

### How to enrol with YMCA for 2021

All families wishing to enrol with YMCA **must** enrol through the YMCA website to link up with our service – go to:

<https://www.ymcachildcare.com.au/outside-school-hours-care/enrolment-instruction>

\*We suggest using Google Chrome for your enrolment process and not Windows Explorer as there are some known glitches that Windows Explorer has.

If you already have a My Family Lounge account - Log into your my family lounge account via the My Family Lounge widget located at the above link.

If you have never use My Family Lounge before, please register a new account.

Once you have successfully logged in, and are on your YMCA Parent Dashboard, with the following logo displayed, you can begin your enrolment with YMCA.



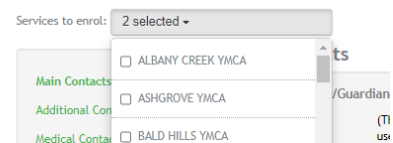

my FAMILY Lounge  
Parent Sign-In  
Email  
Password  
Sign-In Register

Follow the steps to add Contacts to your account, and add any children you wish to enrol. You will be asked a few questions before you begin the enrolment process.

Click “Start Enrolment” next to your child’s name and complete the enrolment form. To complete successfully, you will need to have the following:

- CRN if you are claiming Childcare Subsidy – you will need one for the account holder and one for child/ren. Your CRN’s will be 9 digits and 1 capital letter at the end.
- Name, address and phone number of at least 2 additional emergency contacts (excluding Guardian/s) and details of one medical contact.
- Photo ID – please do not upload “selfies” or photos, we need photo ID with name of contact to ensure your child is safely being picked up by a nominated contact.
- Copy of Immunisations Record – you can obtain from Medicare online
- Any Medical Action Plans etc

Ensure your service is selected in the top drop down box and complete the form.



Services to enrol: 2 selected ▼  
Main Contacts  
Additional Contact  
Medical Contact  
 ALBANY CREEK YMCA  
 ASHGROVE YMCA  
 BALD HILLS YMCA

Once you complete the enrolment form please ensure you have selected yes or no to all of the terms and conditions, selected the CCS agreement box, and the service specific terms and conditions box.

Once everything is complete, you are able to select “Submit” on the left hand side of the page and submit your YMCA enrolment form – once successfully submitted the screen will return to your main dashboard.

Please bring a signed copy of the enrolment form to your first session with YMCA.

The Coordinator at the service will contact you with further information about your enrolment, this may be in relation to booking confirmations, missing information, signing the enrolment form etc.

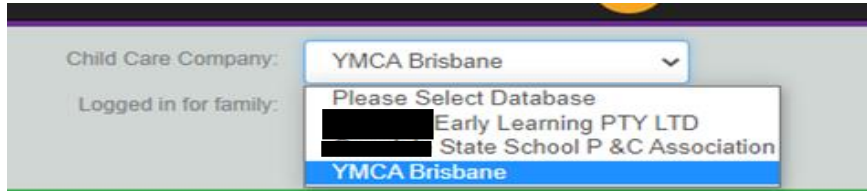


Immunisations  
Other General Questions  
CCS Enrolment Agreement  
Save&Close Cancel  
Save Print  
Submit

## Troubleshooting

**Once I log in, I can not see YMCA of Brisbane. I can only see a previous Provider.**

Check the top right drop down box and select YMCA Brisbane from the list.



You should be able to see the following logo at the top of your page once you have selected YMCA.



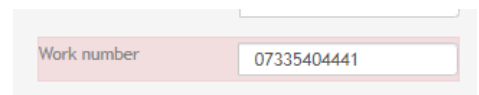
If you can not select YMCA Brisbane, or see the Outside School hours Care logo above, please try logging in through the link again before contacting the service -

<https://www.ymcachildcare.com.au/outside-school-hours-care/enrolment-instruction>

**Error stating, “Home Number length must be exactly 10 characters” and unable to submit form.**

- Please complete the fields that are marked mandatory
- Home number length must be exactly 10 characters

This error will occur if you have more than 10 characters in a phone number field. Please ensure there are no spaces within the number, and no spaces at the end or beginning of the number. The problematic phone number will be indicated red and will not necessarily be a home number.



**Error stating, “Please complete the fields marked mandatory”**

You may have missed a question, please go back through your enrolment form and look for the red highlight. Common questions missed are “Cultural Background” and “Primary Language”

**Form not saving information**

We recommend that you take the time to complete the entire Enrolment form in one go as there can be some issues saving the information when partially complete. If you need to save, please ensure all the mandatory fields are complete (indicated with \*) and that you save each section after you complete before moving onto the next section.

**Experiencing issues with filling out the secondary parent information and the details will not save or you are unable to upload the I.D document.**

Please make sure all questions are filled in, click on save and then try uploading the document. If this does not work, leave the secondary parent section blank and put secondary parent information in the additional contacts section under parent/guardian information. This is an I.T issue and QK is working on fixing this.