**Famly App**

Before your start date with Elizabeth House you will receive an email from Famly, inviting you to start using the software. To activate your account, all you need to do is to follow these steps:

1. **Activate your free Famly account**. Your account will already be set up for you, and all you have to do is to create your personal password. You will need to put in payment details in the first instance. This is how parents will pay their fee invoice unless they are using a government or childcare voucher account. All parents need to input a payment method regardless of how fees are paid as this allows the nursery to charge additional fees such as wrapround care, late collection and nursery uniform.

2. **Confirm the info on your child’s profile.** The first time you log in you must go to your child’s profile and confirm that the information on file is correct. If anything needs to be changed, you can do this yourself directly on the profile. You will need to complete all information on your child prior to your first day with us.

3. **Set your account preferences and notifications.** You can adjust your notification preferences within your profile settings on the app.

4. **Permissions.** There are various parental permissions we ask you to acknowledge and respond to on Famly including photo and medication permission. If you do not respond to these then we will have limitations on the care we are able to provide as a setting.

**Using the App**

Once activated You will be able to book ad hoc wraparound care, please refer to our wraparound care policy for more details.

We ask that you have completed your child’s Famly profile in advance of their first day with us, as it is a legal requirement that we have the relevant information relating to your child before we provide care. Families who have incomplete profiles may be asked to delay their start date, however will still be charged for any delays.

When uploading the profile photo of your child, please ensure this clearly identifies them and is an unobscured and recent photo of their whole face. This should ideally be a passport-style photo of just the child’s face with no hats or other accessories. This image will be used throughout the setting for medical, allergy and safeguarding purposes and it is therefore important that staff can identify your child quickly.

In the section marked **“Special Notes”** on your child’s profile, please add their childcare code which we will use to claim the Early Education Funding. **We are unable to claim funding for children who have not provided us with a valid code via Famly.**

Prior to starting with us you will also receive an **“All About Me”** form. This will be shared between the parent and the Key Person and enables the key staff to get to know your child on a more personal level. We kindly ask that you complete the form and bring a **hard copy** to your child’s first settling-in day which will form the basis of the meeting between you and the Key Person.

Famly have various parent help guides and welcome videos on their website should you require any technical support.