**QK Enrol and APP Email Template - POST-LAUNCH – To remind parents the service has given them access to My Family Lounge and APP**

Dear Families,

This is a friendly reminder that our service has now subscribed to a fantastic online Booking and Waitlist management program called QK Enrol. Now you will have the flexibility of booking in casual days and report absencesfor your child, straight from your phone with just a few taps by downloading the My Family Lounge APP!

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

• You can easily register your child’s details and manage your account information

• You can submit a waitlist request for your child to secure a permanent spot

• Request change of the days your child is currently booked in for when required

• 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

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

* Book in casual days for your child straight from your phone
* Access an online calendar where you can see live availability within our centre
* Manage bookings for one or more children from a single log in
* Record your child as ‘absent’ in advance for a permanent session
* Cancel a ‘casual day’ where the session is no longer required
* A cancellation Fee will apply if cancelled within a NO REFUND period
* Activate notification Alerts!

**How do I log in?**

You will now have received a Welcome email from the My Family Lounge. It is important that you validate your account by setting up yourpassword. If your account has expired, simply enter in your email address and select ’forgotten password’ to recover your account. If you are experiencing issues accessing your account or have not received your welcome email please contact the service for assistance.

Your My Family Lounge log in details will travel with you for life as you move childcare services that that use the My Family Lounge. You are able to log in anywhere, anytime as long as you have access to the internet.

To log into the My Family Lounge account [CLICK HERE](https://www.qkenhanced.com.au/external/Authentication/SignIn?ReturnUrl=%2Fexternal%2FStar%2FSignIn%3Fwa%3Dwsignin1.0%26wtrealm%3Dhttps%253A%252F%252Fwww.qkenhanced.com.au%252Fwebui%252F)

For a better understanding of how My Family Lounge works, please visit [www.myfamilylounge.com.au](http://www.myfamilylounge.com.au)

My Family Lounge Helpguide; [www.myfamilylounge.com.au/My-Family-Lounge/help-guide](http://www.myfamilylounge.com.au/My-Family-Lounge/help-guide)

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.