

CREATING A NEW ACCOUNT FOR MY FAMILY LOUNGE

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Sheets

www.thehiveelc.com.au


EARLY LEARNING CENTRES

Creating a new account for My Family Lounge

Thank you for looking to book your child into the The Hive Early Learning Centre Geelong. At the Hive we manage all our enquiries online through the My Family Lounge (MFL) service. It's easy to Enrol in our service, simply use the easy My Family Lounge casual booking App or for permanent bookings, follow the 3 simple steps below.

Registering for My Family Lounge in 3 Simple Steps

Step 1

For NEW families to our service who have NOT used My Family Lounge before, go to the Hive ELC website- <http://www.thehiveelc.com.au/> click on the Enrol Now tab, click on REGISTER to create your own My Family Lounge account.

For families who have an EXISTING My Family Lounge account, skip the registration process and go to step 2

Step 2

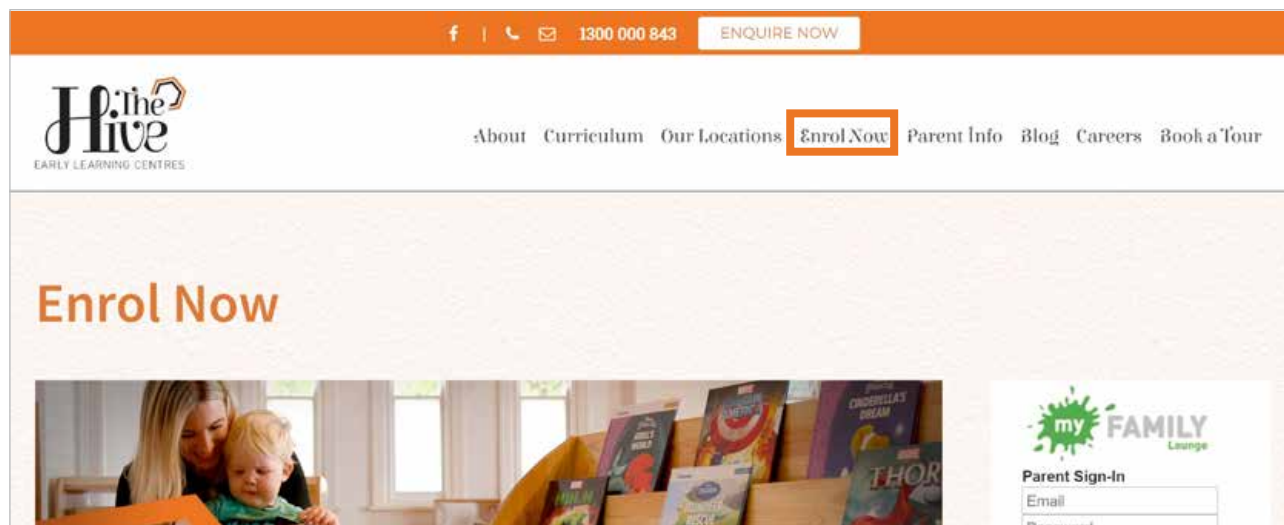
Log into your MFL account and tell us about you, your child and what bookings you are after so we can help you out.

Step 3

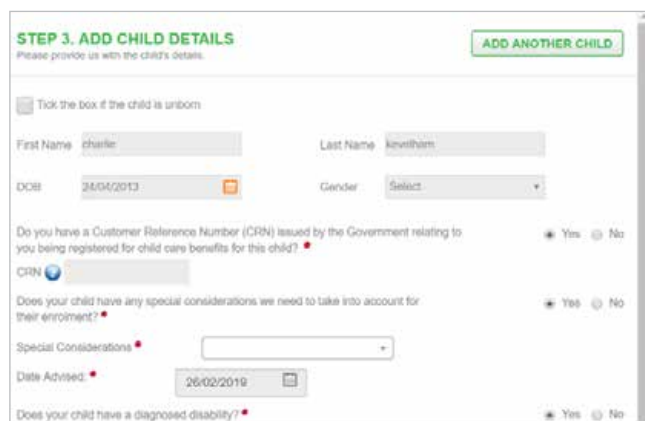
If you have requested a permanent booking, we will come back to you and advise if we have a spot available for your child. If we have a spot, we will email you an Offer. Simply accept the offer, complete and submit your child's Enrolment form online to confirm your child's spot.

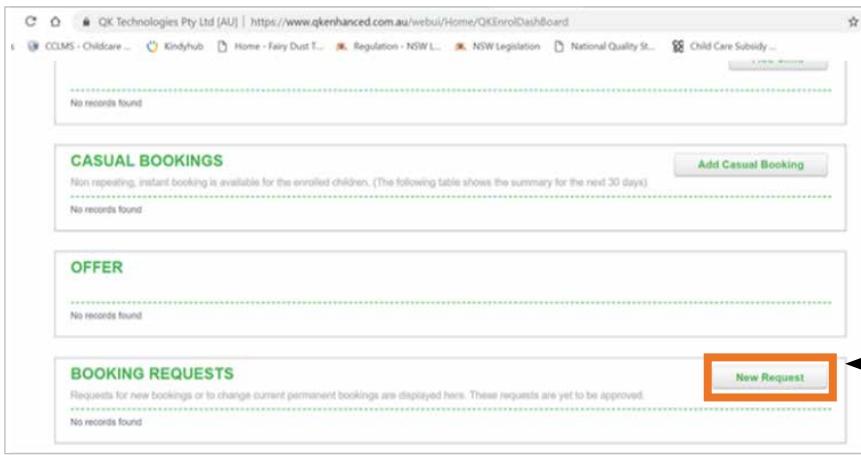
Looking for a Casual day! Once your child is enrolled at our service, you can book in casual days via the My Family Lounge App or website. To download the App visit Google Play or App Store.

"enrol now" Click on the My family lounge log-in, create an account.

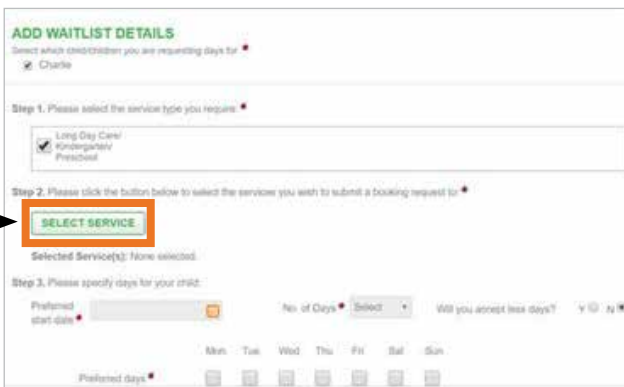


Step one adding your child.





Then go to Booking request, New Request



The you will need to fill out the next section. It should look like this. Fill out the fields required. If you click, select service put in postcode 3219 and 100km away GL will come up

Then press save it will send me a request and I will email you back. That is when you fill out the enrolment section. Your screen should look like this.



An email will be sent to The Hive Geelong with your request. You will have a response of the availability in 24 hours of request.

Then you will continue filling out the enrolment form for the service to place in your child's file at the centre. If you have any questions or need help, please call Chantelle on 5248 6139.