

How do I register for My Family Lounge?

New Family

Please visit our website at www.bug-a-lugs.com.au and click on [Outside School Hour Care tab](#) Scroll down to the My Family Lounge widget and click on register, then follow the prompts.

Existing family

If you have not as yet registered for My Family Lounge please contact the centre and advise what email address you would like a user email to be sent to or if you click on forgot password and add the email address that your accounts are sent to, it should send you an email with instructions. It is very important to do this, please do not register through our website if you already have an account with Bug-A-Lugs otherwise you will create a double account.

What happens after I register?

You will receive an email from an email address of do-not-reply@qikkids.com.au inviting you to click on the “complete registration” button. You must complete the registration process with My Family Lounge within 7 days of receiving that email.

I am getting an invalid token message?

This is due to you not completing your registration with My Family Lounge within 7 days. New families can click on the register button again on our website to start the process over. However, existing families will need to contact us.

My children already attend Bug-A-Lugs. Do I need to enrol them online?

Yes, all children need to be enrolled online with the form fully completed. This will be a once-off process per child. However you can view your child’s enrolment form at a later date to make any necessary changes (i.e. change of address, etc.).

What should I have ready before enrolling my children online?

Our direct debit form and a signature page are mandatory documents that need to be uploaded to the enrolment form. They are available on our [website](#). Please ensure you have already completed and saved them as a file on your computer ready to upload to the enrolment form. (If you do not have access to a scanner you could try taking a clear photo of the form on your mobile phone). The form must be completed in full otherwise you will not be

able to save your document and could lose any information you may have already entered.

We will also require you to upload your child's immunisation statement, any applicable Court Orders and any applicable Action Plans. These are not mandatory on the enrolment form but are with our centre. You must have them uploaded upon enrolment for our records, as determined by Statutory obligations and to ensure your child's safety.

My child's Enrolment form will not save?

If the enrolment form won't save please make sure all mandatory questions have been answered and mandatory forms (direct debit and signature page) are uploaded. Ensure all phone numbers have 10 digits (area code of 03 in landline numbers) and that there are no spaces.

Ensure no symbols are used (i.e. "&" should be "and", no slashes, etc.)

Scroll through the document and any questions not answered will be highlighted in red and an explanation given.

My Enrolment form has been successfully saved, what now?

After saving, you will need to select the "service to enrol" from the drop down list at the top left- hand corner of the enrolment form. If you cannot see the names of the Centres take note that the 1st option is Kyneton, the 2nd option is Woodend. It is very important to then click on the "submit" button to ensure your child's enrolment is received by us.

How do I make Vacation Care/pupil free day bookings?

Please make these bookings through our casual booking calendar. On your Enrolment Management page click on "Add Casual Booking", select Child, Service from the drop down list on the casual calendar page. Click on the days you wish to book, book your selected day and when finished remember to save. If the day has reached capacity you will not be able to book for that day. Remember you can also book through the My Family Lounge phone app.

How do I make my first Recurring (permanent) bookings?

Recurring (permanent) bookings are to be made online by logging in to your My Family Lounge account through our website and proceeding to the enrolment management page, then clicking on "new request". They are not available to make through the My Family Lounge phone app at this time.

How do I make a change to the days I require for recurring (permanent) bookings?

Changes to recurring bookings are to be made online by logging in to your My Family Lounge account through our website and proceeding to the enrolment management page. Scroll down to “existing recurring bookings” and click on the “edit” button beside the most recent booking for each child and for each “care type” you wish to change to make your requests there. Ensure that you request the correct date that you need the changes to start from.

I am receiving a message that I already have an existing booking. What should I do?

Scroll down to “existing recurring bookings” and click on the “edit” button beside the most recent booking for each child and for each “care type” you wish to change to make your requests there. Ensure that you request the correct date that you need the changes to start from.

What if I need my bookings on a fortnightly basis or similar?

If you need a special request (i.e. fortnightly bookings) you can include a note in the comments box when making your booking request. This will alert us to make the necessary adjustments.

What happens after I make my recurring booking request?

We will see your request on our waitlist which will prompt us to make you an offer on bookings. When you receive our offer email it is imperative that you log in to your My Family Lounge account via our website and accept the booking – otherwise it will not be updated in our system and won't show on our rolls.

How do I make casual bookings?

At this stage casual bookings **only** can be made via the My Family Lounge app. They can also be made online through the casual booking calendar by clicking on the day you wish to book – being careful not to click multiple days unless you wish to. If the day is full you will not be able to book.

My child is not showing in the My Family Lounge app?

You have not as yet submitted your child's enrolment form to us.

How do I advise of any absences?

For Recurring bookings

If you are not able to provide 14 day's notice in writing of any absences (i.e. in the case of illness, etc.), bookings can be marked absent by you through the My Family Lounge app on your mobile phone. If this is not feasible then you will need to contact Kyneton by email or telephone. Please remember you will also need to contact your school. This will need to be done for each child you wish to mark absent.

For Casual bookings

Casual bookings can be marked absent by you through the My Family Lounge app on your mobile phone. You can also mark your child absent by logging in to your My Family Lounge account via our website, proceeding to the enrolment management page and clicking on "add casual booking". The casual booking calendar will appear and you can click on the day you wish to mark absent then select "absent". This will need to be done for each child you wish to mark absent.

If it is not feasible to advise of any absences through My Family Lounge then you will need to contact Bug-A-Lugs Kyneton by email or telephone. Please remember you will also need to contact your school. Fees will still apply for that day.

How can I cancel a booking?

If you wish to permanently cancel your recurring bookings or if you are able to provide forward notice of any short term/once-off absences (i.e. in the case of carnivals, school camp or family holiday, etc.) then you will need to contact us, in writing with at least 14 day's notice. If you are not able to provide 14 day's notice then your child will need to be marked absent and fees will still apply for that day. (For any changes to recurring bookings please see "How do I make a change to the days I require for recurring (permanent) bookings?").

For Casual bookings

If you are able to provide more than 14 day's notice then casual bookings can be cancelled by you through the My Family Lounge app on your mobile phone. You can also cancel your casual booking by logging in to your My Family Lounge account via our website, proceeding to the enrolment management page and clicking on "add casual booking". The casual booking calendar will appear and you can click on the day you wish to cancel then select "cancel". This will need to be done for each booking per child you wish to cancel. If you are unable to provide more than 14 day's notice then your child will need to be marked absent and fees will still apply for that day.