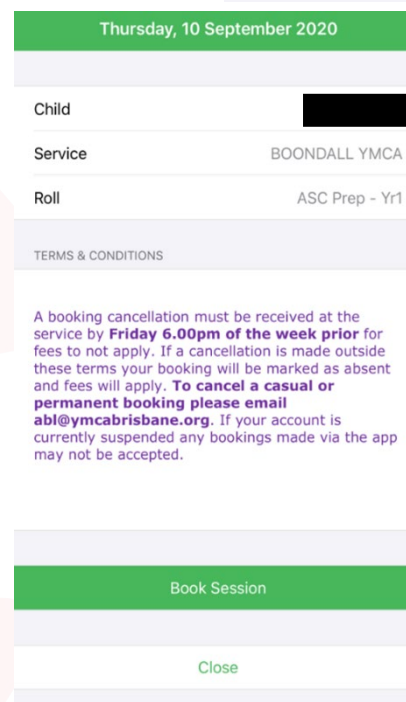
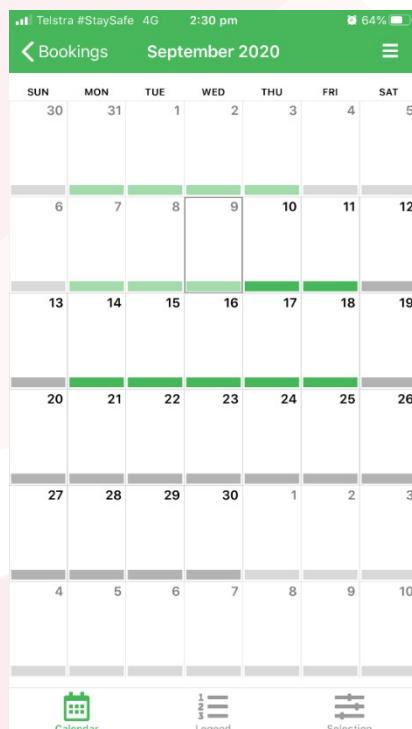
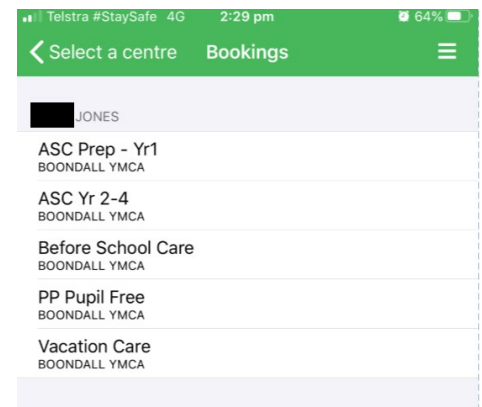
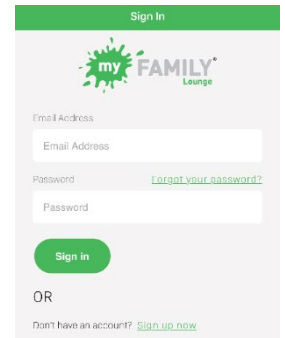
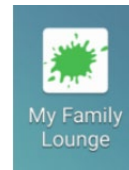


# HOW TO COMPLETE A CASUAL BOOKING VIA THE APP

1. Download the free app from your App Store.
2. Log in using your My Family Lounge Username and Password. If you are unable to log in at this point, please contact your service and do not register an account. Your Service Coordinator will be able to ensure you are using the correct username, and may instruct you to follow the "Forgot your password?" link.
3. Once logged in, if you have multiple Services/Centres connected to your account, please select the Service in which you would like to book into. If you cannot see your current YMCA Service at this point, please contact your service and they will assist. Once you are in the correct service, Select the roll in which your child is going to be attending under for your service.
4. Select the day from the calendar in which you would like to book. Once reading the terms and conditions of the booking, select "Book Session"



## **Troubleshooting**

### **I am unable to see my YMCA Service in my list of Services**

Contact your service and ensure you are logging in with the correct username linked to your YMCA Account.

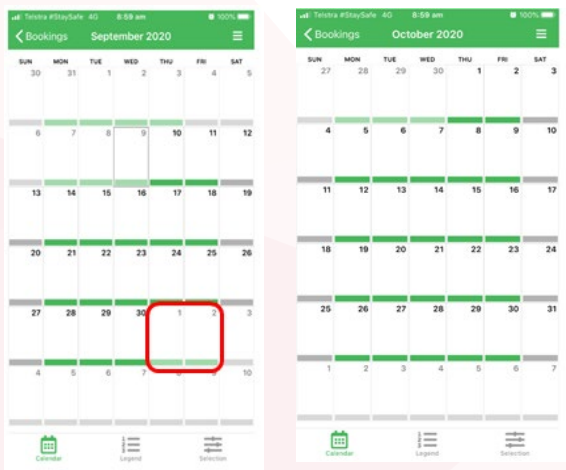
### **I am unable to see all my children in the bookings screen**

Contact your service and ensure that enrolment forms are complete and submitted for your children through My Family Lounge.

### **I cannot select the day I wish to book into**

There are three reasons for this one:

1. The session you wish to book for is full. The day will be highlighted red along the bottom.
2. The Session you wish to select is on a roll has been closed – this will show grey along the bottom. This will occur if you are trying to book for a session type that is not available for that day – ie. Trying to book for a Before School Care session on a Vacation Care day.
3. The sessions you wish to book for is available and highlighted green still, however may be in the next month so you will not be able to select it until you swipe the calendar to the next month.



### **I receive an error when I try to confirm my booking on the calendar.**

This may mean your account has become inactive in our system. Please contact your Service for assistance.

### **I have selected a day to book, however I only have the option to mark absent.**

This means your child is already booked in for this session and should show on your screen as blue (permanent booking) or purple (casual booking).

### **Understanding the Colours of the Calendar:**

