QK Enrol - Assisting Parents with updating their email address

Content

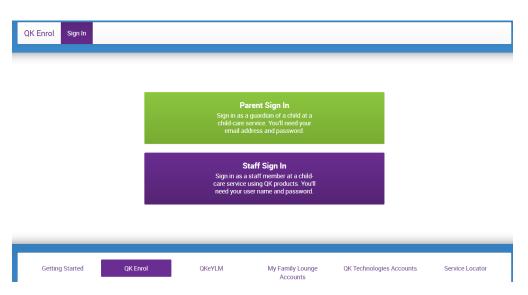
Assisting parents with updating their email address

This guide may be used by services to assist parents wishing to change their email address for their My Family Lounge account

Please note: Families should manage their email change themselves following the steps below. If you update the parent's email address through Qikkids this will change the parent's My Family Lounge login. This process is difficult to rectify

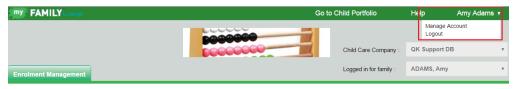
Step 1 - Log onto your My Family Lounge account

 Log into your account by entering the original email address (that is, the email address your Childcare centre already has on record) and Password

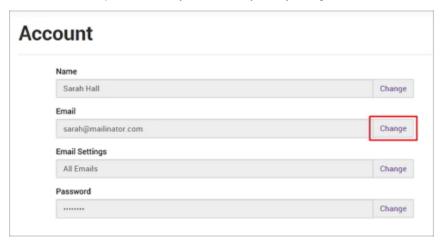


Step 2 - Manage your account

• Click on the 'Manage Account' link, top of screen



· You will be presented with your current My Family Lounge account details



· Click on the Change button

Change Email	
After changing your email address you will be logged out and you will have to confirm your new email address before you can log in again. An email will be sent to your new email address. Follow the instructions in the email to confirm ownership of your new email address.	
Current Email*	
New Email*	
Confirm Email* hallfamily77@iinet.com hallfamily77@iinet.com	
Change	

- Enter your new email address
 Confirm your new email address
 Click on Change
 Check your new email inbox for instructions on confirming this change

You may now log in to your My Family Lounge account with your updated email address.

Attachments