To Log in to My Family Lounge:

1. Go to the WAS website [http://was.qld.edu.au/community/outside-school-hours-care/](http://was.qld.edu.au/community/outside-school-hours-care/)

2. Click on the ‘My Family Lounge’ icon which will take you to a Log in/Register page

3. If you have not used the service before you will need to click on ‘Register’ and follow the prompts to complete the registration process with enrolment.
   a. Please ensure all mandatory* questions are answered.
   b. The payment information section is at the bottom of the enrolment form with instruction to [click here](http://was.qld.edu.au/community/outside-school-hours-care/) for an EZIDebit application form to be completed as the preferred payment method.
   c. The handbook is also available for you to read and learn more about the service.
   d. Please acknowledge that you have read and understood the enrolment terms and conditions.

4. Enter your email and click on ‘Log in’. A sign in screen will appear (below) to complete your sign in process follow the instructions.

5. If you don’t know your log in details click on ‘Forgotten Password’ and enter your email address.
   A recovery email will be sent to you to follow the links.
   HINT: Keep your password simple for you to remember. OSHC does not have access to your password or PIN and the only way to reset it is to follow these instructions.

6. Go to the app store and download the ‘My Family Lounge’ app to your smartphone, tablet or Computer to manage your enrolment and bookings.

Please phone 0418 745 389 or come into OSHC if you require further assistance.