

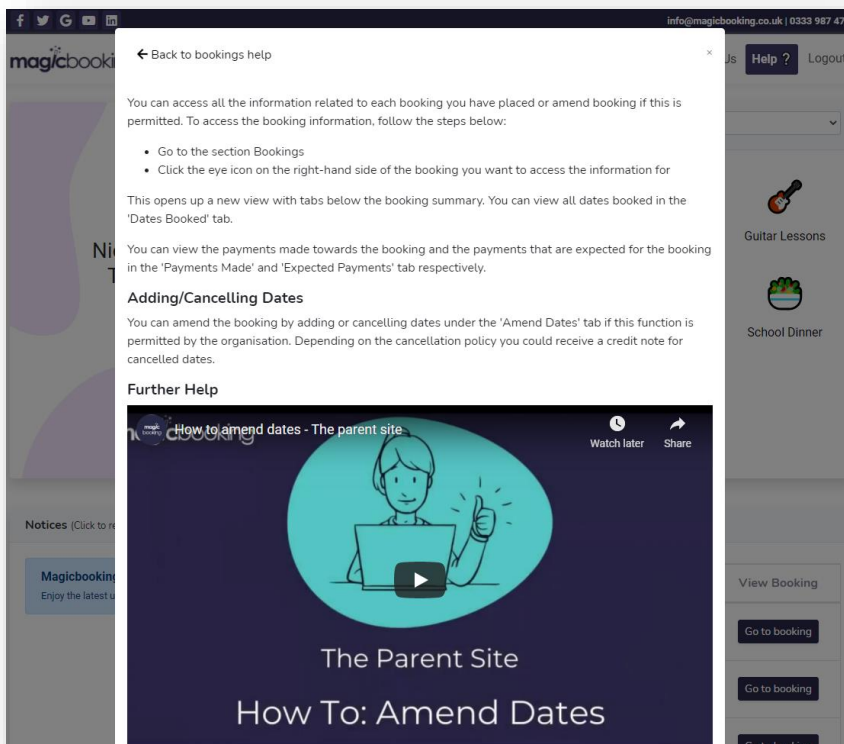
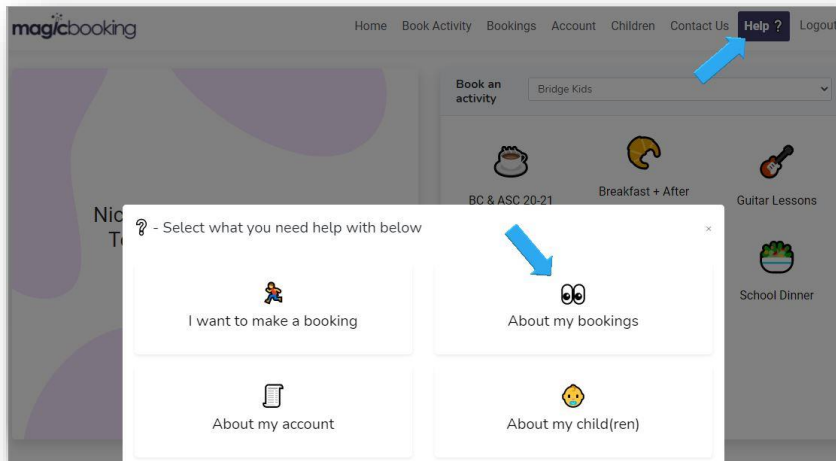


Parent FAQs

Where do I find help on how to use magicbooking?

From the **magic**booking booking system there is a help section in the menu bar offering step-by-step guidance and videos.

The help menu offers different sections which you can drill down to find further information. In the example below, we have selected the section about my bookings, and then chosen 'I want to view, amend or cancel a booking'.





Why can't I create an account?

Log In

Email

Password

Remember me [Forgot your password?](#)

Log In

Don't have an account yet? [Create one here](#)

If you don't see the link to create an account as shown above, it is likely that **magic**booking is integrated with the school MIS system and your account has already been created. Try using the link 'Forgot your password?' with the email address you have shared with the school, then follow the instructions in the email sent to you to set-up your password.

If you cannot remember the email address you have shared with the school, contact them directly.

How do I first log in into my account?

The first time you try accessing your account, you will need to reset your password. To do so, use the link 'Forgot your password?', enter the email address you have shared with the school, then follow the instructions in the email sent to you to set-up your password.

If you cannot remember the email address you have shared with the school, contact them directly.

What does 'invalid token' mean when I try to reset my password?

The link sent when you request a password reset is only valid for 2 hours and you can only click it once. This message is shown if you click the link after 2 hours or if you have already clicked it. If you request a password reset more than once, make sure you use the link sent in the last email received.



How do I make a booking?

From the home page you can see a selection of the activities running at the centre(s) or the school you are registered with. To see all activities, click the menu 'Book Activity'.

Selecting your centre

If you are registered at more than one centre, you can select which centre you would like to see activities for in the dropdown menu at the top of the page.

Viewing activity information

You can view general information of an activity by looking at the individual cards or clicking on the read more button.

Booking an activity

To book an activity, click 'Book' on the card of the activity you want to book.

On the next page, select the child(ren) you want to book, select the sessions, the period and the days.

For further guidance, watch the videos below:

[Hot to make a weekly booking](#)

[How to make an ad-hoc or regular booking](#)

[How to make a contract booking](#)

[How to make a seasonal booking](#)

[How to book extra options](#)

Why can't I see any activity to book?

If you cannot see any activities to book, it might be due to different reasons:

- Your child is not eligible for any of the activities, usually this is because activities are not available for their age group or classroom.
- Your school hasn't published any activity yet

What happens if my card instalments fail?

If your card instalment fails, you will automatically receive a notification via email. You can then log into your account navigate to the menu Bookings, select the booking you need to pay for, click the button 'Make a payment', then follow the process to complete your payment.



How do I view, amend or delete a booking?

You can access all the information related to each booking you have placed or amend or cancel bookings if this is permitted. To access the booking information, follow the steps below:

Go to the menu Bookings

Click the eye icon on the right-hand side of the booking you want to access the information for

This opens up a new view with tabs below the booking summary. You can view all dates booked in the 'Dates Booked' tab.

You can view the payments made towards the booking and the payments that are expected for the booking in the 'Payments Made' and 'Expected Payments' tab respectively.

Adding/Cancelling Dates

You can amend the booking by adding or cancelling dates under the 'Amend Dates' tab if this function is permitted by the organisation. Depending on the cancellation policy you could receive a credit note for cancelled dates.

When 'I connect as' a parent, I see the 'pay later' option.

How do I view all my bookings?

You can view all of your bookings on the 'Bookings' page.

General information

Your account current and overdue balances are displayed at the top of the page, along with an option to make payments or view upcoming instalments.

Bookings information

You can view a snapshot of each booking in the grid table.

Calendar view

You can also view all of your bookings or specific bookings in a calendar view by clicking the 'Calendar View' button in the top right corner of the 'Bookings' page. From here you can select which activity and child you want to see the bookings for.

How do I make a payment?

You can make payments against your active bookings in multiple ways from the 'Bookings' page.

Make a single payment



To make a payment, follow the steps below:

- Go to the section Bookings
- Select the checkbox of the booking you want to make a payment for
- Click the button 'Make Payment' at the top of the page
- You can then pay the next instalment due or make a partial payment if your next instalment is due in the future.

If your instalment is already overdue you won't be able to make a partial payment, the instalment will have to be paid in full.

Make a multi-payment

Follow the same steps as described above but select the checkboxes for all bookings you want to make a payment for.

How do I see my upcoming payments?


To view upcoming instalments, go to the 'Bookings' page.

Click the button 'View' in the card 'Upcoming Instalments' will be displayed.

Alternatively, from the Bookings page you can click the eye icon next to a booking to see instalments linked to that particular booking.

How do I view/edit my account details

You can view or edit your details by going to the 'Account Details' tab on the 'Account' page. Then click the button 'Edit account details' and amend the relevant information and save.


 If **magicbooking** is integrated with your school's management information, your details are directly imported from the school, if you need to change them you'll need to contact the school. Once your details are updated on the school system they will automatically be reflected on magicbooking within 24 hours.

How do I add my children to my account?

You can add a child by clicking on the 'Add Child' button on the 'Children' page.

To add a child fill out the forms and enter the relevant information, we know you may not always have time to enter all of your child's information in one go, so you can skip some areas and add those details later on.

Watch this [video](#) for more guidance

 If **magicbooking** is integrated with your school's management information, this information is directly imported from the school, your children are automatically created on your account.



How do I edit my children details?

To view your child's details, follow the steps below:

Go to the page Children

Click the picture of the child you want view or edit the details for

The sections below allow you to provide detailed information about your child's personal information and needs. You can edit all sections by clicking the button Edit.

General information

You can view your child's general information by clicking on the 'Details' tab on the 'Children' page.

Consents


You can view and edit your child's consents by clicking on the 'Consents' tab on the 'Children' page.

Contacts

You can view your child's emergency, collector, and doctor contacts by clicking on the 'Contacts' tab on the 'Children' page. You can add, edit, or remove any records in this section by clicking on the corresponding button.

Health related information

You can view your child's health related information such as dietary needs, allergies, medications, etc. by clicking on the corresponding tabs on the 'Children' page. You can also add, edit, or remove any records in the sections by clicking on the corresponding buttons.

 If **magicbooking** is integrated with your school's management information, this information is directly imported from the school, if you need to change it, you'll need to contact the school. Once your details are updated on the school system they will automatically be reflected on magicbooking within 24hours. **Depending on your school's procedure, you might have to answer the consents section.**

How do I add/edit an additional account holder on my account?

You can view your additional account holder(s) in the 'Additional Account Holder' tab on the 'Account' page.

Adding an Additional Account Holder

You can add an additional account holder by clicking the button 'Add Account Holder'. From here you can choose the children to be associated to the account holder and enter the account holder's information.

If you have already created this user as a collector or an emergency contact, you can simply select that user from the drop-down list.




Please note that the same child can only be attached to one additional account holder.

Editing an Additional Account Holder

You can edit a holder by clicking the 'Edit' button on the corresponding record in the table.

Deleting an Additional Account Holder

You can delete a holder by clicking on the bin icon next to the record you want to remove.

 If **magicbooking** is integrated with your school's management information, this information is directly imported from the school, if you need to change it, you'll need to contact the school. Once your details are updated on the school system they will automatically be reflected on magicbooking within 24hours.

How do I see my account statement


You can view your statement by clicking on the 'Statements' tab of the 'Account' page. Your statement shows all transactions related to your account, i.e.: invoices, credit notes, payments and refunds.

How do I change the centres I'm registered with?

You can view all of the centres you are registered with on the 'Centres' tab of the 'Account' page.

Update centres

To update your centres, click the 'Update Centres' button and choose the corresponding area in which your centre is located. From here you can check/un-check a centre and save your changes.

 If **magicbooking** is integrated with your school's management information, there is no need to register with any school or centre.