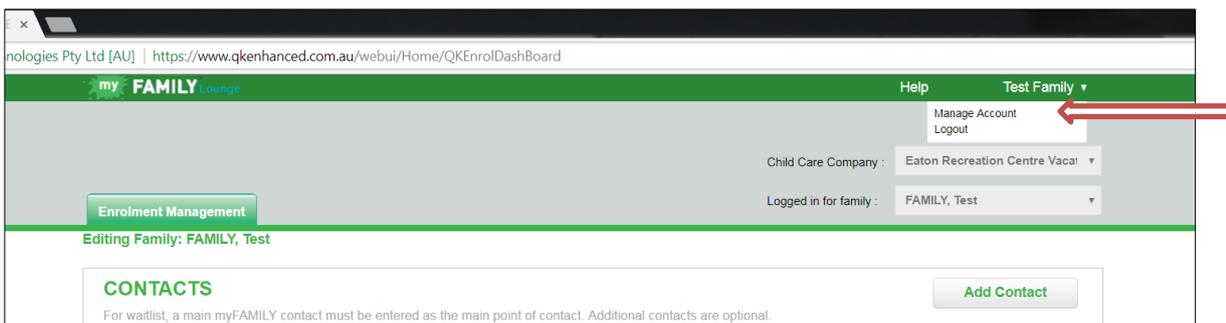


### Changing your Email address:

If you need to change the email address you log into 'My Family Lounge' as normal, then follow these steps:

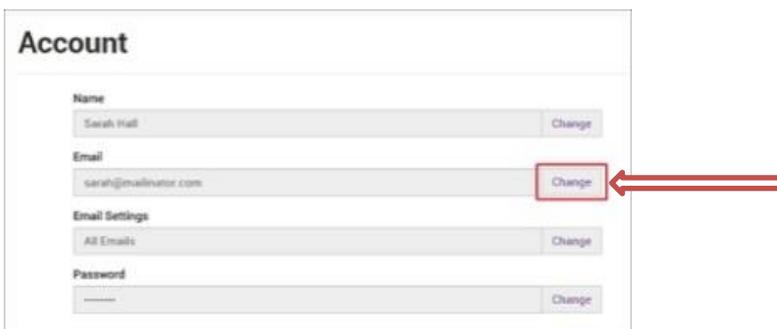
### Step 1:

Click on the top right hand side where it has your family name, there is a drop down box, select 'Manage Account'



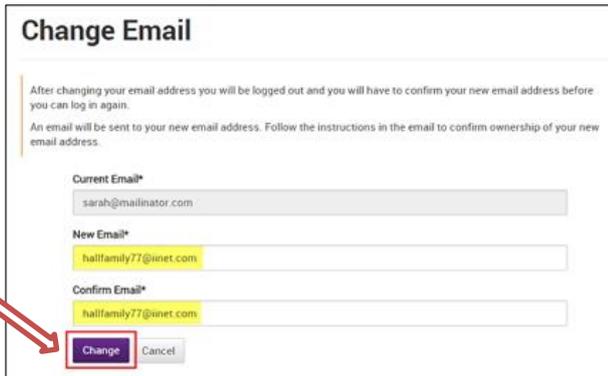
### Step 2:

Click on the change button next to the Email box:



**Step 3:**

Enter your new email address  
Confirm your new email address  
Click on Change



**Change Email**

After changing your email address you will be logged out and you will have to confirm your new email address before you can log in again.  
An email will be sent to your new email address. Follow the instructions in the email to confirm ownership of your new email address.

Current Email\*  
sarah@mailinator.com

New Email\*  
hallfamily77@iinet.com

Confirm Email\*  
hallfamily77@iinet.com

**Step 4:**

Check your new email inbox for instructions on confirming this change.  
You may now log in to your 'My Family Lounge' account with your updated email address.

**Important Information regarding changing your email address:**

Please note: Families should manage their email change themselves following the steps above. If your childcare centre attempts to update your email address through their Childcare Software Program (Qikkids) this will affect your ability to log onto your account.

If a parent edits their email in the 'Contacts' section this will unlink the email from the Username. This must be changed via Manage Account field.