



## **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-hour 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

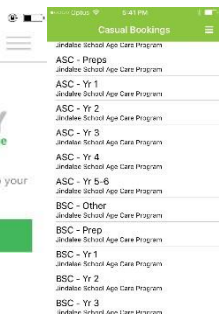
### From the My Family Lounge APP – Casual Booking



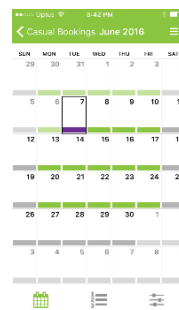
Casual Booking



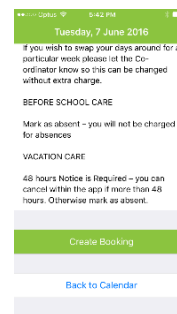
Select your Child



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.

### Cancellations 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-hour 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 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 links at

<https://gktech.my.site.com/gikkidssupport/s/article/My-Family-Lounge-Registering-a-waitlist-account-for-a-new-centre>

