

My Family Lounge - Change your email address

Content



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This guide will assist parents with changing their email address for their My Family Lounge account.

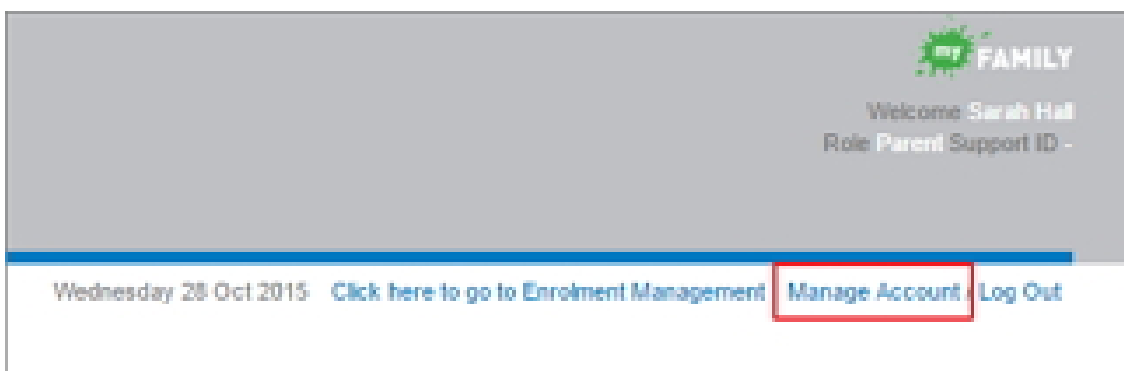
Step 1 - Log onto your My Family Lounge account

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

A screenshot of the 'Parent Sign-In' form. At the top is the My Family Lounge logo. Below it, the text 'Parent Sign-In' is centered. There are two input fields: 'Email' (highlighted in yellow) and 'Password'. At the bottom are two buttons: 'Sign-In' and 'Register'.

Step 2 - Manage your account

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



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

Account

Name

Email

Email Settings

Password

- 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*

- 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.

Please note: Families should manage their email change themselves following the steps above. If your childcare centre attempts to update your email address through their Childcare Software Program (QikKids) this will affect your ability to log onto your account. If a parent edits their email in the 'Contacts' section this will unlink the email from the Username. This must be changed via Manage Account field.