

Enrolment process for The Y WA Outside School Hours Care



Step 1

Let's get started

Please follow the link below to complete your enrolment:
ymcawa.org.au/enrolment-form-oshc

Please ensure you are logged into a PC or laptop to complete the enrolment process as the enrolment process does not work on a mobile phone.

Step 2

For families who are new to My Family Lounge, click on the Register button below. You will then be taken through a registration process to create your 'My Family Lounge' account. For families with existing 'My Family Lounge' accounts, proceed to step 2!

Step 3

Complete Contact & Child/ren Details for your My Family Lounge Account.

Step 4

Just a little bit more information

Complete the required details marked * for your child/ren enrolment form.

Two authorised contacts required for your enrolment. Please ensure your CRN are unique and individual for you and your child.

Click Submit to finalise your enrolment form.

Please note if you have medical conditions additional forms will be requested prior to starting.

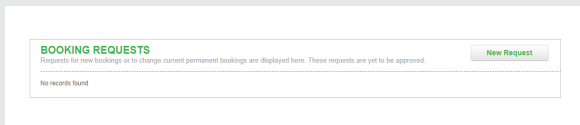
See troubleshooting if you are having difficulty submitting your enrolment.



Step 5

Almost there

Submit your booking request.



When the child enrolment information form is successfully submitted, please submit your booking request. This can be done via the app (see image below) or by simply emailing **oshc@ymcawa.org.au** – please include your child/rens full name and service location in all communication.

For booking requests, please include 'YMCA service location, care type (Permanent or Casual Booking), Care required (BSC,ASC,VAC) and days required.

Congratulations - sit back and relax, it's our turn to do some work.

Once we receive your enrolment form and booking request you will be contacted by one of the administration staff to finalise the enrolment, and arrange a suitable start date which will be subject to availability.

You will receive an email, 'Welcoming you to the Y' which will contain all the information you need to know regarding your starting your enrolment.

Please do not place any bookings through the app until you receive this confirmation email.

Troubleshooting

Oh no what's gone wrong?

If at any time you are having trouble enrolling online, please go to: myfamilylounge.com.au/My-Family-Lounge/help-guide for My Family Lounge support.

Login says my email already has a My Family lounge account	This software is used by multiple companies and daycare. Generally, your username is your email address. Forgot your password too! This can be reset using the 'forgot your password function.
Can't add your child or edit enrolment form information	Ensure you are using the desktop version. The phone app is more for handling bookings.
Information not saving 'on Child Enrolment Information form	Be prepared and have all the information required to complete in one sitting, this includes your payment details, as the system does not like incomplete forms. Please ensure you click Save and 'Save & Close' when exiting the enrolment form (not back function).
Billing/Direct Debit not showing billing location	Ensure this is completed as part of the child's enrolment form, ensure the service is selected on the child enrolment form, top left of screen, scroll to bottom of same screen to input billing details. Do not use the 'Update billing section as this is for existing families'.
Billing/Direct not saving – asking for me to Resubmit	During Period of peak enrolment, the system being cloud base needs time to receipt the information inputted. Ensure the child's enrolment information is 'Saved & Closed', then log out of your My Family Lounge account, wait 5 mins and then log in
Child enrolment form not submitting	Phone numbers to have no space before/inbetween/after (must be 10 digits). If a required marked field * is irrelevant ie work address please type 'not applicable'
Booking requests not showing correct service location	Ensure Step 4 is completed and submitted BEFORE processing booking requests. Ensure the service is selected on the child's enrolment form, top left of screen. This will bring the required service to all other areas of My Family Lounge. If you still are having trouble – email oshc@ymcawa.org.au with your booking request including 'YMCA service location, care type Permanent or Casual Booking, Care required (BSC,ASC,VAC) and days required.
Booking request is having trouble selecting vacation care	This may be due to enrolments not being open at the time of complete new enrolment, please leave blank and instead email your booking request to oshc@ymcawa.org.au .

Still having trouble?

Please screen shot error messages and email them to OSHC Y (WA) at **oshc@ymcawa.org.au** with your preferred day/time to be contacted when you will be able to access your desktop to log into your account or phone **08 9473 8407** for support when logged into your account. Administration is available Monday to Friday 8am to 5pm.