

### Content

**\*\*\*Family Day Care and In Home Care modules are no longer supported\*\*\***



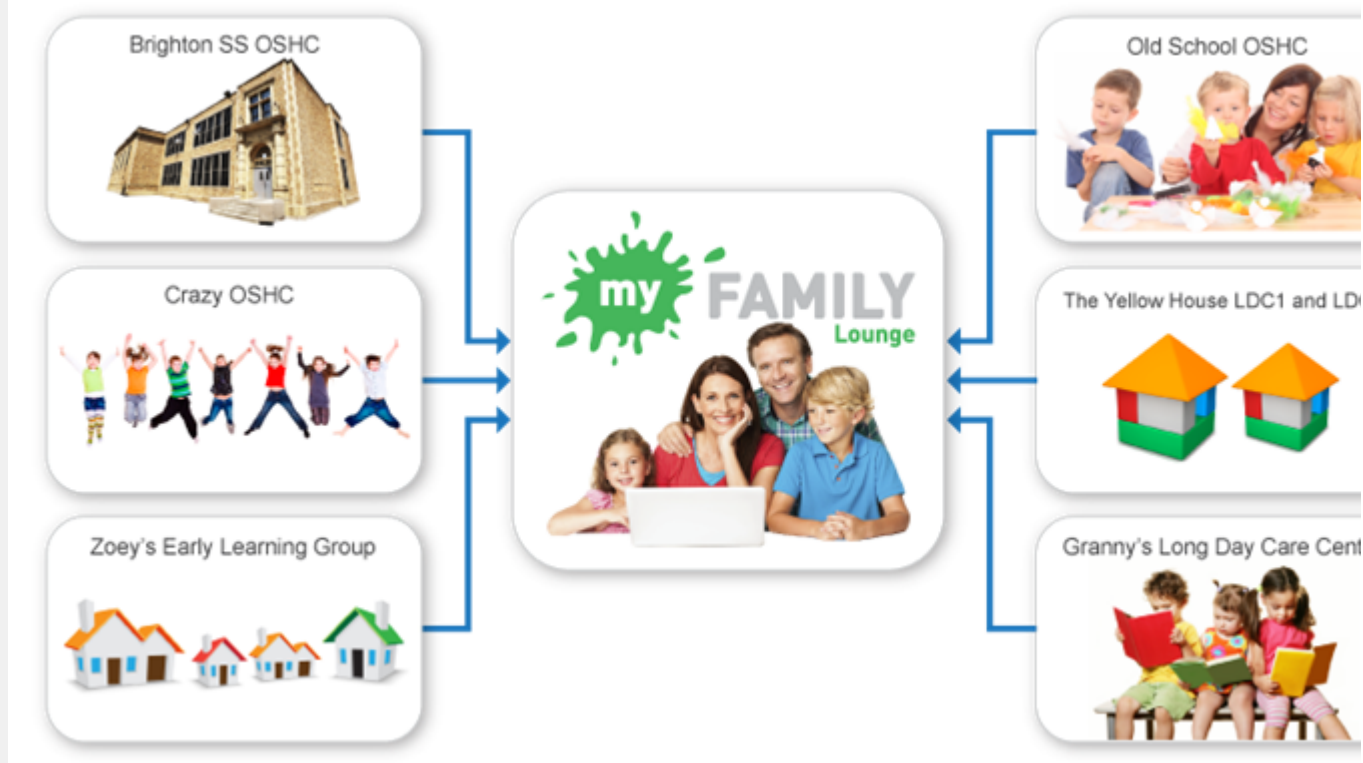
# Parent User Guide

## Welcome to My Family Lounge

The 'My Family Lounge' is the universal parent portal providing access for parents to view published observations, and stories as well as manage their waitlist and enrolments within child care services around Australia.

Depending on whether the childcare service your child attends is subscribed to QK Journeys (where you'll be able view your child's documentation and pictures) or QK Enrol (where you can manage bookings and Enrolment form both will determine what you as a parent have access to.

Parents that subscribe to My Family Lounge have a portable login across child care groups, thus allowing you to re login for life! This means that if you move from one childcare service to another, assuming both childcare services subscribe to QK Journeys and/or QK Enrol, you keep the same username and password and manage both records in the same portal. Please see the image below that expresses this.



This guide will assist the User to register, access and use their My Family Lounge account

## New families

This article is for families that have never registered an account for My Family Lounge.

**Please note:** As your account is created using your email address you can only register once. Your one account is active for life regardless of how many children you add or how many centres your children attend

- [Registering a waitlist account for a new centre](#)

## Existing families

These articles are for families already attending a centre that starts using the program or families that have a My Family Lounge account who start attending a new centre

- [Logging onto your account](#)
- [Forgotten Password](#)

## QK Enrol

- [Accepting offers and completing the enrolment form](#)
- [Requesting a change of permanent days](#)
- [Casual booking management guide](#)

## QK Journeys

- [Viewing your child's portfolio](#)
- [Transition Reports Tab](#)

## Using the My Family Lounge App

- [Downloading and using the My Family Lounge App](#)

---

## Attachments