



## Booking Cancellations and Absences via Online

### Logging into your My Family Lounge account

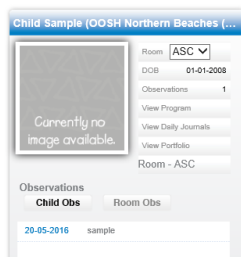
- Locate the My Family Lounge Parent Sign In section on our website
- Enter your email and password and **Sign In** to your account

### My Family Lounge



#### Parent Sign-In

- Ensure you are in the **Enrolment Management** screen



Click Enrolment Management

- Scroll down to the **Casual Bookings** section (even for recurring bookings)
- Press **Add Casual Booking**

### CASUAL BOOKINGS

Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

No records found

- Select your child and the Service from the drop down lists
- Select the roll you wish to cancel/mark absent (i.e. ASC, BSC, Vac Care, etc.)
- You will now be viewing the calendar and your child's booked days are displayed here

### Casual Booking for the family: DUMMY, Family

Step 1: Select the required Child, Service and Room from the drop-down lists

Child

Step 2: Select a date that you would like to book your child in from the Green or Orange dates

Service

Step 3: Click on the Book Selected Day button and repeat for additional days as required

Room

Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

◀ DECEMBER 2016 ▶

MO	TU	WE	TH	FR	SA	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

No dates selected

<input type="checkbox"/> Available days	<input type="checkbox"/> Casual Book days
<input type="checkbox"/> Full	<input type="checkbox"/> Scheduled days
<input type="checkbox"/> No program day	<input type="checkbox"/> Absent

- **To cancel a casual/vacation care booking** click on your child's booked day marked purple on the calendar (you can only cancel with no less than 1 full days' notice otherwise you can only mark as "Absent" and fees will still apply).
- Press **Cancel** or **Mark Absent** (whichever is available)
- A pop-up will display advising the day has been successfully marked as absent/cancelled
- Press **OK**
- The selected day will change from booked (purple) to available (green) or absent (yellow) – repeat on additional day/s if required and for each child (save changes after each child)
- **To cancel a recurring booking** we require 7 days' notice in writing to Head Office (this cannot be done through MFL). With less than 7 days' notice your child can only be marked as "Absent" and fees will still apply.
- **To mark Absent:**
  - Click on your child's booked day marked blue on the calendar
  - Press **Mark Absent**
  - A pop-up will display advising the day has been successfully marked as absent
  - Press **OK**
  - The selected day will change from booked (blue) to absent (yellow) – repeat on additional day/s if required and for each child (save changes after each child)
  - Once you have finished click on **Save and Exit**
  - Select **Log Out**

**The Centre will receive a notification of absences. No further communication is required**