

Accessing My Family Lounge for the first time—existing families



Narnia
Early Learning
FOR THE WHOLE OF LIFE

All existing Narnia primary and secondary guardians will receive a “Complete Registration” email from do_not_reply@qikkids.com.au.

Hi Sally,

You have been registered by: Narnia to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by childcare services around Australia used to provide online child portfolios and enrolment management in a secure environment.

[Complete Registration](#)

Once you have received the email, please follow these instructions to access your My Family Lounge account:

1. Click the **Complete Registration** button on the email.
2. A web page will be displayed that will prompt you for the password that you would like to use:

3. Enter the password and confirm your password by entering it again. Then tick the checkbox to indicate that you have understood the Terms and Conditions.

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The email address that is used in your enrolment details is your username.

Sign into your My Family Lounge online account to:

[SIGN IN](#)

- Manage enrolment information – complete, update and submit enrolment forms (including updating your contact information or adding a new authorised contact)
- Handle bookings – request permanent care days and request to changes to existing bookings
- Set up a Direct Debit

Download the My Family Lounge App to:

- Manage absences – mark your child absent
- Update account information – update your bank account details for an existing direct debit

The free app is available for download via the App Store for Apple Devices or on Google Play for earlier Android phones

