



Outside School **HOURS CARE** **ENOGGERA** **OSHC**

Hours of operation:

BSC: 6:30am-9:00am

ASC: 2:00pm-6:00pm

VAC: 6:30am-6:00pm

Contact us:

M: 0418 747 960

E: aen@ymcabrisbane.org

How to Enrol at YMCA OSHC

We are very excited to inform you that our service has a fantastic online Booking and Waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make booking requests and allow you to complete and submit an online enrolment form for your child. You can do this and much, much more all within a parent portal called 'My Family Lounge'.

You will also have the flexibility of booking in casual days and report absences for 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 days
- 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 service.
- 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 within the cancellation period.
- Activate notification Alerts!

To register into My Family Lounge please follow the steps below.

1. Visit our YMCA OSHC website
<http://www.ymcachildcare.com.au/services/outside-school-hours-care.html>
2. Find your Service
3. Set up your My Family Lounge account using your email and password.

How do I log in?

Once your details have been registered with the My Family Lounge, you will receive a welcome email where you will be prompted to complete your registration and set up a password. You will have 7 days to set up your password to validate your account. If your account expires or you have forgotten your password, simply enter in your email address and select '**forgotten password**' to recover your account. Once you have validated your account, you can submit your enrollment form and make your bookings.



The screenshot shows the 'Parent Sign-In' interface. At the top is the 'my FAMILY Lounge' logo. Below it, the text 'Parent Sign-In' is displayed. There are two input fields: 'Email' and 'Password'. At the bottom, there are two buttons: 'Sign-In' and 'Register'.



The 'My Family Lounge' App can be downloaded from Google Play or App Store. Enter your email address and password, then you can start to request casual days or mark your child absent when required. Your My Family Lounge log in details will travel with you for life as you move childcare services that use My Family Lounge.

For further assistance please contact your Service Coordinator.