



## Enrol/Book for My Family Lounge

'**My Family Lounge**' is both a web based portal and an **APP** for smartphones and tablets where families manage a range of details and their bookings.

This online booking system helps families have control over their bookings. Families can use the APP to book their child/ren in on a casual booking if needed and/or mark the child/ren absent if they are not going to attend. We ask all parents/guardians to utilise the APP as it instantly updates your booking online.

**New families** will need to register an account and complete child enrolment form through the web based portal before logging into APP.

**Existing families** will use their email address– just reset your password on web based portal if needed. If you are not sure of the registered email address please contact the service on 3279 2902.

**EXISTING FAMILIES PLEASE DO NOT CREATE A NEW ACCOUNT USE EXISTING EMAIL REGISTERED WITH US. CONTACT US TO CHECK IF UNSURE**

Download the app from the Apple/Play Stores onto your smart phone/tablet or access the Web Based Portal on our Homepage: [www.jindaleesacp.com.au](http://www.jindaleesacp.com.au).



Connecting parents/guardians and childcare services through an innovative parent portal.  
You'll need your email address and password.

Parent Sign In

Click to Enrol

There are two types of bookings:

- Permanent – For ASC & BSC - these are the regular days you require
- Casual – For ASC/BSC/VC – these are one off days you require

### **What can I do in the My Family Lounge APP (for smart phones and tablets)?**

- Make casual bookings for BSC/ASC/VC (select the roll (room))
- Cancel casual bookings (48 hours notice required)
- Mark bookings absent if the child/ren is not going to attend.

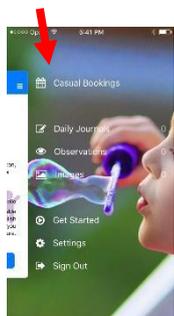
### **What can I do in the My Family Lounge Web Based Portal (for computers and tablets)?**

- Enrol in Jindalee SACP
- Request changes to permanent days your child is booked in (ASC/BSC)
- Update enrolment form if needed (e.g. adding additional contacts)



## FACT SHEET My Family Lounge – How to Book/Cancel/Absent

### From the My Family Lounge APP – Casual Booking



Casual Booking



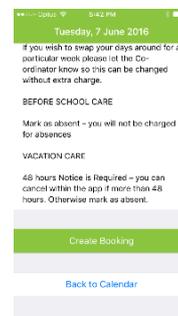
Select your Child



Select the Roll



Select the Day



Create the Booking

### For both the App and the Desktop Version you must:

1. Select the 'room' your child is enrolled in – based on their Grade and Service Type (eg BSC, ASC and VC)
2. Select the date and book in casually.

### Cancelled and Absence: Do same steps for making a booking except mark absent or cancel booking. Casual Bookings Only (ASC/BSC/VC) –

- Casual Bookings - you **cannot** cancel with less than 48 hours notice, Mark **ABSENT**
- To cancel a booking with more than 48 hours' notice simply click on the date and press cancel

Permanent Bookings (ASC/BSC) – can only mark absent in the APP, you cannot mark absent on the Web Portal.

- Please press 'absent' if they will be away from care (**APP ONLY**)
- For BSC and ASC – if you provide more than 48hours notice you will not be charged

### Swapping Permanent Booking day for a one-off casual booking.

If you are swapping days for a 'normally' booked permanent day for another day in the week please let the SACP staff know so this can be adjusted otherwise you will still be charged for your regular day.

### MORE INFORMATION ON HOW TO USE MY FAMILY LOUNGE

Check out the video on <http://www.myfamilylounge.com.au/My-Family-Lounge/home>

