

How to accept and offer of enrolment via My Family Lounge



**Narnia
Early Learning**
FOR THE WHOLE OF LIFE

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How to View an Offer

You will receive an email from do_not_reply@qikkids.com.au when the Service is offering you a place. Sign in to your My Family Lounge account (you can click on the link in the email offer or use the link below)

[SIGN IN](#)

Press **View Offer**.

OFFER												
Legend												
☒ Offered ☒ Not Offered Change to Existing Booking												
CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S
Martia Dollar	28-09-15 S:28-09-15	Open	LDC/KIN/PRE	Vicki's Wonder Emporium	3	☒	☒	☒	☒	☒	☒	☒
												OFFER EXPIRY ACCEPTED DATE 25-09-15
												View Offer

The Offer will then be displayed. You have the option to accept, decline or decline and change the details of your booking request.

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BEK'S INDOOR PLAY CENTRE.

Letter of Offer
Date Submitted: 31-05-18

We are offering your child a place at the following centre:

Child Name	Bjørn Erikson
Provider	
Centre	Bek's Indoor Play Centre.
Care Type	LDC/KIN/PRE
Start Date	14/03/2018
Days Offered	Mon, Tue, Wed, Thu, Fr
Fees	\$85.00
Normal Session	7am-6pm
Additional Comments	
Expiry Date	31/05/2018

Accept/Decline Offer
Please accept, decline or change the offer

Enrolment Form
Bjørn is not enrolled at this service yet.

Confirm
Please note you need to confirm to secure the placement

Accept **Decline** **Decline & Change**

How to Accept an Offer

If you would like to accept this offer press the **Accept** button in the Offer screen.

A pop-up will be displayed if you have never enrolled your child at this Centre.

You will be prompted to complete an enrolment form for your child. Your enrolment will not be accepted until you have completed the enrolment form in full.

For the smoothest experience, parents should use Google Chrome on a desktop or laptop, as mobile devices often fail to support all features.

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How to Complete the Enrolment Form

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Dylan Brennan	Active	09-01-15	-	8M	Edit	X	Finish Enrolment

CHILD NAME	START DATE	REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE
Dylan Brennan	28-09-15	S: 28-09-15	Accepted pending Enrolment submit	LDC/KIN/PRE	Vicki's Wonder Emporium	2	✓	✓	✓	✓	✗	✗	✗	25-09-15	

You will need to upload your child/ren's birth certificate and Medicare Immunisation summary during completion of the enrolment form so please ensure that you have these available to upload before you start. PDF or JPEG is acceptable.

If your child has a Medical or Health Condition will may need to upload any relevant Health Care Plans or documentation from your Specialist so have these available to upload before you start. Once you have submitted your enrolment form, you will be contacted by the Service Director for more information relating to any identified medical conditions in the enrolment form. Your child's enrolment at Narnia will not be complete until you have provided any additional documents requested by the Service.

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Once you have accepted the Offer, you need to click on the **Finish Enrolment** button on the Dashboard.

CHILD

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment Information
Dylan Brennan	Active	09-01-15	-	8M	Edit	✗	Finish Enrolment

CASUAL BOOKINGS

Non repeating, instant booking is available for the enrolled children

No records found

OFFER

Legend: ☒ Offered ☒ Not Offered ☐ Change to Existing Booking

CHILD NAME	START DATE	REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE	View Offer
Dylan Brennan	28-09-15	S: 28-09-15	Accepted pending Enrolment submit	LDC/KIN/PRE	Vick's Wonder Emporium	2	✓	✓	✓	✗	✗	✗	✗	25-09-15		View Offer

The Enrolment form will be displayed ready to be completed by you.

Enrolment form preview

Enrolment Form for [Child Name]

Services to enrol:

Main Contacts

Primary Guardian (This person's details are used to claim government subsidy)

Given Name

Last Name

Relation to child

Email address

You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Secondary Guardian

Given Name

Last Name

Relation to child

Email address

You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Post Code

Complete all the fields. Those marked with a red asterisk are compulsory fields.

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Remember:

Give yourself authorisation to collect your child and to be contacted in an emergency by clicking on the Collection and Emergency check boxes next to the Authorisation field.

The Emergency Contact/s need to be someone other than the Primary or Secondary Contact.

Once you have completed the above press **Save** then **Submit**. An email notification will be sent to you to confirm the enrolment form has been completed and submitted.

If your child has Medical or Health condition you will be contacted by the Service after submitting your enrolment form. You may be required to complete additional forms – please refer to the Narnia Policy “Managing Medical Conditions”.

Common Problems Completing Enrolment Forms

Common errors when completing an enrolment form in QK Enrol (via the My Family Lounge parent portal) usually relate to device compatibility, missed mandatory fields, or digital signature issues.

Missed Mandatory Fields: If the form won't save or submit, mandatory information has been missed. Scroll through the form to find any questions highlighted in red and ensure mandatory documents (like birth certificates or immunisation records) are fully uploaded.

Cannot upload a birth certificate or other document – file must be 4MB or less.

Telephone numbers must be 10 digits (including landline numbers)

Direct Debit not completed – this is the mandatory form of payment for Narnia. You must complete the direct debit fields to submit the enrolment form.

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DDR (Direct Debit Request) Service Agreement Errors: If a Direct Debit error occurs, it is best to contact the service. Administrators can temporarily disable the DDR section on the family's account, submit the enrolment, and then turn it back on.

Digital signatures cannot be generated on iPhone or iPads. Always use a desktop/laptop for this step.