

Registering with My Family Lounge

Please ensure you do this on a DESKTOP or IPAD

Step 1: - You'll see either one of these screens

If you if have a My Family log in for another centre (e.g. Long day care)
Please copy the link below into a incognito/private page and sign in using you current log in details. Select Arabanoo from the company drop down list.

Current Arabanoo Families please follow the link and enter your email address and select 'forgotten password' (Ensure it's the same email address you have registered with us). This will send a log in link to your email.

New Families please follow the link and select 'register'

<https://www.qkenhanced.com.au/Account/Embeddable/?databaseId=10316>

The screenshot shows the My Family Lounge website interface. On the left, there is a 'Register' form with fields for 'Given Name*', 'Surname*', 'Email*' (with a placeholder 'example@example.com'), and 'Confirm Email*' (with a placeholder 'example@example.com'). Below these fields are 'Register' and 'Cancel' buttons. On the right, there is a 'Parent Sign-In' section with fields for 'Email' and 'Password', and 'Sign-In' and 'Register' buttons. The My Family Lounge logo is visible in the top right corner.

Step 2:

Go to your email and click on the 'Complete Registration' button and set up a password.

The screenshot shows an email template for 'Complete Registration'. It features the My Family Lounge logo at the top. The text reads: 'Hi Mariah, You have been registered to use the My Family Lounge service. My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment. To complete the registration process, click on the button below to set a password and to start using My Family Lounge:'. Below this text is a blue 'Complete Registration' button. At the bottom, it states: 'This link will expire in seven days. To generate a new link: attempt to sign in with any password and a new link will be sent to you.'

The screenshot shows the 'Complete Registration' form. It has a 'Password*' field with a 'Complex' placeholder and a note: 'At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.' Below this is a 'Confirm Password*' field with a 'Complex' placeholder. There is a 'Terms and Conditions' section with a checkbox and the text: 'I understand that my use of this service is governed by the Terms and Conditions.' At the bottom is a blue 'Complete Registration' button.

Step 3:

Sign In

The screenshot shows an email template for 'Complete Registration'. It features the My Family Lounge logo at the top. The text reads: 'Your registration has been completed. Click the following button to sign in:'. Below this text is a blue 'Sign In' button. Further down, it says: 'If your service is taking advantage of My Family Lounge, visit either the App Store or Google Play and search for My Family Lounge and download.' Below this text are icons for 'GET IT ON Google play' and 'Download on the App Store'.

The screenshot shows the 'Sign In' form. It has a note: 'If you have not created a My Family Lounge account, please register at your child care service's website. Look for the My Family Lounge logo!'. Below this are fields for 'Email*' and 'Password*'. There is a blue 'Sign In' button and a link for 'Forgotten Password?'. At the bottom, it states: 'Use of this service is governed by the Terms and Conditions.'

Step 4:

Complete your personal details then click 'Save & Next'

The screenshot shows the 'Step 2. EDIT CONTACT' form. It has a 'Special Contact' dropdown menu set to 'Primary Contact' and a 'Relation' dropdown menu set to 'Select'. Below these are fields for 'First Name', 'Last Name', 'Email', and 'Confirm Email'. There is a note: 'You must provide at least 1 contact phone number'. Below this are fields for 'Mobile No.', 'Home No.', 'Work No.', 'Building', 'Street Address', 'Suburb', 'State', and 'Postcode'. There are two sections with checkboxes: 'Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits?' (with 'Yes' and 'No' options) and 'I acknowledge that I have no CRN to provide in this form and as a result will not have CCS and other Government payments made to my account to reduce my out of pocket expenses.' (with 'Yes' and 'No' options). At the bottom, there is a note: 'Would you like a user set up for this contact?' (with 'Yes' and 'No' options). Below the form are three buttons: 'ADD ANOTHER CONTACT', 'SAVE & NEXT', and 'CANCEL'.

Step 5:

Make sure the ‘Child Care Company’ title has been selected to ‘Arabanoo’

Click ‘Add Child’ and complete all the areas.

Step 6:

NEW PARENTS

Click ‘Start Enrolment’ and complete all the areas.

Ensure you select the ‘Service to enrol’ drop down

CURRENT PARENTS

Click ‘Edit Enrolment’ and complete all the areas.

Ensure you select the ‘Service to enrol’ drop down

Step 7:

Click ‘Casual Booking’ for Casual One off Bookings

Click ‘Booking Request’ for a Permanent Booking

Once submitting you will receive offers in the ‘Offer’ section