



## Booking Cancellations and Absences via Website

### Logging into your My Family Lounge account

- Locate the My Family Lounge Parent Sign In section on our website [www.ooshnb.com.au](http://www.ooshnb.com.au)
- Enter your email address and password to **Sign In** to your account

### My Family Lounge



#### Parent Sign-In





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

**CONTACTS**

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO	EMAIL	USER NAME	EDIT
Josie Okesle	Father	Primary Contact	11 Hill st murrumbidgee QLD 4123	0432569870	jok@mailinator.com	jok@mailinator.com	Edit
Ica Okesle	Mother	Secondary Contact	11 Hill st murrumbidgee QLD 4123	0435698510	lokeefe@oktech.com.au	lokeefe@oktech.com.au	Edit
Neil Neil	Doctor			0731555879			Edit
11	Brother			0436966666			Edit
11	Friend			0435698885			Edit

**CHILD**

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Jani Okesle	Active	15-08-16	-	0Y 10M	Edit		View Enrolment Edit
Josie Okesle	Active	25-07-10	-	6Y 11M	Edit		View Enrolment Edit
Joshua Okesle	Active	25-07-00	-	10Y 11M	Edit		View Enrolment Edit
Josh Okesle	Active	22-04-10	-	7Y 2M	Edit		View Enrolment Edit

**CASUAL BOOKINGS**

No records found

**OFFER**

CHILD NAME	START DATE	REG'D	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED
Josie Okesle	30-08-16		Accepted	LDC/KINPRE	OK Preschool Centre - Dee	2								25-09-16	View Offer
Josie Okesle	02-08-16		Open	LDC/KINPRE	OK Preschool Centre - Dee	2								30-08-16	View Offer
Josie Okesle	17-10-16		Open	LDC/KINPRE	OK Preschool Centre - Dee	2								09-10-16	View Offer
Josh Okesle	01-08-16		Open	LDC/KINPRE	Big Giraffe Child Care Centre	3								20-04-17	View Offer

**BOOKING REQUESTS**

No records found

**CURRENT BOOKINGS**

BOOKING	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	EDIT
OKVLM Demo centre - Dave	Junior Kindy	LDC	Placed	Jane Okesle	1/05/2017		Edit
OKVLM Demo centre - Dave	Junior Kindy	LDC	Placed	Josie Okesle	1/05/2017		Edit

- Scroll down to the **Casual Bookings** section (even for routine 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

Add Casual Booking

- 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

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

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

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

Child	Child Sample (Enrolled) ▼
Service	OOSH Northern Beaches ▼
Room	ASC ▼

◀ 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

<span style="color: green;">■</span> Available days	<span style="color: purple;">■</span> Casual Book days
<span style="color: red;">■</span> Full	<span style="color: darkblue;">■</span> Scheduled days
<span style="color: gray;">■</span> No program day	<span style="color: orange;">■</span> Absent

Cancel	Save Changes	Save and Exit
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- **To cancel a casual/vacation care booking** click on your child's booked day marked purple on the calendar one day at a time (you can only cancel outside our 1 full days' notice period for casual bookings, 7 days for vacation care/pupil free days, if you are within our notice period your only option will be to mark your booking 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 routine/permanent booking** we require 7 days' notice in writing to Head Office as this cannot be done through MFL via our website. Outside of our 7 days' notice period your child can only be marked as "Absent" and fees will still apply in that instance.

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**

**Please note: Routine bookings (as a once-off) and Casual bookings can also be cancelled/marked absent through the My Family Lounge phone app in line with our required notification period.**