

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

QK Enrol Sign In

Parent Sign In
Sign in as a guardian of a child at a child-care service. You'll need your email address and password.

Staff Sign In
Sign in as a staff member at a child-care service using QK products. You'll need your user name and password.

Getting Started QK Enrol QKeYLM My Family Lounge Accounts QK Technologies Accounts Service Locator

Step 2 - Manage your account

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

my FAMILY lounge Go to Child Portfolio Help Amy Adams

Manage Account Logout

Enrolment Management

Child Care Company : QK Support DB

Logged in for family : ADAMS, Amy

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

Account

Name
Sarah Hall Change

Email
sarah@mailinator.com Change

Email Settings
All Emails Change

Password
***** Change

- 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*

sarah@mailinator.com

New Email*

hallfamily77@inet.com

Confirm Email*

hallfamily77@inet.com

Change

Cancel

- 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