

**QK Journeys & QK Enrol Email Template – PRE-LAUNCH**

**To inform parents the service is going to give them access to My Family Lounge and App**

Dear Families,

We are very excited to inform you that our service has subscribed to 2 fantastic programs called QK Journeys & QK Enrol. Soon you will have instant access to Australia’s most loved parent portal ‘My Family Lounge’ and App to access these great programs at the touch of a button!

**What can I access from My Family Lounge program?**

**QK Journeys**

• Observations: Read up on any observations the Educator has recorded for your child

• Portfolio: View your child’s portfolio, including goals, observations and photo gallery

• Daily Journals: Read any daily journals the Educator has created for your child’s room

**QK Enrol**

• You can request changes to days your child is booked in for permanently

• You can manage your account information and update your contact details

• Easily provide detailed information about your child such as medical information, dietary requirements, update emergency contact details and more! All this information is simply added into the online enrolment form and submitted to our service.

• You can book casual days for your child and easily view booked days in advance.

• You can cancel casual booked days, read our T & C’s to view our cancellation policy

**What can I access from My Family Lounge App?**

By downloading the My Family Lounge App, you can conveniently view the daily journal, access recorded observations, view photos in the image gallery and update your payment details with ease straight from your phone.

**How do I log in?**

Soon we will be sending you a Welcome email with your My Family Lounge parent portal log in details, then you’ll be able to log in and view your child’s portfolio in the QK Journeys, and manage bookings for your child in the QK Enrol section in My Family Lounge. Your My Family Lounge log in details will travel with you for life as you move childcare services that are subscribed to QK Journeys/QK Enrol. You are able to log in to My Family Lounge parent portal anywhere, anytime as long as you have access to the internet.

You can download the My Family Lounge App from the App Store or Google Play to book in casual days or report an absence for your child. You can also access your child’s portfolio by viewing the daily journal, view recorded observations, and see photos from image gallery.

For a better understanding of how My Family Lounge works, please view the How-to Videos on [www.myfamilylounge.com.au](http://www.myfamilylounge.com.au)

Parent involvement is extremely important to us and we are thrilled to be able to provide you with access to your child’s portfolio, as well as provide you with this easier method of managing your child’s bookings at our service.