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Dear St John's Grammar School ELC families

### **April 2019 ELC Holiday Care Bookings**

For the upcoming April School holidays we would like ELC Holiday Care bookings to be made directly on QK Enrol via My Family Lounge. Some families will already be familiar with the Lounge and have been using it successfully for managing their child's attendances at ELC. *QK Enrol* is a self-service portal, through which you can manage your own account information, make new ELC bookings, change existing ELC bookings, check for availability and make casual bookings.

Information about the activities planned for the Holiday Care Program, as well as other relevant information can be found at <https://www.stjohns.sa.edu.au/community/oshc/>. Holiday Care bookings will need to be made online by Friday 5 April. If you need to make or change a booking after this date you will need to contact Alison at OSHC directly on [oshc@stjohns.sa.edu.au](mailto:oshc@stjohns.sa.edu.au) or call 0433 987 857.

*QK Enrol* is accessed through an online portal called *My Family Lounge* which you will find on the School's website: <https://www.stjohns.sa.edu.au/portal/>.

In addition to the online portal, we also have the *My Family Lounge* App. This App will allow you to book casual days or report absences straight from your phone.

#### **What can I do in the *My Family Lounge* web portal?**

- Manage and update your personal information.
- Submit a waitlist request for additional permanent bookings.
- Request change of days for current bookings.
- Manage detailed information about your child including medical information, dietary requirements and emergency contact details.
- Make bookings for our ELC Holiday Care Program.

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

- Book casual days for your child.
- Access an online calendar where you can see availability within our ELC.
- Manage bookings for all of your children.
- Record your child as 'absent' in advance for a permanent session.

# Learning to Soar

- Cancel a 'casual day' where the session is no longer required.
- Activate notification alerts.
- Make bookings for our ELC Holiday Care Program.

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

If you have used *My Family Lounge* at another child care or ELC service, your log in details will not change. Once logged in, just select 'St John's Grammar School Inc' in the *Child Care Company* section to choose our service.

#### For new users

##### *My Family Lounge web portal:*

Once you have registered with My Family Lounge via the portal, which you will find on the schools website <https://www.stjohns.sa.edu.au/portal/>, you will soon receive an email from *My Family Lounge*, which will prompt you to complete your account registration and set-up a password. You will have 7 days to set up your password to validate your account. If your account expires, simply enter in your email address and select 'forgotten password' to recover your account. Once you have validated your account, you are ready to use the portal.

##### *My Family Lounge App:*

The *My Family Lounge* App can be downloaded from the App Store or Google Play. Your username and password will be the same as for the *My Family Lounge* web portal. For a better understanding of how My Family Lounge works, please visit [www.myfamilylounge.com.au](http://www.myfamilylounge.com.au).

For assistance with the registration process, please contact us at [elcaccounts@stjohns.sa.edu.au](mailto:elcaccounts@stjohns.sa.edu.au) or phone 8278 2233. We look forward to offering you a simpler, more efficient ELC booking management service using the portal.

Yours sincerely

**St John's Grammar School ELC**

