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How to Book & Cancel a CASUAL DAY (Vacation Program Only)

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On Mobile Devices;

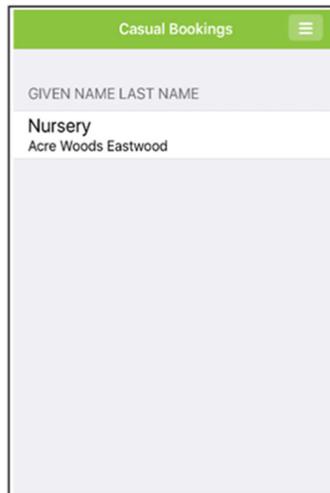
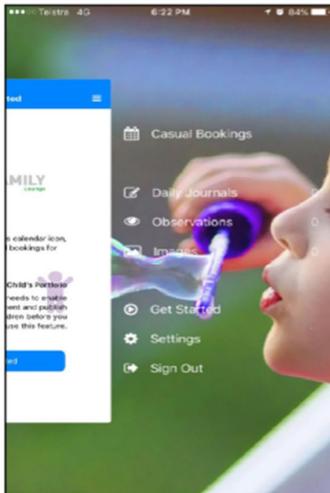
To book a casual day using My Family Lounge App;

Download the app “My Family Lounge” from App Store for Apple or Google Play for Android.

Sign in to My Family Lounge App, click get started, then select Casual Bookings. If you do not have your sign in details please contact your service (for Cessnock saintsacademy.cessnock@spcc.nsw.edu.au for Port Stephens saintsacademy.ps@spcc.nsw.edu.au)

If you have forgotten your password use the “Forgot your password” option. Your username is the email address you have provided to the service.

Select the Service & Child;



To book a casual day

- No service days will display in **GREY** (the service is not open these days or the service has not opened bookings for these days yet)
- Available days will display in **GREEN**
- Days that are not available are in **RED**
- Your Booked days will display in **PURPLE**
- Return to the Casual Booking Screen to select another child;



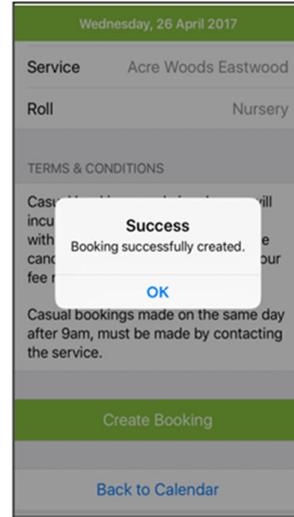
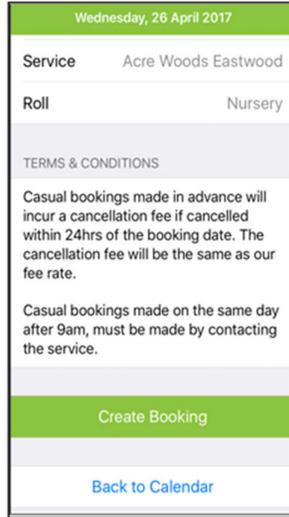
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Select your days

Create your booking

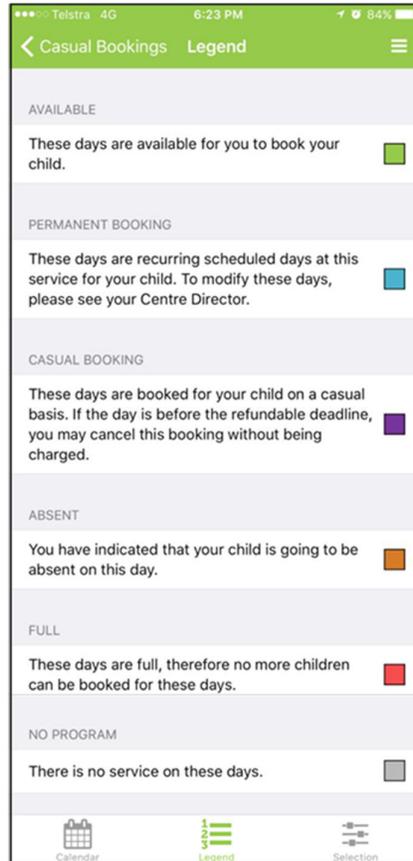
Booking Confirmed



Please note that there is NO email confirmation to confirm Bookings, refer to your booking calendar to review your booked days as per the legend;



BOOKING LEGEND



To CANCEL a booking using My Family Lounge App;

Go to your calendar in My Family Lounge;

Select the date (Booked days display in purple)

Click on cancel booking. Once cancelled you will receive a success cancellation message;



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Please note that bookings cannot be cancelled less than 24hours before the booking. After this time you will be charged for the booking even if your child does not attend. Please refer to our Fee Policy regarding the cancellation of Vacation Program Bookings.

On PC;

Step 1>

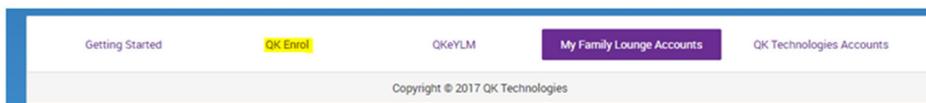
Log on to your account by follow this link. Then select **Sign In** (if you are an existing Saints Academy Family you will have been notified of your account log in details);

If you have forgotten your password use the “Forgot your password” option. Your username is the email address you have provided to the service.

<https://www.qkenhanced.com.au/external/Authentication/SignIn>

If you are **not** currently enrolled in Saints Academy please contact your Service - for Cessnock saintsacademy.cessnock@spcc.nsw.edu.au for Port Stephens saintsacademy.ps@spcc.nsw.edu.au to set up your enrolment. You cannot make bookings at Saints Academy until you have been set up as user in our system by our Admin team.

Select QK Enrol;





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Step 2 > Ensure your Enrolment is complete;

The Screen loads & displays your account information

Ensure you have completed your enrolment by viewing your child's enrolment information

If you child's enrolment information shows as "View Enrolment" you have completed the required steps & can make a casual booking;

CONTACTS

For waitlist, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
First Name Testville	Mother	Primary Contact	11 testville St Fakeville NSW 4321	0400311154			Edit
Test fake	Doctor		1 blank Blankville NSW 5566	0400000011	fake@dr.com.au	-	Edit

[Add Contact](#)

CHILD

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Testy Test - Test	Active	04-02-10	-	6Y 4M	Edit		View Enrolment Print

[Add Child](#)

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](#)

OFFER

No records found

RECURRING BOOKING REQUESTS

No records found

[New Request](#)

To Book your Desired Casual Days navigate to **Casual Bookings** section

Click on **Add Casual Booking** – Screen will load



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Welcome amanda testville
Role Parent

Enrolment Management Guardian Corporate Early L TESTY - TEST, fake

You are in Enrolment Management | Manage Account | Log Out

Editing Family: TESTY - TEST, fake

CONTACTS

Add Contact

For waitlist, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
First Name Testville	Mother	Primary Contact	11 testville St Fakeville NSW 4321	0400311154			Edit
Test fake	Doctor		00 1 blank Blankville NSW 5566	0400000011	fake@dr.com.au	-	Edit

CHILD

Add Child

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Testy Test - Test	Active	04-02-10	-	6Y 4M	Edit		View Enrolment Print

CASUAL BOOKINGS

Add Casual Booking

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

No records found

OFFER

No records found

RECURRING BOOKING REQUESTS

New Request

No records found

From the 3 drop down menus on the right

Select;

- **Child** – Select child
- **Service** – Select your Services name
- **Room** – Select “Vacation Program”

Click **Save & Exit** once you have made your selection of all 3 drop down lists – Screen Loads;

Casual Booking for the family: SMITH, David

Please select Child, Service and Room to begin casual-booking.

Child	- Select -
Service	- Select -
Room	- Select -

The screen loads to display the booking calendar

Available days are highlighted in **GREEN**, days that are not available are highlighted in **RED** and booked days display in **PURPLE**



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You can use the blue arrows on either side of the date to move forward or back;

If you have more than 1 child use the drop downs to select another child or alternate service;

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: Given Name Last Name (€ ▾)

Service: Acre Woods Eastwood ▾

Room: Nursery ▾

APRIL 2017

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

Available days (Green)
Full (Red)
No program day (Grey)
Casual Book days (Purple)
Scheduled days (Blue)
Absent (Orange)

Cancel Save Changes Save and Exit

No dates selected

Select the date from the available days

Click on **Book Selected Date**

Days booked will display in Purple

Repeat this step to book the days of care you require

If you have multiple children complete 1 full booking per child at a time

Click Save Changes and select another child and repeat the above steps



- 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: Given Name Last Name (E) ▾
 Service: Acre Woods Eastwood ▾
 Room: Nursery ▾

APRIL 2017

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

■ Available days
■ Full
■ No program day
■ Casual Book days
■ Scheduled days
■ Absent

Day info for 26/4/2017
 Available : 2
 Total Room Capacity : 15
 Display note :

[Book Selected Day](#)

Cancel Save Changes Save and Exit

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: Given Name Last Name (E) ▾
 Service: Acre Woods Eastwood ▾
 Room: Nursery ▾

APRIL 2017

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

■ Available days
■ Full
■ No program day
■ Casual Book days
■ Scheduled days
■ Absent

No dates selected

Cancel Save Changes Save and Exit

Step4 >

Amending/Canceling your booking

You can add casual bookings up to 2pm the day prior to the booked day clicking on Add Casual Booking.

You cancel a booked day up to 24 hours before by selecting the date from the calendar (Booked days display in PURPLE).

Click **Cancel Booking**

Repeat this process to remove multiple days from your calendar

Click **Save and Exit** or **Save Changes** and reselect different child if required.



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- 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:

Service:

Room:

◀ APRIL 2017 ▶

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

- Available days
- Full
- No program day
- Casual Book days
- Scheduled days
- Absent

Day info for 26/4/2017

Available : 2

Total Room Capacity : 15

Display note :

Step 5>

Reviewing your Booking/Account

Returning to your account information screen you will be able to view your booked days of the Vacation Program. To book or cancel days click on **Add Casual Booking**.

Clicking on an of the Edit text will enable you to edit that section of your account information

Once you have finished Click on **Log Out**



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Enrolment Management Welcome! amanda testville
Role: Parent

You are in Enrolment Management | Manage Account Log Out Guardian Corporate Early L | TESTY - TEST, fake

Existing Family: TESTY - TEST, fake

CONTACTS

For enrolling, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional. Add Contact

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
First Name Testville	Mother	Primary Contact	11 Testville St Fakeville NSW 4321	0400311154			Edit
Test fake	Doctor		1 blank Blankville NSW 5566	0400000011	fake@dcr.com.au		Edit

CHILD

Add Child

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Testy Test - Test	Active	04-02-10	-	6Y 4M	Edit		View Enrolment Edit

CASUAL BOOKINGS

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

Child	Service	Total casual bookings next 30 days
Testy Test - Test	IAG Vacation Care - Sydney	2

OFFER

No records found

RECURRING BOOKING REQUESTS

New Request

No records found