



Woodlands Nurseries

**Parents
Family
Application
Guidance**



Contents

Parents - get the most out of Famly!	3
FAQs for Parents	19
Activity Feed	21
Data Safety and Security in Famly	22
Child Profile	23
Update my details	25
Change language	26
Change password	27
Change your email address	28
Famly Pay - Parent Payments	29
Setup via 'Your settings'	29
Setup via the 'Pay' button	31
Card payments	32
Parent account overview	33
Family Pay emails	35
Automatic payments by card	37
Private message an employee(s)	38
Parent to parent communication	40
Opt out	40
Report holiday	42
Report sick	44
Holiday RSVP	46
Create an observation	50
Acknowledge Accident/Incident Reports	52
Downloading Pictures	54
Pay your balance via card or Bacs direct debit	55
Where to find the 'Pay balance' button	58
Parent requested booking	60



Parents - get the most out of Famly!

Famly is a GDPR-compliant digital platform that offers nurseries an all-in-one solution for communicating, learning journals, and invoicing.

This article will go over some key features for parents in Famly from both a web view and a device view.

- See your child's daily activity
- Edit their info
- Answer permissions
- Add contacts
- Access Learning Journals
- Message the nursery
- View your account history
- Edit Your Settings

See your Child's Daily Activity

Famly enables the nursery to update your child's daily activities such as sign in and out times, nappy changes, sleep times, and meals. You can find all of this information on your child's activity log. To access your child's Activity log:

- Head into your child's profile. You should land on the Activity Log by default.
- You can report whether your child is sick or on holiday here, along with a note, which will be added to their activity log. The nursery will also be notified.
- You are able to edit your child's expected pick up time from the activity log if this should change during the course of the day

Web



Woodlands Nurseries

Device



Abby Smith

Elephants, 2 years and 2 months

Activity

About

Contacts (8)

More ▾

Report Sick

Holiday

Sign out time

↑ Future activity

28th November



Expected pick up

10:00: Abby is picked up by Uncle



Abby signed into Elephants

09:04

27th November



Abby had the day off



News Feed



Calendar



Balance



Abby



Edit your child's information

Family enables the nursery to store information about the children in order to provide the best possible care. They may ask you as a parent to help populate this information. To do this:

- Go to your child's profile
- Click on the About tab
- Here you can edit the information in the Basic Info, Health and Sensitive Information Tabs. Your nursery may not require that all of these are entered.
- Once these boxes are populated, staff with the correct permissions will be able to access this information.

Web

The screenshot shows the 'Activity' tab for a child named Abby Smith. The profile picture shows a smiling baby. The tab bar includes Activity (selected), About, Contacts, Journey, Notes, and Reports. Below the tabs, there are buttons for Report Sick and Holiday. A sidebar on the left shows a timeline from Jan to Dec 2018 with 1 day on holiday, 3 sick days, and 0 planned holidays. It also shows a future leave entry for 12 Nov 2018. A 'Nap Times' section shows a line graph with data points for 1 Aug, 1 Sep, 1 Oct, and 1 Nov. The main content area shows activity logs for specific dates:

- 2nd November:**
 - Expected pick up 14:45: Abby is picked up by Ms. Heyliger
 - Abby signed into Elephants 08:00
- 1st November:**
 - Abby signed out of Elephants 17:45
 - Sleep 10:00 - 12:00: Abby slept for 1 hour and 59 minutes.
 - Abby signed into Elephants 09:00
- 31st October:**
 - Abby signed out of Elephants 15:00
 - Sleep 10:05 - 12:10: Abby slept for 2 hours and 5 minutes.
 - Abby signed into Elephants 08:20
- 30th October:**
 - Abby signed out of Elephants 15:00
 - Sleep

Device



Woodlands Nurseries

family.



Abby Smith

Elephants, 2 years and 2 months

Activity

About

Contacts

More ▾

Report Sick

Holiday

Sign out time

↑ Future activity

28th November



Expected pick up

10:15: Abby is picked up by Steve



Abby signed into Elephants

09:04

27th November



Abby had the day off

News Feed

Calendar

Balance



Permission Slips

Nurseries are able to send parents permission slips through Famly. Once these are answered your nursery will have a virtual list of your answers. You can edit a permission that has been sent you by:



- Go on to your child's profile
- Go in to the About tab
- Click on Permissions
- Answer Yes or No to each permission
- A record of who answered the permission along with the date will be made. Permissions can be changed. The nursery will be updated when a change is made.

Web

The screenshot shows the family.oo web interface. On the left is a dark sidebar with icons for News Feed, Calendar, Balance, and a user profile for 'Abby'. The main area shows a child profile for 'Abby Smith' (2 years and 2 months old). The 'About' tab is selected. On the left, a sidebar under 'About' includes 'Basic Info', 'Health', 'Sensitive Information', 'Registration & Room Moves', and 'Permissions'. The 'Basic Info' section on the right contains the following data:

Basic Info	
Name	Abby
Gender	Girl
Date of birth	26 Sep 2016 Age: 2 years 2 months
Nationality	[dropdown]
Language	[dropdown]

Device



Woodlands Nurseries

family.



Abby Smith

Elephants, 2 years and 2 months

Activity

About

Contacts

More ▾

Report Sick

Holiday

Sign out time

↑ Future activity

28th November



Expected pick up

10:15: Abby is picked up by Steve



Abby signed into Elephants

09:04

27th November



Abby had the day off



News Feed



Calendar



Balance



Abby

Add Contacts

If you are assigned a **Parent login**, you can add additional contacts to your child and send logins. To do this:

- Go to your child's profile



- Click on the Contacts tab
- Click **New** and enter the details
- You are also able to send logins (depending on your nursery settings), however please note you cannot remove logins. If you would like a login removed, or have misspelled the email, you will need to contact the nursery to fix this for you.

Web

Add family or contact person

Details

Full Name:

Relation:

Email:

Mobile Number:

Send Login

No Login
Do not give any login or access for this contact.

Parent
With the parent role you have access to everything regarding the child. Both photos, posts, private messages, invitations and the profile of the child.

Family
With the Family role you're allowed to pick up the child as well as view photos and posts sent to the child. This is recommended for grand parents and other family members.

Device



Woodlands Nurseries



Contacts

New



Aunt Angel

Aunt



Cousin Joe

cousin



Extra

friend



Mr. Smith

Father



Ms. Heyliger

Parent

1234567



Steph Mumma

Stepmother



Steve McQueen

Stepdad

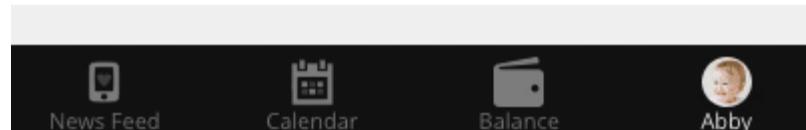
42342354536

3242356235



Uncle Braedon

Uncle



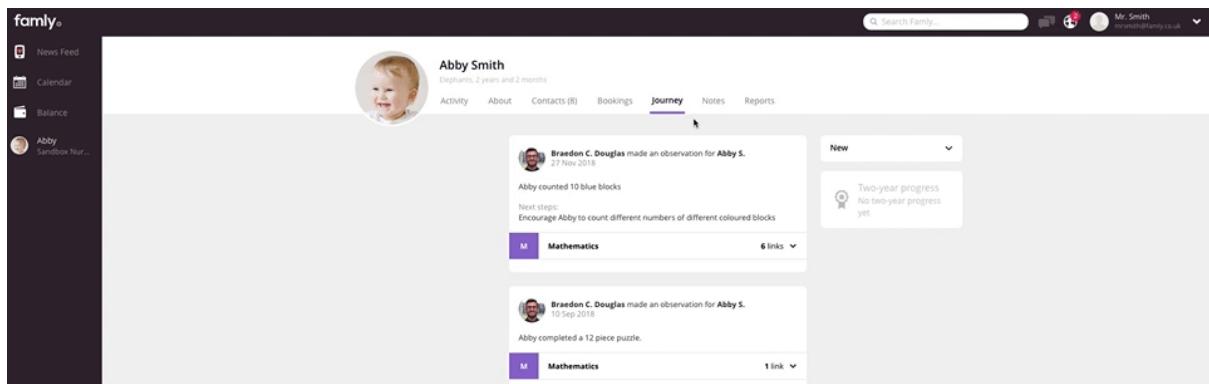
Access Learning Journals

Depending on your nursery's subscription at Famly, they may have access to the Child Development app and parent observations. To access your child's learning and write an observation, do the following:



- Go to your child's profile
- Click into the Journey tab
- Here you will find a record of your child's Assessments and Observations
- To write an observation of your own, click **New** then **Observation**
- Here you can enter an activity your child has done at home, as well as add a photo or video.
- Click **send for review**, this will be sent to your nursery who can then add links and next steps, and ultimately post the observation to your child's journey.

Web



Device



Woodlands Nurseries



Abby Smith

Elephants, 2 years and 2 months

Activity

About

Contacts (8)

More

Report Sick

Holiday

Sign out time

↑ Future activity

28th November



Expected pick up

10:15: Abby is picked up by Steve



Abby signed into Elephants

09:04

27th November



Abby had the day off



News Feed



Calendar



Balance



Abby

Message your nursery

You can send messages directly to your nursery through Family. This can either be a private message to a member of your own family, to the management in the nursery, to the staff in your child's room or (depending on your nursery) other parent's in your nursery. To do this:



- Click on the messaging bubbles in the top right hand corner of Family
- Click the pencil to write a new message, or **Show All** to view your existing messages.
- Select your message recipients, you can select multiple recipients
- Write your message and **Send**. If you have chosen multiple recipients they will all appear in and have access to messages in the same thread. You can also choose to **Archive message threads**. These can then be found from your archived section.

Web

Activity

Abby Smith
Elephants, 2 years and 2 months

Report Sick Holiday

Sign out time

2018

5 Days on holiday
3 Sick Days
0 Planned holiday

28th November

Expected pick up 15:15: Abby is picked up by Steve

Abby signed into Elephants 09:04

27th November

Abby had the day off Holiday

Abby signed out of Elephants 15:45

Sleep 10:00 - 12:15: Abby slept for 2 hours and 15 minutes

Abby signed into Elephants 08:40

26th November

Abby was sick Sickness

Abby signed out of Elephants 16:45

Sleep 10:55 - 12:00: Abby slept for 1 hour and 5 minutes

Abby signed into Elephants 07:50

25th November

Abby signed out of Elephants 16:45

Sleep 10:15 - 12:00: Abby slept for 1 hour and 45 minutes

Abby signed into Elephants 08:15

24th November

Abby signed out of Elephants 17:15

Sleep 10:05 - 12:00: Abby slept for 1 hour and 55 minutes

Abby signed into Elephants 08:05

Search... No messages

Search...

0 conversations

No messages

Inbox

Inbox

Archived

Device



Woodlands Nurseries

The screenshot shows the Famly app interface for a child named Abby Smith. At the top, there is a navigation bar with the word "family." and icons for search, messages, notifications (with a red "2" badge), and account. Below the bar is a circular profile picture of a smiling baby. The child's name, "Abby Smith", is displayed in bold text, followed by the text "Elephants, 2 years and 2 months". A horizontal menu bar below the profile includes "Activity" (which is underlined in purple), "About", "Contacts (8)", and "More". Under the "Activity" tab, there are three buttons: "Report Sick" (thermometer icon), "Holiday" (sun icon), and "Sign out time" (clock icon). Below this is a section for "Future activity" with a note about an expected pick-up. The date "28th November" is shown, followed by a list of events: "Expected pick up" (10:15: Abby is picked up by Steve) and "Abby signed into Elephants" (09:04). The date "27th November" is also listed with the event "Abby had the day off". At the bottom of the screen is a dark navigation bar with icons for "News Feed" (phone), "Calendar" (calendar), "Balance" (wallet), and a profile picture of Abby.

Activity About Contacts (8) More

Report Sick Holiday

Sign out time

↑ Future activity

28th November

Expected pick up 10:15: Abby is picked up by Steve

Abby signed into Elephants 09:04

27th November

Abby had the day off

News Feed Calendar Balance Abby

View your invoicing account history

If you have been assigned as a Bill Payer or an Invoice Recipient, you will have access to the Balance tab when you log in to Famly. To access:

- Click on the Balance button to the left



- Here you will find your current balance, a list of invoices and payments, as well as other invoice recipients
- You can see who you are a bill payer for in the top right corner

Web

The screenshot shows the family.com web interface for a child named Abby Smith. The top navigation bar includes 'Search Family', a user icon for 'Mr. Smith', and an email link 'mr.smith@family.com.uk'. The main area displays a timeline of Abby's activities:

- Activity:** Shows a summary of activity types: 5 days on holiday, 3 sick days, 0 planned holiday. It also shows a 'Report Sick' and 'Sign out time' button.
- 28th November:** Future activity. Shows an expected pick-up at 10:15 and a sign-in into 'Elephants' at 09:04.
- 27th November:** Shows a holiday from 15:45 to 12:15, sleep from 10:55 to 12:00, and sign-ins at 16:45 and 09:04.
- 26th November:** Shows a sickness from 16:45 to 17:00, sleep from 10:55 to 12:00, and sign-ins at 16:45 and 09:04.

Device



Woodlands Nurseries



Abby Smith

Elephants, 2 years and 2 months

Activity

About

Contacts (8)

More ▾

Report Sick

Holiday

Sign out time

↑ Future activity

28th November



Expected pick up

10:15: Abby is picked up by Steve



Abby signed into Elephants

09:04

27th November



Abby had the day off

News Feed

Calendar

Balance

Abby

Edit your Settings

As a parent you can control your own settings in Family. Do this by clicking your name in the top right corner, next click **Your Settings**. From here you can change the following:



- Your name, address and phone number
- It is important that if you want to use a different email in Famly, that you change it here yourself, that way you can continue to have access to information that has already been sent to you. If you have the nursery change your email for you, you will lose access to any information sent to the original email.
- You can also control your notifications and language here.
- Finally you can change your password from this page as well.

Web

Device



Woodlands Nurseries

family.



Abby Smith

Elephants, 2 years and 2 months

Activity

About

Contacts (8)

More ▾

Report Sick

Holiday

Sign out time

↑ Future activity

28th November



Expected pick up

10:15: Abby is picked up by Steve



Abby signed into Elephants

09:04

27th November



Abby had the day off

News Feed

Calendar

Balance

Abby



FAQs for Parents

My child's institution uses Famly, but I have not received a login?

If you have not been sent a login, you should request that child's nursery send you a login to Famly. If you have other children at Famly, it is important that they send the logins for all children to the same email address. If your partner has received a login to Famly, they also have the option of creating you as a contact and sending you a login.

I have more than one child in a nursery, how can I access them both from one login?

It is easy to access more than one child in Famly via a single login. In order to do this you must contact your child's nursery and ask that they add you as a parent to all of your children. It is important that the same email address is used and sent a login for all children,

I have created a contact on my child's profile, with an incorrect email. How do I change it?

Contacts can not remove logins or change email addresses for other Famly contacts. It is best to request that the nursery change the logins for you, by messaging them directly through the messaging feature in Famly.

How do I change the email I use to access Famly?

You should do this from your settings, not from your child's contact page. Simply click on your name in the top right corner of the page (when on computer), click on my settings. From here you can change your email address.

Change your email address

I've forgotten my password, how do I reset it?

Resetting your password is easy in Famly. Simply go to app.family.co and click 'Add Account'. From here click 'Forgot Your Password?'. Enter your email address and send yourself a reset email password. You will receive an email in your inbox which will allow you to create a new password.

How do I download the photos of my child from Famly?

There is no easy way to download images from Famly. This is because there has been a lot of discussion about how easy it should be to download as there



may be other children in the pictures - opinions differ here. We recommend that the photos stay in Famly. After your child has left a setting you will continue to have access to your child's profile and photos you have tagged. You can then find your child's profile after they have left a setting, by logging in to Famly, clicking on your photo in the upper right corner and selecting "graduated children". More on parents tagging photos [here](#).

Tag your child in a photo

I can no longer find my child's profile after they have left the setting?

You can find your child's old profile, with previously tagged photos, by logging in to Famly, clicking on your photo in the upper right corner of your screen and then selecting "graduated children".

Can I disable Famly emails or control my notifications?

You can control some of the emails you receive from Famly by adjusting your notification settings.

- Log in to Famly
- Click on your photo in the top right corner the small circle with the head at the top right
- Select "Your Settings"
- From here you can adjust your notifications settings by selecting the Globe tab



Activity Feed

In Famly, you have an Activity Feed for your child where you can see status updates, photos and much more!

Prior to now, meals, bottles, nappy changes, toilet visits etc have shown up in your child's calendar. But now, Famly has an activity feed that logs these status updates day by day. This is shown on the first tab of your child's profile.

The screenshot shows the Famly Activity Feed for a child named Amelia Thomas, who is 3 years and 2 months old. The feed displays a timeline of events from March 6th to 14th, 2018. The events are categorized as follows:

- 14th March:**
 - Amelia was sick (sick)
 - Amelia signed out of Toucans (12:42)
 - Amelia signed into Toucans (09:00)
- 13th March:**
 - Amelia was sick (Sickness)
- 12th March:**
 - Amelia was sick (Sickness)
- 9th March:**
 - Amelia was sick (Sickness)
- 8th March:**
 - Amelia was sick (Sickness)
- 7th March:**
 - Amelia was sick (Sickness)
- 6th March:**
 - Amelia was sick (Sickness)

Sidebar:

- Report Sick** (button)
- Holiday** (button)
- 2018** (dropdown menu showing a timeline with a red bar for March 14th)
- 0 Holiday Days**
- 8 Sick Days**
- 2 Planned Holiday**
- [Show upcoming and past leave](#)
- Photos (0)**
- News Feed photos that your child has been tagged in will appear here

It displays your child's holiday days and sick days as well as photos that you have tagged them in from the News Feed posts.

The details that have been showing up on the child's profile, can now be seen in the separate '**About**' tab. This is split down into Basic info, Health, Sensitive information, Registration & Room moves, Permissions and Tags.



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Data Safety and Security in Famly

GDPR compliant - what does this mean?

Childminders, nurseries, and pre-schools use Famly to store details about children and parents in order to have everything in one place when they need it.

Famly helps to protect these details. Your data is safely stored, encrypted, and accessed only by those who have been granted a login to the nursery's Famly platform. Famly is compliant with EU's General Data Protection Regulation (GDPR), which our Terms & Conditions and our data processing agreement reflect.



Child Profile

Once a child is entered into the Family platform, a profile will automatically be created. As a contact you may be given a 'parent' role, or a 'family' role. Depending on this, you may have different levels of access and abilities.

The screenshot shows the Family platform's Child Profile for Sophia Green, a 3-year-old child. The top navigation bar includes tabs for Activity, About, Contacts, Journey, Notes, and Reports. The Activity tab is selected, showing a summary of leave and a nap times graph. The About tab shows basic information: 3 years and 1 month. The Contacts tab shows 5 contacts, Journey shows 1 future activity (24th August), Notes shows 1 sick day (2018), and Reports shows 0 planned holidays. The Activity feed on the right lists events: Sophia signed into Elephants (08:15), Sophia signed out of Elephants (17:00), Sleep (10:10 - 12:10), Sleep (9:41 - 10:11), and Sophia signed into Elephants (08:25). The Journey feed shows Sophia signed out of Elephants (16:45), Sleep (10:15 - 12:15), and Sophia signed into Elephants (07:55). The Notes feed shows Sophia signed out of Elephants (15:30).

Across the top of the page there will be a number of tabs:

- **Activity:** Logs all status update information, holidays days, sick days, nap times and tagged photos. You can report your child as sick or on holiday here. See more by clicking below:

Activity Feed

- **About:** Contains Basic information, Health, Sensitive Information, Registration and Room Moves, and Permissions.
- **Contacts:** Contains the details of individuals that have been added as contacts for the child. Can also see their **role** and whether they have been given a **log in**.



- **Journey:** This is where you can see your child's Learning Journey; assessments, observations and 2 year checks. You are able to complete an observation from here too:

Create observation

- **Notes:** Here you can see notes that the nursery have made on your child.
- **Reports:** this is where you can see any accident/incident reports that have been made.



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Update my details

How do I update my details?

You can change your details in Famly by doing as follows:

- Click on **your name** in the upper right corner of the screen
- Select '**Your Settings**' in the drop down menu
- You end up on the tab '**Your Details**'. Here you can change all your details such as profile picture, name, address and contact details.
- When you have updated all the desired details, finish off by clicking the green '**Save profile**' button in the bottom of the page.

Family Settings
Update your details and settings

[Your Details](#) [Notifications & Language](#) [Change Password](#) [PIN](#)


[Change](#)

Your Details

First Name Middle Name Last Name

Address

Street Zip Code City

Contact Details

Email [Change](#)

Mobile Number Home Phone Work Phone

[Save profile](#)

Note: The changes will also be visible on your child's profile as you are registered as a contact person on your child's profile.

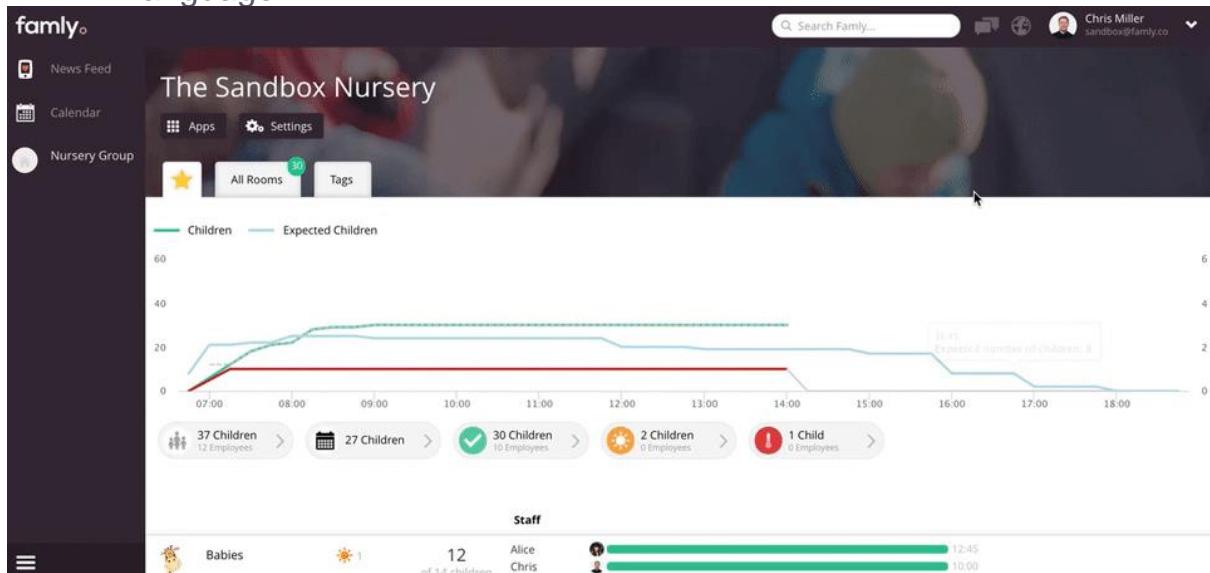


Change language

How do I change the language in Famly?

You can change the language in Famly by doing as follows:

- Click on **your name** in the upper right corner of the screen
- Select '**Your Settings**' in the drop down menu
- Click on the tab called '**Notifications and Language**'
- At the top of this page, click on '**Change Language**'
- Now you can click on the preferred language
- Famly reloads and from now on, the platform will be in your selected language





Woodlands Nurseries

Change password

How do I change my password?

If needed, you can change your password. In order to change your password do as follows:

- Log on to Famly.
- Access 'Your Settings' in the top right corner of the page under your name.
- Change your password by entering your current password as well as your new password below.

Famly Settings
Update your details and settings

Password

Change your password by entering your current password as well as your new password below.

Current password

New password

Confirm new password



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Change your email address

Change your email address and keep access to posts you already have

If you would like to change the email address you use for Famly please follow the directions below. **It is important to not remove your login from the contacts tab of child.**

- Log in to Famly
- Click on your **name** and **picture** in the top right corner of your screen
- Click on **Your Settings**
- In the **Your Details** tab, scroll down to the **Contact details** section and click **Change** next to your email
- Enter your **new email** and click **Change Email**

An email will be sent to your new address. Follow the link in the email. You will be taken to a page with your old email address, do not change this here. Enter your normal Famly password. Your email has now been changed to the new email. You can use this new email to login into Famly.

Family Pay - Parent Payments

Make payments easily & quickly directly through the Family App

Using Family Pay is a real time-saver for you and your childcare provider. With Family Pay you can pay for your childcare directly through the Family app. This article explains how to get started.

Content of this article

- Parent BACS Direct Debit (DD) setup & verification
- Parent Card payment setup
- Parent account overview
- Family Pay emails

Setup via 'Your settings'

When at least one payment method is enabled by the nursery, you can start on their setup.

1. You log in to Family
2. Click your name/picture in the top right corner
3. Select 'Your settings'
4. Select 'Payment methods'
5. Click 'Add direct debit mandate'

BACS Direct Debit

You will be asked to fill out this form followed by a confirmation page.



Woodlands Nurseries

① Direct Debit setup

X

Account holder

Name

Peter Larson

Street

90 Hill Road

Zip

TR4 4YF

City

Oldtown

Bank account

Sort code

348819

Account number

65122098

Have a question or need help?
Contact us on support@famly.co

Next



1 Direct Debit setup X

Name	Peter Larson
Street	90 Hill Road
Zip	TR4 4YF
City	Oldtown
Sort code	348819
Account number	65122098

In clicking confirm I agree I'm the account holder and only person required to authorise debits from this account, and that I want to set up the Direct Debit Mandate under the [Direct Debit Guarantee](#)

You will be notified of the amount to be debited at least one working day before funds are withdrawn from your account. Payments will show as 'Famly' on your bank statement. BACS Direct Debit payments are powered by Stripe.

Have a question or need help?
Contact us on support@famly.co

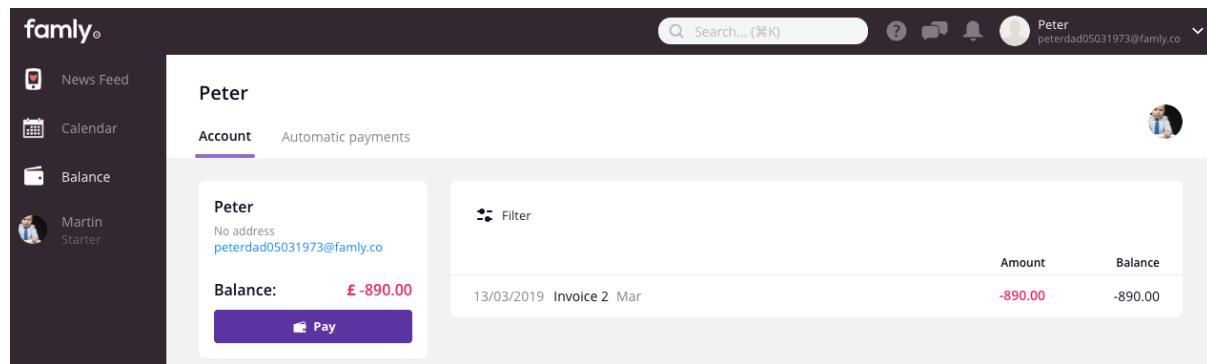
Back Confirm

Verification of direct debit mandate

Before a direct debit mandate is ready for use, it must be verified by our payment provider. This takes about 2 days. In order for an automatic DD mandate to be included in the next DD run, it must be verified at least 1 day prior to the DD run date.

Setup via the 'Pay' button

If your childcare provider has sent invoices through Famly and enabled one or more of the payment methods during their setup of Famly Pay, you will also see a 'Pay' button on your balance tab.
(click picture to enlarge)



Peter

Account Automatic payments

Peter
No address
peterdad05031973@family.co

Balance: £ -890.00

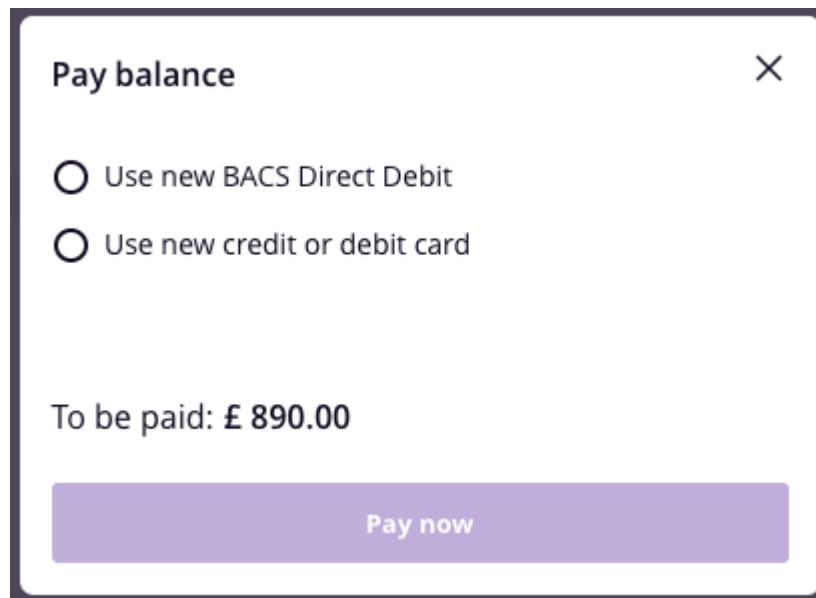
13/03/2019 Invoice 2 Mar

Amount Balance

-890.00 -890.00

Pay

By clicking the 'Pay' button, Family will ask you to choose from the options available. Our demo nursery offers all payment methods.



Pay balance X

Use new BACS Direct Debit

Use new credit or debit card

To be paid: £ 890.00

Pay now

If you select BACS Direct Debit, you will be asked to fill out the two forms noted above under BACS Direct Debit.

Card payments

Credit and debit card payments are made by selecting 'Use new credit or debit card'. You will have to enter their card details followed by clicking 'Pay now'. You can choose the amount you wish to pay if that is something the nursery has enabled in their Family Pay setup.



Pay balance X

Use new BACS Direct Debit

Use new credit or debit card

Cardholder name
Peter Larson

Card number
4561 6788 2030 0149

Expiration Post code CVC i

09 / 21 TR4 4YF 343

Save card details for next time

To be paid: £ 890.00

Pay now

Parent account overview

Payments made by you via Family Pay will act the same way as payments entered by the nursery. You will have the overview of invoices, payments, and your outstanding balance.
(click to enlarge)



Peter Larson

Account Automatic payments

Peter Larson
90 Hill Road
TR4 4YF
Oldtown

peterlarson07051976@gmail.com

Balance: **£ 0.00**

 **Pay**

Automatic payments [View](#)
BACS Direct Debit for Ben Larson

 Filter

		Amount	Balance	
04/03/2019	Payment Direct Debit	Completed	402.98	0.00
27/02/2019	Invoice 1903		-402.98	-402.98
06/02/2019	Payment Direct Debit	Completed	448.64	0.00
01/02/2019	Invoice 1420		-215.58	-448.64
31/01/2019	Payment Cash		45.00	-233.06
31/01/2019	Invoice 895		-278.06	-278.06

- Notice that the 'Pay' button is not clickable due to the balance being £0.00. This prevents you from paying too much (being in credit), thus preventing refund requests.
- The 'automatic payments' box shows that this bill payer will be charged automatically via BACS direct debit. They will be charged based on the day of the month the childcare provider selects when setting up Family Pay.

Automatic payments

The 'Automatic payments' tab at the top is where you can see the payment methods you have created (Available payment methods) and set to be automatically charged (Active).



Peter Larson

Account **Automatic payments**

Automatic payments

The active payment method will automatically be charged

Active payment method

 BACS Direct Debit for Ben Larson
Reference no.
[View mandate](#)

[Deactivate](#)

Available payment methods

No available payment methods

 [Add direct debit mandate](#)

Family Pay emails

If you have set up and use direct debit manually or automatically (active) will receive the following emails to inform you about the progress of your DD payment.

The day before a DD run

Dear [name],

You have set up automatic payments for your account with [nursery], and the next payment will be made on [date].

Any outstanding debt will automatically be paid using [payment method].

If you do not wish to be charged, please go to your balance and remove the automatic payment method before [date].

If you have no due payments, you can ignore this e-mail.



Woodlands Nurseries

Kind regards,

[nursery]

On the day of the DD run

Dear [name]

Your transaction is being processed and should be completed within a few days.

You have been automatically charged £[amount] using [payment method] as a payment to [nursery].

If you have any questions, please send us a message at [nursery email].

King regards,

[nursery]

0-2 days after the DD run (depends on processing speed)

Dear [name]

Your payment of £[amount] has been accepted, and the transaction is currently being processed.

You will be charged and the payment sent to [nursery] in approximately 2 business days ([date]).

You can see the full details of your Direct Debit mandate in your payment settings in Famly or via this link: [link].

Payments made using Direct Debit are covered by the Direct Debit Guarantee: <https://famly.co/famly-direct-debit-guarantee/>. You can cancel a Direct Debit payment at any time by simply contacting your bank or building society.

Your payment is being handled by Famly and will appear as "Famly" on your bank statements.

*However, if you have questions regarding *the invoice*, it's best to contact us at {{institution.email}}. If your issue is with the payments themselves, then please contact support@famly.co.*



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Kind regards,

[nursery]

When the DD payment is completed Dear [name],

Your transaction is complete. You have been charged £X using BACS Direct Debit.

Bank Account: [bacs last 4 digits] Mandate Reference: [bacs mandate reference] Mandate Details: [bacs mandate url]

Payments using BACS Direct Debit are covered by the Direct Debit Guarantee: <https://www.directdebit.co.uk/DirectDebitExplained/pages/directdebitguarantee.aspx>

If you have any questions, please write [nursery email].

Kind regards,[nursery name]

Automatic payments by card

Dear [name]

You have been automatically charged £[amount] and your payment is on its way to [nursery].

If you have any questions, please send us a message at [nursery email].

King regards,

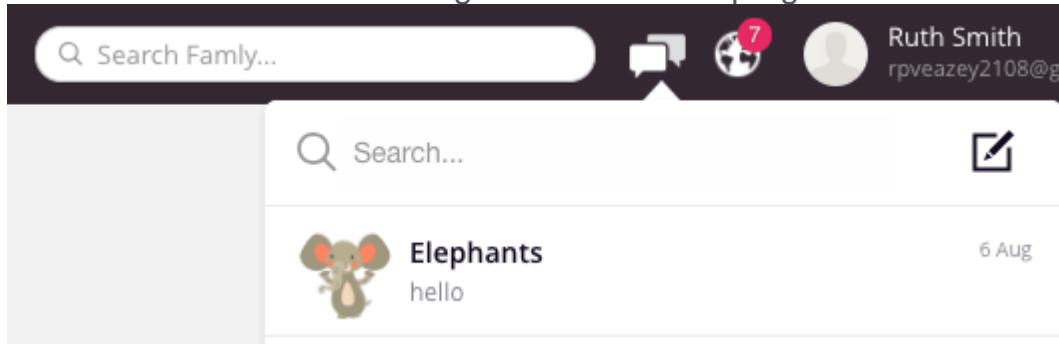
[nursery]



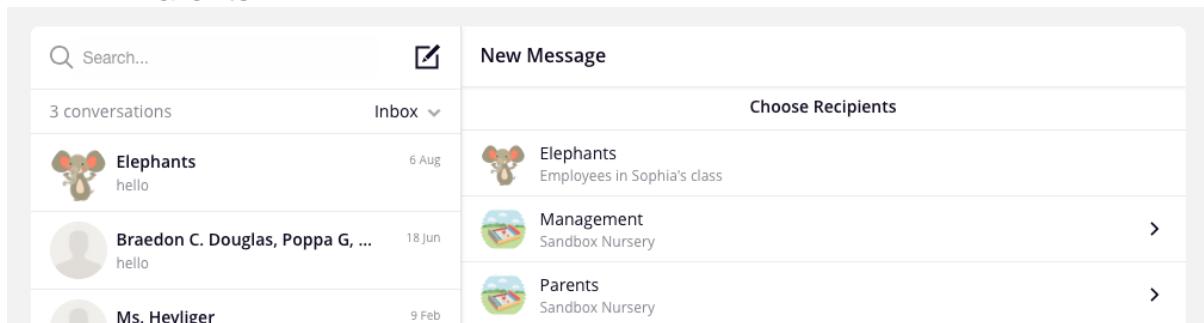
Private message an employee(s)

To write and send a message to the employees, do as follows:

- Log in to Famly
- Click on the **two speech bubbles** in the upper right corner of your screen
- Click the create message button in the top right



- Now you have the option to select between different recipients. To write the employees of your child's class, **press your child's class** for example 'Elephants' is Abby's class. Alternatively you can chose individual staff members or parents by clicking on the Staff Room or Parents.



- Write a message in the white box at the bottom of the page
- Finish off by pressing the green **Send** button. If you want to keep your inbox tidy, you can use **Send & archive**, and this thread of messages will go to your Archive.



Woodlands Nurseries

Search... 

3 conversations Inbox ▾

 **Elephants**
hello

Inbox
Archived

Info: If you send a message to your child's room, only employees will receive the message. The other parents cannot see this message. Once the employees have read the message, it will be visible to you.

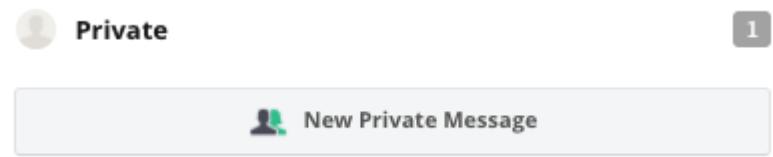


Woodlands Nurseries

Parent to parent communication

In Family, communication is key!

In order to organise play dates and pickups, there is the possibility for parents to contact other parents.



To message another parent you need to go to the message icon in the top right hand corner of your screen.



You search for the recipient you wish to message by selecting the room their child is in and then the parents name - you are able to select multiple recipients. Parents can only see other parents first names.

Opt out

Of course, this is a feature that can be disabled if you do not want to be contacted by other parents. Simply follow these steps to 'opt out'.

Go to 'Your Settings' by clicking on your name and photo in the top right corner of your page, click on 'Notifications & Language'. Here you'll find your different notification settings as well as your conversation settings, which can be adjusted as you'd like.



Ms. Smith

General

Notifications and Messaging

Password

Payment Methods

Notifications

Choose whether you want email or push notifications on your mobile.

	Push	Email	In Family
Receive a new post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New comment on a post I follow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Get a private message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
New calendar invitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
My child is signed in or out	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
My child sleeps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
My child is sick or on vacation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
My child details updated			<input checked="" type="checkbox"/>

Save

Conversation settings

Allow other parents with children in this setting to message me privately
 Only allow parents from the same rooms as my children to message me privately
 Do not allow other parents to message me privately

Save



Report holiday

How do I report my child on holiday?

You can easily register holidays for your child without having to call or write to the nursery. To report a holiday, do as follows:

- Log in to Family
- Click on your child's profile in the menu to the left
- Above the 'Details' section, you see two buttons, one of which is labeled 'Holiday'

Details	
Name	Edit
Nadia C Larsen	
Age	
7 years and 2 months	

- Press the button
- A new window opens. Fill in the requested information (see picture below)
- If desired, add a note to the institution regarding your child's holiday registration
- When you have filled in the requested fields, finish off by pressing 'Confirm Holiday'



Woodlands Nurseries

Register holiday for Nadia

First Day

25 April 2017

Last Day

25 April 2017

Note (if any)

Note (if any)

Confirm Holiday

Cancel

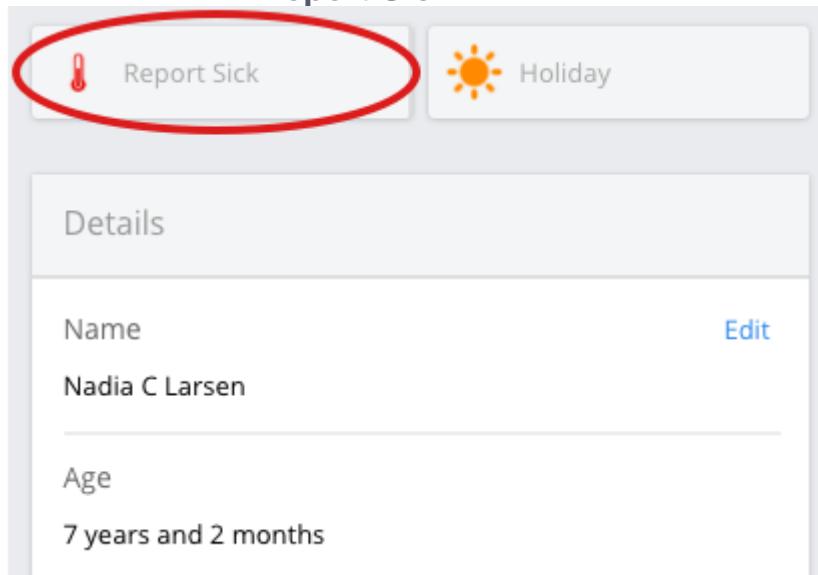
Now, you have registered a holiday for your child for the specified period, and the nursery is informed. Reporting your child on holiday indicates that the child will not attend the nursery on the specified day(s).

Report sick

How do I report my child sick?

As a parent you can easily report your child sick without having to call or write the nursery. To report your child sick, do as follows:

- Log in to Family
- Click on your child's profile in the menu to the left
- Above the 'Details' section, you see two buttons, one of which is labeled 'Report Sick'



- Press the button
- A new window opens. Fill in the requested information (see picture below)
- If desired add a note to the nursery, where you explain what is wrong with your child
- When you have filled in the requested fields, finish off by pressing 'Sick'



Woodlands Nurseries

Report Nadia Sick

First Day

25 April 2017

Last Day

25 April 2017

Note (if any)

Note (if any)

Sick

Cancel

Now, you have reported your child sick for the specified period, and the nursery is informed. Reporting your child sick indicates that the child will not attend the nursery on the specified day(s).



Woodlands Nurseries

Holiday RSVP

How do I reply to a Holiday period?

In the course of a year, the nursery will set up holiday periods you must reply to in order for the nursery to gain an overview of the child attendance.

Once the nursery has set up a holiday period, it will be visible to you in the News Feed and on your child's profile. You can freely choose, which of the two options, you want to use when replying to a holiday period:

1. Reply in the News feed

If you want to respond to a holiday period in the News Feed, click on the green button 'Report Holiday' in the post.



The Sandbox Nursery would like you to provide holiday feedback

19 Apr, 14:26

Report holiday for "Summer Holiday"

Mon, 26th Jun - Thu, 31st Aug

Deadline for your reply: Mon, 1st May

Report Holiday

2. Reply on your child's profile

If you want to provide your feedback on the child's profile, go to the section on the right with statistics on your child's holiday days and sick days. Find the heading named 'Holiday Replies', go to the holiday period and press the 'Reply' button next to it.



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2016
1 May - 30 Apr

2015
1 May - 30 Apr



31 7 27
Holiday Days Planned Holiday Sick Days

Holiday Replies



Summer Holiday
26/6 - 31/8

Reply

Regardless of where you choose to reply, the same window will appear:



Holiday RSVP

Autumn Holiday

 Deadline for replying is 1 Jul (in 2 months)

 You have not yet replied

Select the weeks or days on which your child is on holiday:

On Holiday?

Week 41		
Week 42		
Week 43		
Week 44		
Week 45		
Week 46		
Week 47		
Week 48		

 Close

 Send Reply

In the window, you can see the deadline for replying and whether you have provided your feedback yet. To register holiday do as follows:

- Mark the days or whole weeks where your child is on holiday



- To mark holiday for a full week, click on the question mark next to the week. The question mark will change into a check mark.
- To mark individual holiday days, click on the week to unfold the week days. Click on the question mark next to the day you want to mark as a holiday day.
- The status of the selected day(s) will change from 'Not on holiday' to 'On holiday':

20 Nov



Monday

Nadia - Not on holiday



21 Nov



Tuesday

Nadia - On holiday



22 Nov

Wednesday



Nadia - Not on holiday



23 Nov

Thursday



Nadia - Not on holiday



24 Nov

Friday



Nadia - Not on holiday



- When you are done registering holiday days, finish off by pressing '**Send Reply**' at the bottom of the 'Holiday RSVP' window.
- Subsequently, you will see that your feedback is registered both in the post in the News Feed and on the child's profile:



The Sandbox Nursery would like you to provide holiday feedback

19 Apr, 14:26

Report holiday for "Autumn Holiday"

Mon, 26th Jun - Thu, 31st Aug

Deadline for your reply: Mon, 1st May

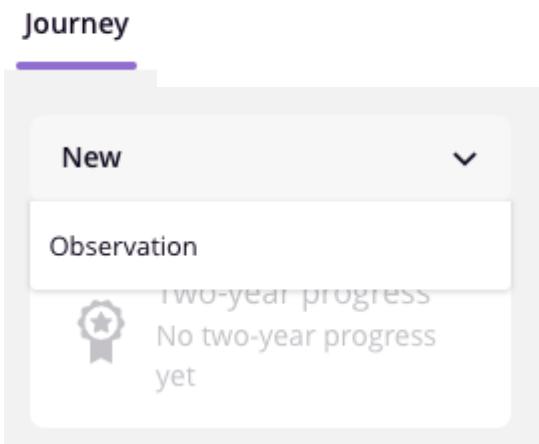
Your reply is registered - thanks for replying.

Create an observation

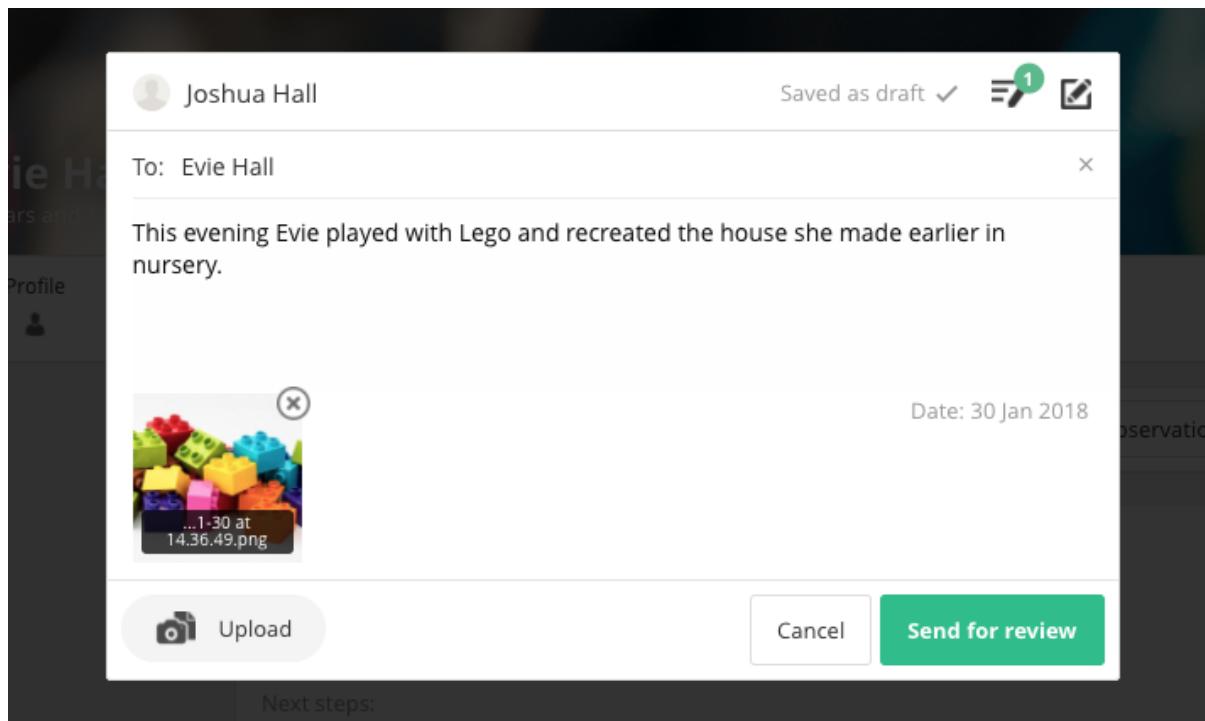
Not only staff can create observations to appear on the Learning Journey, parents can also contribute.

Hearing about what your child is achieving whilst at nursery, and how, is very important to the majority of parents. However, not all learning happens in the nursery so it is important that people with the 'Parent' role in Famly can report how their child(ren) are learning at home.

To create an observation of a child, you will need to go into their profile and click on 'Journey' and then 'New Observation' below.



A text box will appear and you will be able to add **text, photos and videos**. See the below screenshot for an example. Use the 'Upload' button to add photos and videos.



When you are finished making the post, you will send it for review. Rather than going straight onto the feed, nursery staff with the permission to do so, will review this post before sending.

If you get interrupted, the draft will save and you will find it by clicking the (left) icon top right hand corner.

Nursery staff will see the observation in the Child Development app and they can add EYO links, add Next Steps, request changes, take ownership or approve and send. When the nursery requests changes, you, as parent, will receive a notification.

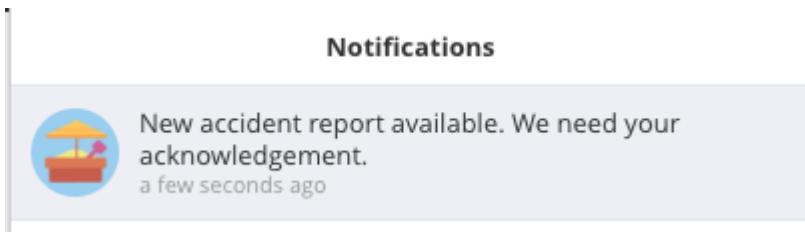


Woodlands Nurseries

Acknowledge Accident/Incident Reports

If your child has an accident or incident, you may be notified through Famly

A member of staff can log an accident or incident that happens at the nursery, in a report form in Famly. If this happens, you will receive a notification (as shown below):



You will be able to see the nature of the incident/accident, if there has been any first aid administered, and who was present when it happened.



Woodlands Nurseries

Sophia Green
5 months

Activity About Contacts Journey Notes **Reports**

Accident/Incident Reports

 **Angela Edwards**
9 Apr 2018 - 10:00

Accident
Location: Baby room
Banged head on door

First aid administered
Ice & Calpol

Witnesses
Carole Dickens, Charlotte Smith

Parents notified?
Through Family

Acknowledged by
--

Acknowledge Accident

You are required to click on 'Acknowledge Accident/Incident' to let the nursery know that you have seen it. These reports will be stored in your child's profile.



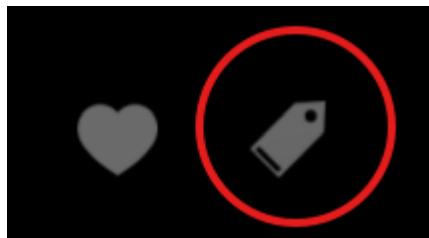
Woodlands Nurseries

Downloading Pictures

How can I download pictures from Famly?

As of now, there is no easy way of downloading pictures from Famly due to an ongoing debate about the possibility of other children appearing in the photos. There are different opinions on this issue, and we have decided to keep Famly as a closed system for now.

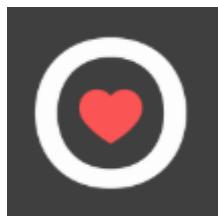
However, parents can save pictures to a photo gallery on their child's profile by pressing the tag icon in the left corner when opening a picture on the news feed.



We recommend that pictures stay in Famly. You will keep your access to Famly even after the child leaves.

Pay your balance via card or Bacs direct debit

Settle your invoices (by credit card and direct debit) directly through Famly, in the app. You can pay your outstanding balance with just a couple of clicks, or automatically by direct debit.



The nursery will have the option to select which methods of payments they wish to offer.

By Credit and Debit Card

The first time you click 'Pay balance', Famly will ask you to enter your credit card details. These details will be stored by our payment processing provider (details at end of this article).



Pay balance

Cardholder name

Card number

Expiration Post Code CVC i
 MM / YY ***

Save card details for next time

To be paid: £ 195.71

By Direct Debit (BACS)

You can also setup a direct debit mandate by clicking 'Your Settings' under your name in the top right corner. Click the tab 'Payment Methods'. Next, you'll need to click 'Setup BACS direct debit mandate' and enter the details requested. When the setup is complete, you can pay by using this mandate.



Woodlands Nurseries

Direct Debit setup

Account holder

Name

Street

Zip City

Bank account

Sort code Account number

Have a question or need help?
Contact us on support@family.co

Next

After clicking 'Next'. Finish by clicking 'Confirm'.



Direct Debit setup

Name David Smith
Street 32 Greenworth Avenue
Zip NR3 1AU
City Norwich
Sort code 108800
Account number 00012345

In clicking confirm I agree I'm the account holder and only person required to authorise debits from this account, and that I want to set up the Direct Debit Mandate under the [Direct Debit Guarantee](#)

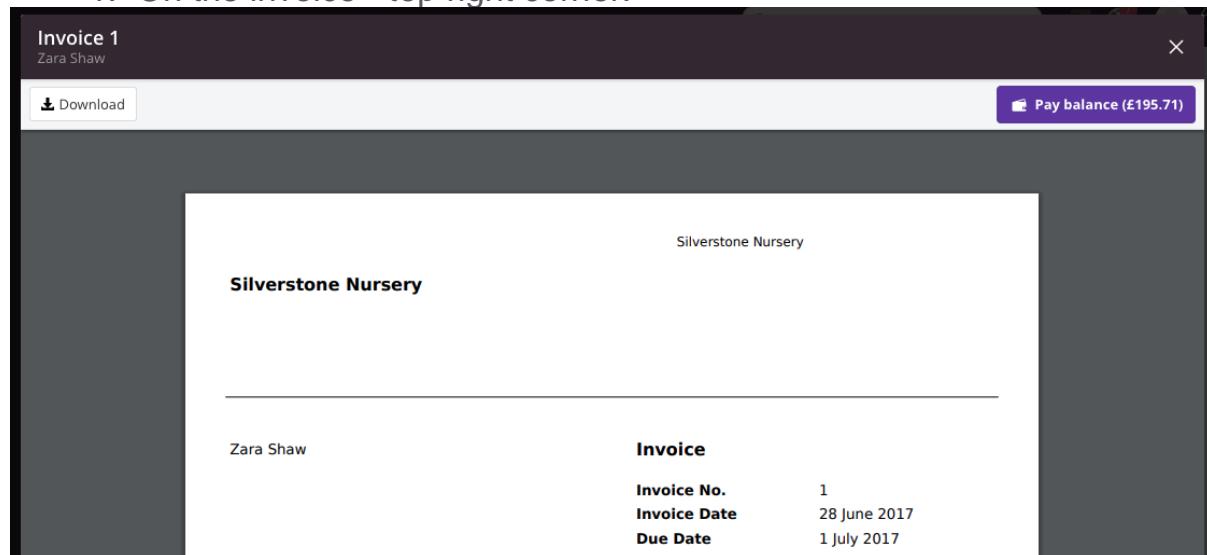
You will be notified of the amount to be debited at least one working day before funds are withdrawn from your account. Payments will show as 'Famly' on your bank statement. BACS Direct Debit payments are powered by Stripe.

Have a question or need help?
Contact us on support@famly.co

[Back](#) [Confirm](#)

Where to find the 'Pay balance' button

1. On the invoice - top right corner.



2. The Balance menu - on the left-hand side.



Woodlands Nurseries

Zara Shaw

Account Payment methods



Zara Shaw

No address

Balance: £ -195.71

Pay balance

Filter

28/06/2017 Invoice 1 Jul

Amount	Balance
-195.71	-195.71

Invoice Recipients

Contacts with access to all account information.



Zara Shaw
Eleanor (Parent)

3. On the News Feed - when you receive a new invoice.

Silverstone Nursery
28 Jun, 13:40

Please find attached invoice 1

Invoice 1 Pay balance (£195.71)

Family uses the provider Stripe who is the one of the leading payment providers globally.



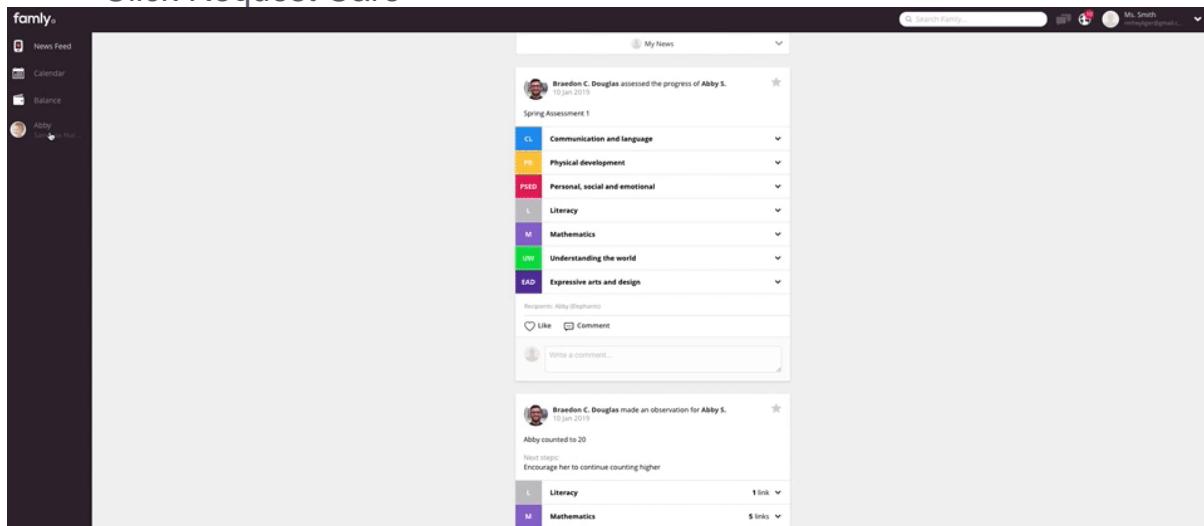
Woodlands Nurseries

Parent requested booking

Request care from your childcare provider

You can now request ad hoc bookings from your childcare provider, **if they have enabled the feature**. To do so:

- Go to your child's profile
- In to the Bookings tab
- Click Request Care



- Next Select a date and a session
- Days that are marked in **dark pink** have *no availability*, and those that are **light pink** have *partial availability*.
- Once you have chosen your date and session, click request care



January 2019

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Available items

Sessions		
■	Afternoon 2yr TTO	13:00 - 18:00
■	Morning	08:00 - 13:00

Products

■	Admin Fee £3.50
■	Hot Food Jan

24 Jan 2019

08:00 Morning 17:00

No availability
Partial availability

Selected items X

■ Morning	24 Jan 2019, 08:00 - 13:00	£30.87
Total		£30.87

Request care

- You can then see which sessions are **pending approval** and which sessions have been **approved** by the nursery.

Ad Hoc Purchases

● Albi	Pending approval
31 Jan 2019 Afternoon 2yr TTO	£24.40
Total	£24.40
● Albi	Purchase approved
24 Jan 2019 Morning	15 Jan 2019
Total	£33.59

Request care