



Dear Parent,

We are very excited to have your family join our care and we would like to inform you that our service uses a fantastic online booking and waitlist management program called QK Enrol, which most importantly gives you access to make bookings and complete an online enrolment form for your child, all within a parent portal called My Family Lounge.

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

- As a new family you can easily register your child and manage your booking enquiries
- You can request changes to days your child is booked in for
- 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.

### **You will easily be able to book casual days straight off your phone!**

- By downloading the My Family Lounge App, you'll conveniently be able to book casual days for your child at our service straight from your phone.

### **How do I log in?**

Please visit our website [www.bug-a-lugs.com.au](http://www.bug-a-lugs.com.au) and click on Register for care to access the My Family Lounge portal.

Once you have an account with us we will be sending you a welcome email with your My Family Lounge parent portal log in details, then you'll be able to log in and request bookings for your child.

Your My Family Lounge log in details will travel with you for life as you move childcare services that are subscribed to QK Enrol. You are able to log in anywhere, anytime as long as you have access to the internet. You will then be able to download the My Family Lounge App from the Apple App Store and the Google Play Store to start booking casual days for your child from your phone.

Please ensure you have completed and submitted your child's enrolment form online before proceeding to book in your child. You will also be required to PRINT a copy of your enrolment form, sign and date the form and return to the service with your debit form, your child's immunisation record and any medical forms that are required.

Once downloaded, you can start making casual bookings for your child at our service from your phone. Watch the How-to video at <http://www.myfamilylounge.com.au/My-Family-Lounge/how-to-videos>

Embrace this accessibility to manage your child's bookings at Bug-A-Lugs. Providing you with this easier method of managing your child's information and bookings is extremely important to us.

Kind Regards,

*The Bug-A-Lugs OSHC Team*