

**Follow these steps for booking on-line into our service**


**My Family Lounge App & Bookings**

I hope that the process of going into ‘My Family Lounge’ was an easy one and now it’s time to add the app to your phone so you can start booking your children into care. But this is the easy bit and you will love how simple it is to keep track of your bookings, add or cancel days, or remind yourself which days you have booked in!

If you wish to view this information on line, you can go to:

[https://qkdoc.secure.force.com/QKDOC/articles/QikKids\\_Support\\_Documentation/Use-the-My-Family-Lounge-app-for-Casual-Bookings](https://qkdoc.secure.force.com/QKDOC/articles/QikKids_Support_Documentation/Use-the-My-Family-Lounge-app-for-Casual-Bookings)

Or you can follow the steps below:

**STEP 1:** Search in your Android or Iphone for the ‘My Family Lounge’ app -  and download (free).

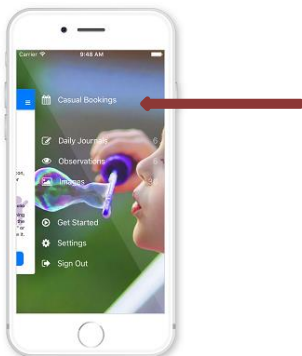
**STEP 2:**

Find the app on your phone and log in using your email address and password, once logged in you will be presented with a screen like the one below, click on ‘Get started’.



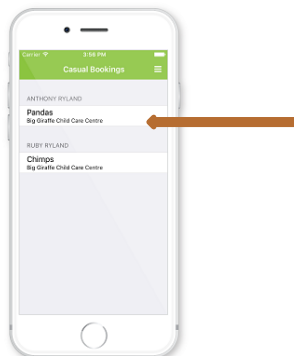
**STEP 3:**

Click on ‘Casual Bookings’



**STEP 4:**

Select the child you wish to book in

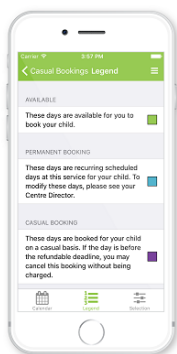


## STEP 5:

You will now see a calendar that looks similar to the one below. When a day is coloured green, this means we have vacancies on that day – click on the day and you will be shown our terms and conditions about our bookings, please read this carefully (they have not changed, we still require 7 days for cancellations), then click ‘Create Booking’. – repeat this step for each day you require booked and for each child you wish to book into care.



To understand what the different colours on the calendar mean – click on the ‘legend’ at the bottom of your screen and it will show you what they mean. We do not use the permanent booking (coloured blue) as this is used in long day care when they book every week on set days, so you will not see this colour on our calendar.



## Cancellations and adding days:

If you wish to cancel a day, it’s really easy – click on the day (which will be coloured purple) and click ‘Cancel Booking’ – it’s that easy! Please bear in mind that if you try to cancel a day booked less than 7 days prior it will not let you, as this is our non-refundable time and that day booked will still be charged, but you can mark it as absent.

If you wish to add a day, just click on one that is coloured green and add.

If you wish to see which days you have booked, all the days that are coloured purple are booked.

## Have more than one child to book in?

You will need to follow the steps above for each child you wish to book into care, this also allows you to book different days for multiple children.

## Bookings made using your log in through a computer:

The app is by far the easiest way to keep track of your bookings, but you can also use a computer or tablet to do the same thing.

**STEP 1:** Once you have completed registration, you can book your children into care when entering the 'My Family Lounge' log in on your home/work computer or tablet.

Simply click on the 'Add Casual Booking' once logged into QK Enrol.

**Do not click on the Booking Request tab – this function is only for a permanent booking (ongoing same day every week such as in long day care)**

**STEP 2:** You will now be presented with a calendar, similar to the one below and on the app.

There are instructions on this page which are very easy to follow to book your children into care.

Don't forget that the greyed out days we are not open.

You can see from the sample on the left that I have booked 'test child smith' already into care on the Tuesday, Wednesday and Thursday which are coloured purple. The green day on the Friday means there is a vacancy. Once you have added or cancelled days, don't forget to save changes!

### STEP 3: Cancelling days

If your booking is more than 7 days ahead, all you need to do is click on a purple day, cancel (the day will turn green) and save – you have cancelled that day! – **YOU MUST CLICK SAVE!** (or save and exit if you have finished)

### STEP 4: Cancelling days that are within our 7 days cancellation policy.

Our policy on cancellations (including sickness) is we require a minimum of 7 days of any day booked, this policy has not changed for several years.

If you look at the example below, our test child is trying to be cancelled on the Monday 21<sup>st</sup> August and it is Thursday 17<sup>th</sup> August (4 days before) – it will not let you cancel this day, but you can mark your child as absent and it will turn Orange, but your day will still be charged and marked on the roll as absent.

You are able to book them back into that day if you change your mind and it will turn purple; as long as another child has not taken that absent place in the meantime.

## More tips on Bookings:

### Notifications & Waiting lists

We no longer keep waiting lists at reception on any days as before, so to avoid missing out on days you require, we urge you to book them in as soon as possible.

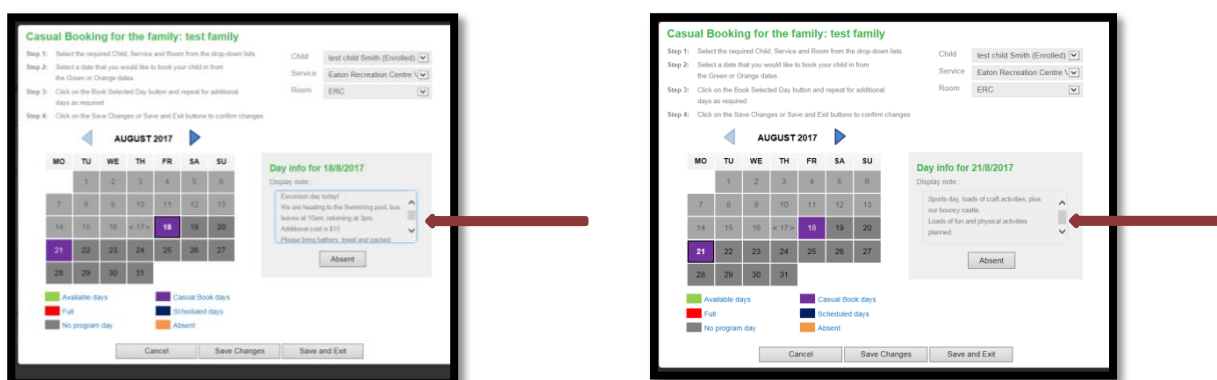
If we are full on any of the days (these will show in red), then we can take no more children on that day.

If a parent marks their child as absent, then another place will become available and a push notification will appear on your phone (only if you have downloaded the app and you have your notifications turned on) – if you require this day, log in and book as soon as possible.

### Finding out what activity we have planned:

One of the really useful features of this new booking system is families can view on any individual day what we have planned, any additional costs and any additional items your child will need.

It is pretty easy; below we have given you a couple of examples of what this will look like:



## Oops, something's gone wrong?

As with any new technology, sometimes things go wrong.

If you are having difficulties with logging in, enrolling or making bookings, please speak to one of our reception staff or the Children's Services Coordinator and they will hopefully be able to guide you around this new system. If you find a link broken or somethings not working, please let us know so we can fix it.

You can come into the Centre, phone us on 9724 1400 or email:

[Karen.Mentiplay@dardanup.wa.gov.au](mailto:Karen.Mentiplay@dardanup.wa.gov.au) with your query.