



Login Details

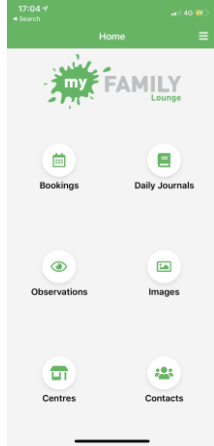
- Login details for the APP is the same details used for the web version of My Family Lounge.
 - Using the email you setup initially with the account as your username.
- Forgot your password?
 - Attempt to login through our website, www.wcs.org.au
 - We **can not** reset this, you will need to attempt to login and then reset your password.

 A screenshot of the 'Welcome back' login page. It features a form with fields for 'Email' (containing 'wccomm@wcs.org.au') and 'Password'. A 'Sign in' button is at the bottom. To the right, there is a graphic for the 'my FAMILY Lounge' app, with text: 'Connecting parents and childcare services through an intuitive portal.' Below the graphic, it says 'Available in an app. Download today.' and shows 'GET IT ON Google Play' and 'Download on the App Store' buttons.

Correct as of 22 April 2020, by D Marais

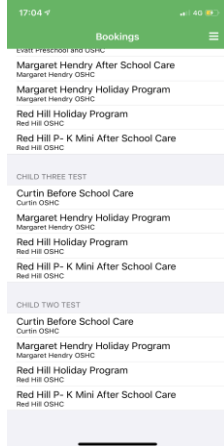
Make a casual booking

1) Login to the App, select Bookings.

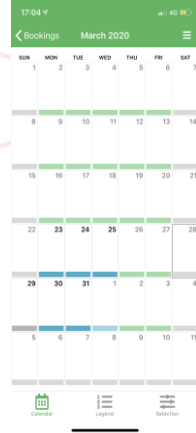


Correct as of 22 April 2020, by D Marais

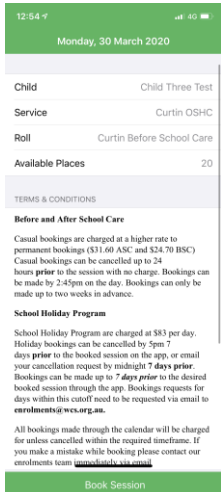
2) Select the program you want to book into:



3) Available days will be green.

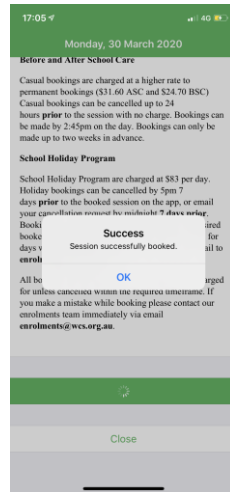


4) Select book session, T's and C's are stated for the booking. Agreed to upon booking.



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5) Successfully booked for that session.

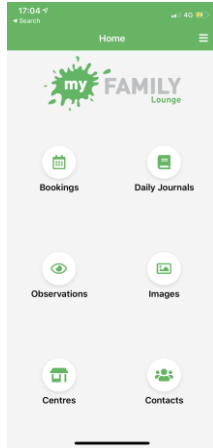


6) The sessions booked will change colour.



Marking Absences

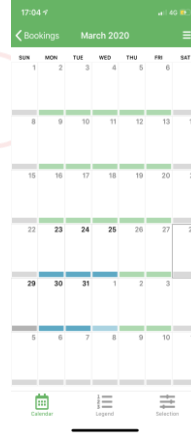
1) Login to the App, select Bookings.



2) Select the program you want to mark the absence for:



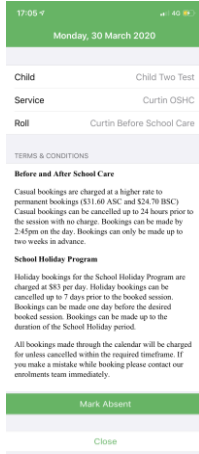
3) Permanent days will be blue and Casual days purple, select the day you want to mark.



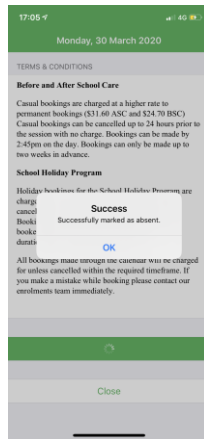
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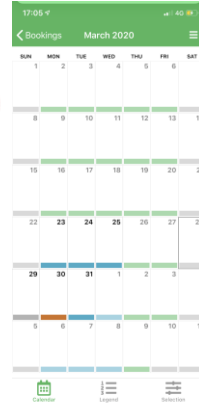
4) Select Mark Absent.



5) Success for that session.



6) The sessions marked will change colour.



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Cancelled Care

- **Permanent Bookings**

- Families are required to provide 14 days written notice to enrolments@wcs.org.au if they wish to cancel bookings
- Families are required to provide 14 days notice through My Family Lounge to reduce or change their booking. Editing Your current booking, selecting a new start date, once processed you will receive an offer from us via email to accept and confirm.

- **Casual Bookings**


- Casual bookings can be cancelled on the App, the same way as you booked them. As long as its within the notice period.
- Casual bookings are charged for non-attendance, unless 24 hours' notice prior to the sessions day is given.

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App Bookings Colour Codes

AVAILABLE

These days are available for you to book your child. 


Green – Available to be booked

PERMANENT BOOKING

These days are recurring scheduled days at this service for your child. If the day is before the refundable deadline, you may cancel this booking without being charged. 

Blue – Permanent booked days

CASUAL BOOKING

These days are booked for your child on a casual basis. If the day is before the refundable deadline, you may cancel this booking without being charged. 

Purple – Casual booked days


For more information:

<http://www.myfamilylounge.com.au/My-Family-Lounge/home>

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ABSENT

You have indicated that your child is going to be absent on this day. 


Orange – Absence

FULL

These days are full, therefore no more children can be booked for these days. 

Red – Fully booked session

NOT AVAILABLE

No actions are currently available for these days. 

Grey – No Service run