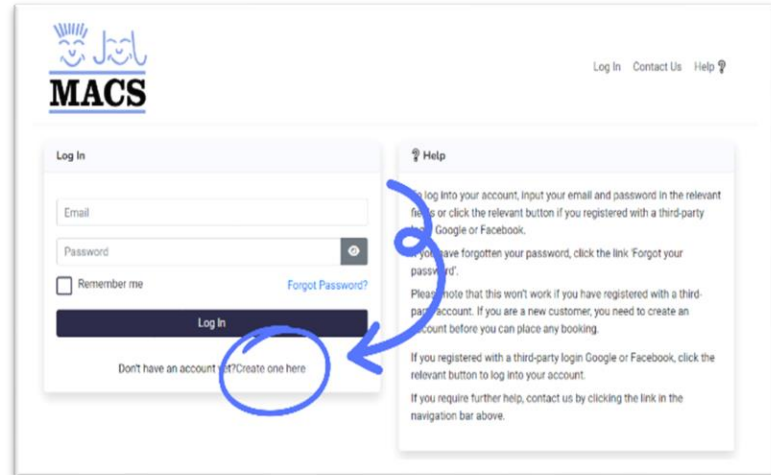


CREATE YOUR ACCOUNT

****You can find a video showing how to create your account [here](#)****

- Follow the link provided in your email to visit the MACS Magic Booking Log in page. From there create your account by clicking Create one here, located under the Log In box. You should create one account per family.
- Please select your region and from there the MACS project (centre) that your child attends. After this please follow the instructions and enter your account details.
- From here please enter your marketing preferences & read and agree to all Privacy Policies and Terms and Conditions. Please ensure to select that you wish to receive marketing information to be informed about upcoming holiday clubs & MACS events. **If you do not select that you wish to receive Marketing Information you will NOT receive Holiday Club Booking information.**
- You must then visit your emails and follow the instructions on the validation email to activate your account **PLEASE NOTE THIS EMAIL MAY AUTOMATICALLY GO TO YOUR SPAM/JUNK FOLDER PLEASE CHECK THERE IF NOT IN YOUR INBOX**



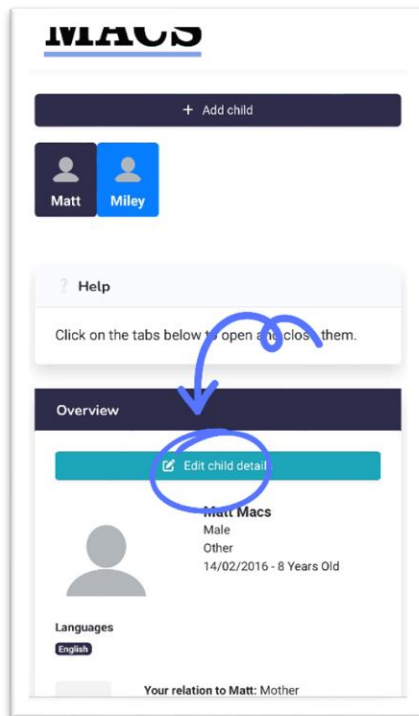
ADD CHILDREN

****You can find a video showing how to add children [here](#)****

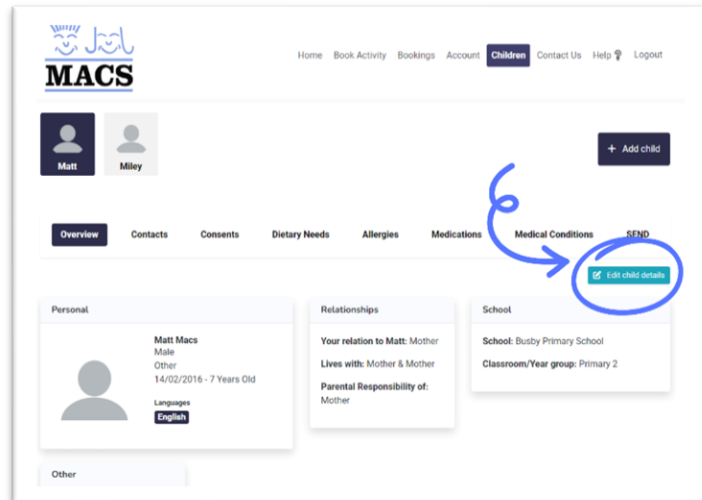
- Please follow the instructions to tell us about each of your children separately, only 1 child can be created at a time. These details can be edited by you at any time should anything change or require to be updated such as any dietary needs, medication, additional support needs, allergies, change of contact details etc.
- Once finished please go to Edit child details to upload a photo of your child. If you are using a mobile device the Edit child details button can be found by clicking the overview tab.

Magic Booking Parents User Guide

Mobile View



Desktop View



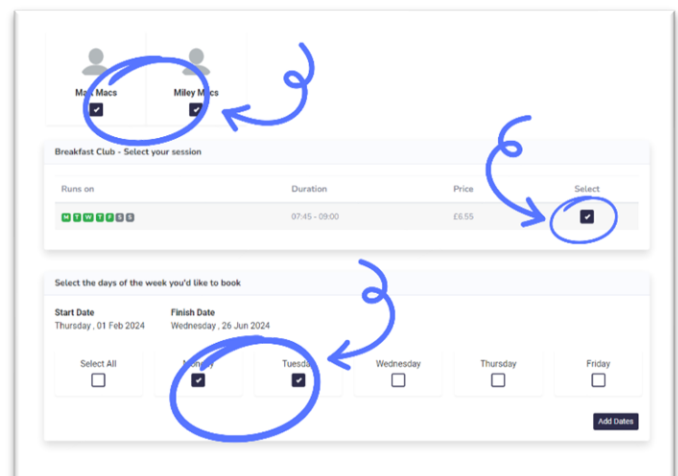
- When a 2nd child is registered, additional contacts (collectors, emergency contacts and doctors) can be reused. Simply tick the relevant check boxes at the bottom of the child's details form, this allows you to avoid re-entering the same information again.

BOOK AN ACTIVITY

****You can find a video showing how to book an activity [here](#)****

PLEASE REMEMBER TO ONLY BOOK THE CARE THAT HAS BEEN OFFERED. ANYTHING OTHER THAN OFFERED CARE WILL NOT BE APPROVED AND THE BOOKING WILL BE DECLINED

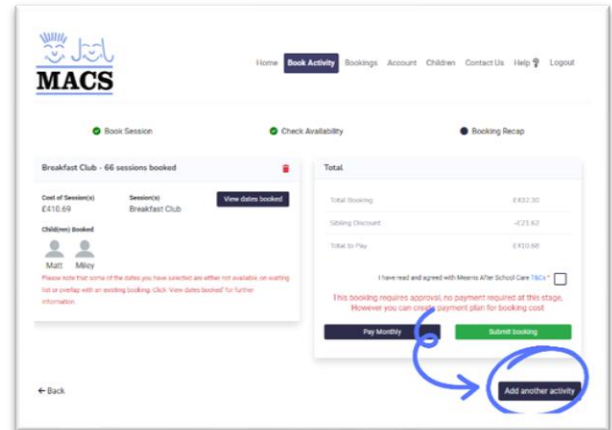
- Select Book Activity from top menu
- Please select Breakfast Club or Afterschool Care (if you require both, book one first and the other can be added after)
- If your children use the same days for an activity please select all children, then the activity being booked and the days required
- If your children require separate days, please select one child then the session and days



Magic Booking Parents User Guide

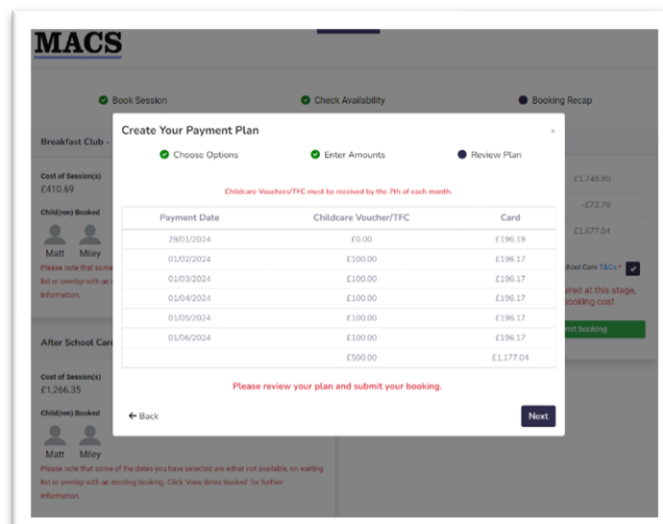
required. Subsequent children can then be added later by adding another activity

- Added dates can be reviewed at the bottom of the page. Please review to ensure correct before proceeding.
- Any dates not available for care will then be highlighted (such as school holidays when term time care is not available) **Holiday care will be booked separately, you will be contacted when this is released.**
- To add another activity (e.g. to add Afterschool Care) click bottom right
- Review bookings, if you need to delete the sessions booked select the bin icon to cancel



SUBMIT FOR BOOKING APPROVAL & PAYMENT

- At this stage you are ready to submit your booking for approval, prior to this however you **must** indicate your payment method
- **SELECT PAY MONTHLY**, please ensure this is selected to allow monthly payments otherwise you risk Magic Booking attempting to withdraw the full amount owed from your Debit Card in one single transaction
- Please indicate if you will be paying monthly instalments via Childcare Vouchers, Tax Free Childcare payments, debit/credit card payment or a combination of both. If you pay via childcare vouchers/TFC and the monthly payments exceed the amount available to you per month top up payments will be taken from your nominated debit/credit card. Credit/debit card instalments will replace our current Direct Debit scheme
- Next your payment plan will be created. Your instalment start date should be the 1st of the month in which care begins. If your care begins mid-way through a month then please select the 1st of following month. You can then review the payment plan and make any changes if necessary (e.g. increase your TFC/voucher payment to decrease the card payment)



Magic Booking Parents User Guide

- Your booking will now be under review. You will receive an email as soon as your booking is reviewed and care is accepted or declined. If the booking is declined, the dates booked do not match the care which has been offered and you must book again with the correct information provided
- **Once accepted please visit your account to add your Debit/Credit card if you are paying either fully or in part using this method. Payments will be deducted monthly and you can view your payment plan under the Expected Payments tab to plan your finances ahead of time. The Debit/Credit card feature will replace the need for monthly bank transfers and the Direct Debit scheme we currently use.**

KEEPING YOUR ACCOUNT UP TO DATE

- Parents/Carers can access their Magic Booking account at any time to keep children's details up to date, view bookings, make payments, review current bookings and cancel dates
- If you require to add or change days, please speak to the MACS Project Manager who can review spaces available
- Please note for all cancellations and reduction to care 4 weeks notice will apply as per our Terms and Conditions. Cancellations will automatically calculate your notice period and change your payment plan to accommodate the new care requirements

ADDING AN ADDITIONAL ACCOUNT HOLDER

- To add an additional account holder select Account then click on the Additional Account Holder tab. From here click additional account holder and enter the details requested before clicking save.
- To access the account the additional account holder should open [Magic Booking](#) and enter their email address and click forgot password. This will email a link allowing them to set up their own password for their login
- The account will now be shared allowing both account holders to make/view bookings and payments

HELP SECTION

- Please remember the help section is available at the top right of each screen if you require any assistance.

