# My Family Lounge Registering and Booking Guide for Parents

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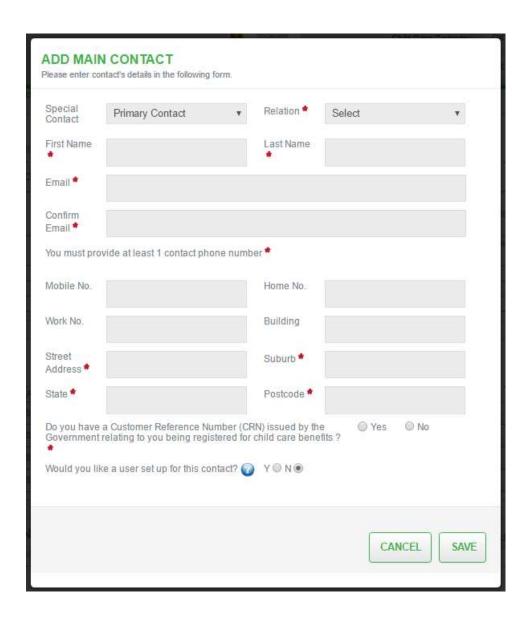
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# Registering Account and Adding Details

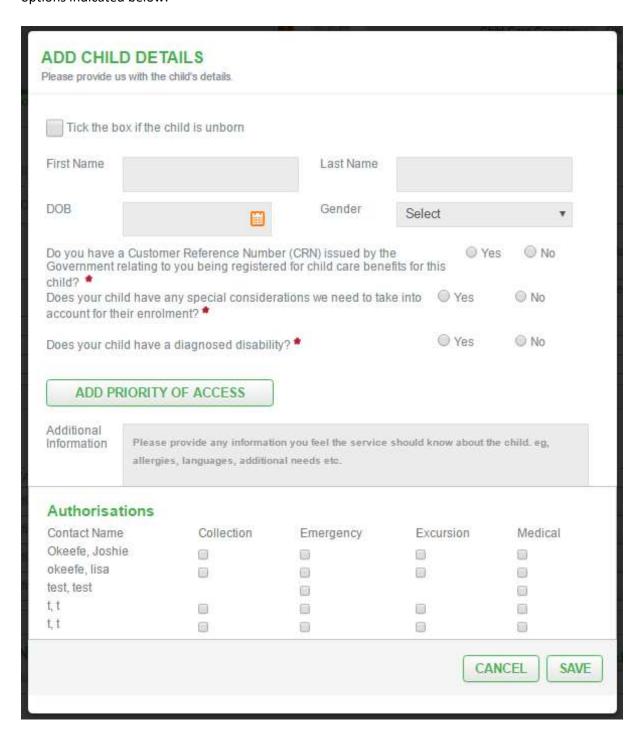
Step 1: New families will go through the normal registration process for My Family Lounge by clicking on the Register button on our website. Click <a href="here">here</a> to register.

Step 2: You will then be taken through the registration tool where you will complete information on yourself and then information on your child.





Step 2 Continued: When you reach the Add Child Details screen, you will be asked to select from the options indicated below:



## Request Permanent/Casual Bookings for my Child/ren

#### **Permanent Requests**



This will take the you to the normal enrolment process where you will request permanent reoccurring days for your child. Once approved by the centre and an offer has been made you will accept/decline the Offer presented and will complete and submit your child's enrolment form to confirm the booking.

#### **Casual Requests**



This option will take you to the Parent Dashboard where you can immediately complete an enrolment form for your child and look to book the child in for casual days (Enrolment form MUST be completed and submitted first).

# Completing an Enrolment Form

Where you have selected for your child to be booked for Casual days, you must complete and submit an enrolment form. If you try to immediately create the Casual Booking by clicking on the + button as described in the next section, you will receive a message asking you to submit an enrolment form where required.

You should then click on the **Finish Enrolment** button next to your Child's Name, complete the form and **submit**. Eaton Street Centre will then receive an email notification of this enrolment and you will then be able to book in for casual days.

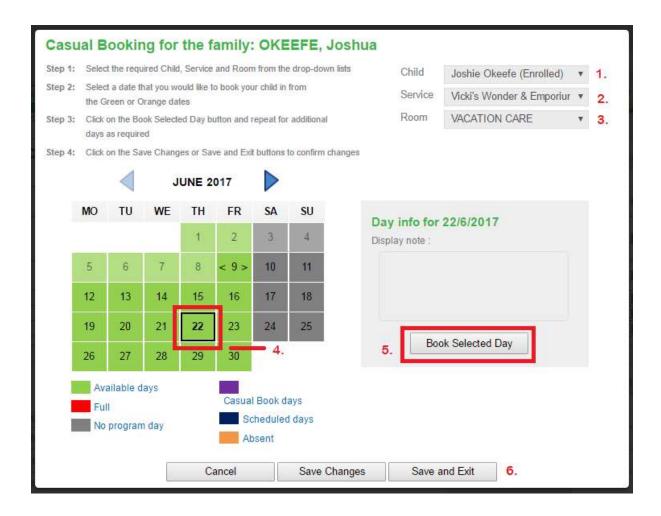


### Making and Confirming Casual Bookings

Once your child is enrolled at Eaton Street Centre, they are able to book in for Casual Days. To do this the you will click on the + button in the Casual Bookings section of your dashboard.

You will then be presented with a screen where you can select the child, service and room that you are looking to book your child into.

Once an appropriate Child Name, Service name and Room name have been selected, you will be presented with the following screen:



By following steps 1 to 6 the parent will be able to book in casual days at the service, which will automatically create casual roll entries in our system.

- Step 1. Select Child
- Step 2. Select Service
- Step 3. Select Room
- Step 4. Select **Day** required
- Step 5. Select **booked selected day (**repeat step 4 & 5 to book another day)
- Step 6. Select Save changes if you want to book in another child
- Select Save and Exit to finish making a casual booking

Note: Once the bookings are confirmed they will appear in purple

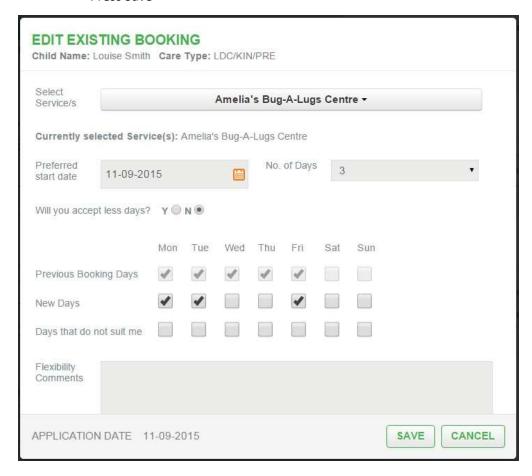
Casual bookings can also be made through the My Family Lounge app. See guide on page 7.

# Requesting a Change of Permanent Days

- Login and ensure you are in the Enrolment Management screen
- Scroll down to the Existing Recurring Bookings section
- Press Edit on your current booking



- Ensure your centre is selected
- Choose the preferred start date of the change
- Select the number of days
- Advise if you will accept less days
- Tick the new days for the new booking
- Tick any days that do not suit your family
- Enter comments if required
- Press Save



The Service will confirm the change via a new offer that will need to be accepted.

# Using the My Family Lounge App

- Downloading and using the My Family Lounge App
- Using the My Family Lounge app for Permanent Bookings
- <u>Use the My Family Lounge app for Casual Bookings</u>
- My Family Lounge Casual Booking App Push Notifications
- My Family Lounge App Recording your child as absent
- My Family Lounge Updating Direct Debit Payment Details