

## ONLINE ENROLMENT AND QK LOUNGE

### If you've used HEPS OSHC before

PLEASE DO NOT register a new account. You just need to log in with your email address, then hit login (not using a password), then hit forgotten password and a new one will be emailed to you. If the above does not work please contact us so we can generate your log in details.  
accounts@hepsoshc.org.au

VACATION CARE - Our Vacation Care Bookings are open for summer so you can book as a casual on the days you need. Children starting school in 2022 are able to attend in the January holidays.

### If you're new to HEPS OSHC

STEP 1 - Watch the short introductory video below.

STEP 2 - Ensure you are on a desktop computer to complete the enrolment process. You are welcome to make an appointment and use our computer if you do not have one.

STEP 3 - You need to register using the My Family Lounge link.

<https://www.qkenhanced.com.au/webui/Account/Embeddable/...>

Complete the online enrolment form, ensuring you complete in all mandatory fields. You then need to save and submit this form.

STEP 4 - You will need to send a request for the days that you would like, and your preferred start date.

STEP 5 - Enrolment form will need to be printed, signed and returned prior to your child's first day in care. (We can print for you)

STEP 6 - We will send you an offer that you must accept and we will make contact with you to confirm your start date.

PLEASE NOTE: Not supplying all the mandatory information will slow down your enrolment process and push back your start date.

How to videos: <https://qikkids.com.au/My-Family.../how-to-videos-bookings>

If you have any troubleshooting, please email Hannah at accounts@hepsoshc.org.au she will assist with your queries.