

My Family Lounge How To Guide

The following information will assist you with using the My Family Lounge parent portal.

How do I Register?

New Family- Please visit our website at www.jigsawoosh.com.au . Scroll down to the My Family Lounge portal and click on register, then follow the prompts.

Existing family- Please do not register through the My Family Lounge portal on our website if you are already enrolled in a Jigsaw OOSH centre (as you already have an account). You simply need to sign in with your login details, which were provided via email.

What happens after I register?

You will receive an email from an email address - do-not-reply@qikkids.com.au inviting you to click on the “Complete Registration” button. You must complete the registration process with My Family Lounge within 7 days of receiving that email, or it will expire.

I forgot my password

1. Go to the My Family Lounge portal on our Home Page www.jigsawoosh.com.au
2. Enter your email and click “Sign In”
3. You will be prompted to enter your password again. Click “Forgotten Password”
4. Enter your email address, and click “Recover Account”
5. An email will be sent prompting you to reset your password.

Download the App

For your utmost convenience, download the My Family Lounge App whereby you're able to manage and secure casual bookings and absent days, as well as view your child's portfolio and photos 24 hours a day replacing the need for emails and phone calls.

The free App is available for both Android and Apple devices. Simply go to the Play or App store and search 'My Family Lounge'.



What should I have ready before enrolling your child online?

As part of our enrolment process, you will need to download and complete our Direct Debit Form which is located in the forms section of our website. These are mandatory documents that will need to be saved and uploaded to the enrolment form.

We will also require you to upload your child's immunisation statement, any applicable Court Orders and any applicable Health Action Plans. These are not mandatory, but to ensure your child's health & safety, we recommend these are uploaded at the time of enrolment.

Why won't the Enrolment form save?

If the enrolment form won't save please ensure that all mandatory questions have been answered and mandatory forms are uploaded.

Scroll through the document and any questions not answered will be highlighted in red with an explanation provided.

My Enrolment form has been successfully saved, what happens now?

After saving,

1. Select the "*service to enrol*" from the drop down list at the top left-hand corner.
2. Click on the "*submit*" button to ensure your child's enrolment is received by us.

Note- Your enrolment is not confirmed until you receive confirmation from our Head Office.

How do I make Vacation Care/pupil free day bookings?

Please complete these bookings through our casual booking calendar.

1. On your Enrolment Management page, scroll down to "Casual Bookings"
2. Click "Add Casual Booking",
2. Select Child, Service and Room from the drop down list on the casual calendar page.
3. Click on the days you wish to book, book your selected day
4. Click "Save and Exit"

How do I make my first Permanent booking?

1. On the enrolment management page, scroll down to "Booking Request"
2. Click "new request".
3. Complete the details

4. Click "Save"

How do I make a change to the days I require for permanent bookings?

1. On the enrolment management page, scroll down to "Current bookings"
2. Click on the "edit" button beside the most recent booking for each child and for each room you wish to change to make your requests there.
3. Ensure that you request the correct date that you need the changes to start from.
4. Click "Request"

I am receiving a message that I already have an existing booking. What should I do?

1. On the enrolment management page, scroll down to "Current bookings"
2. Click on the "edit" button beside the most recent booking for each child and for each "room" you wish to change to make your requests there.
3. Ensure that you request the correct date that you need the changes to start from.

What if I need my bookings on a fortnightly basis or similar?

If you need a special request (i.e. fortnightly bookings) you can include a note in the comments box when making your booking request. This will alert us to make the necessary adjustments at Head Office.

What happens after I make my recurring booking request?

Head Office will receive your request and make you an offer on your booking. When you receive the offer email, you will need to log in to your My Family Lounge account to accept/decline the booking – If you don't accept the booking, it does not exist in our system

How do I make casual bookings?

1. On your Enrolment Management page, scroll down to "Casual Bookings"
2. Click "Add Casual Booking"
3. Ensure the Child, Service and Room details are correct
4. Click on the days you wish to book
5. Click "Save Changes"

Note- If the day is full you will not be able to book.

My child is not showing in the My Family Lounge app?

You have not as yet submitted your child's enrolment form to us.

How do I advise of any absences?

For Permanent bookings

If you are not able to provide 7 day's notice in writing of any absences (i.e. in the case of illness, etc.), bookings can be marked absent by you through the My Family Lounge app on your mobile phone. If this is not feasible then you will need to contact Head Office by email or telephone. Advising the school does not constitute notification. This will need to be done for each child you wish to mark absent.

1. On the My Family Lounge App, select "Casual Bookings"
2. Select the child and whether it is BSC, ASC or VAC
3. Select the day you wish to notify absence for
4. Click "Absent Booking"

Note- This will need to be done for each child you wish to mark absent.

For Casual bookings

If you are not able to provide more than one full day's notice then casual bookings can be marked absent by you through the My Family Lounge app on your mobile phone. (same process as permanent booking absences above)

You can also mark your child absent by logging in to your My Family Lounge account

1. On the enrolment management scroll down to "Casual Bookings"
2. Click on "Add casual booking".
3. Select the day
4. Click "Absent"

Note- This will need to be done for each child you wish to mark absent.

How can I cancel a booking?

For Permanent bookings

If you wish to completely cancel your permanent booking you will need to contact Head Office in writing (admin@jigsawoosh.com.au) with at least 14 day's notice.

For Casual bookings

If you are not able to provide more than one full day's notice then casual bookings can be marked absent by you through the My Family Lounge app on your mobile phone. (same process as permanent booking absences above)

You can also mark your child absent by logging in to your My Family Lounge account

1. On the enrolment management scroll down to "Casual Bookings"
2. Click on "Add casual booking".
3. Select the day
4. Click "Absent"

I have received an Offer from Head Office. What do I do?

If you are currently on the waitlist, and a position becomes available, our Head Office will create an offer for you, which you will receive via email.

1. Log in to your My Family Lounge account
2. Scroll down to "Offer"
3. Click "View Offer"
4. You can accept or decline the offer.

Where do I find the Direct Debit Form?

The Direct Debt form can be found at www.jigsawoosh.com.au/forms