



# Step-by-step Parents' User Guide

## STEP 1: Register

Go to: <https://GranardPrimarySchool.magicbooking.co.uk>

### Option 1 - Pre-loaded accounts

1. Click the hyperlink 'Forgotten password'
2. Enter your email address (the one you have given to your school or childcare centres)
3. Check your mailbox, including your junk folder
4. Click the link in the email, if the link is not 'active', i.e. it is not clickable, simply copy and paste it in your browser address bar
5. Create your password. Your password must contain at least 6 alphanumeric characters with at least one uppercase.
6. Click the link to return to the login page and login into your account

7. Navigate to the menu My Account
8. Complete the form under My Details tab
9. Click the tab My Centre(s), and select the school or childcare centre you want to register with. Please note that yours and your children data will be shared with the centres selected.

Follow the instructions described for STEP 2



## Option 2 - Registration from scratch

[HOME](#)
[CONTACT US](#)

### Sign In

[Forgotten password?](#)

☐ Remember me?

New to our service?

1. Click the button 'Create an account'
2. Fill out the form shown below, using a valid email address as you will be asked to validate it via a link sent to that same email address. Only one account per family should be created.

### Create your account

In order to use the service, you need to register first.  
Please fill in the form below and click save.

#### Details

Email \*

Confirm Email \*

Title \*

--Select-- ▼

First Name \*

Last Name \*

Gender \*

--Select-- ▼

Ethnicity \*

--Select-- ▼

Address 1 \*

Address 2

Town \*

County

Postcode (E.g N1 5YP) \*

Primary Contact Number \*

Secondary Contact Number

How did you hear about us?

--Select-- ▼

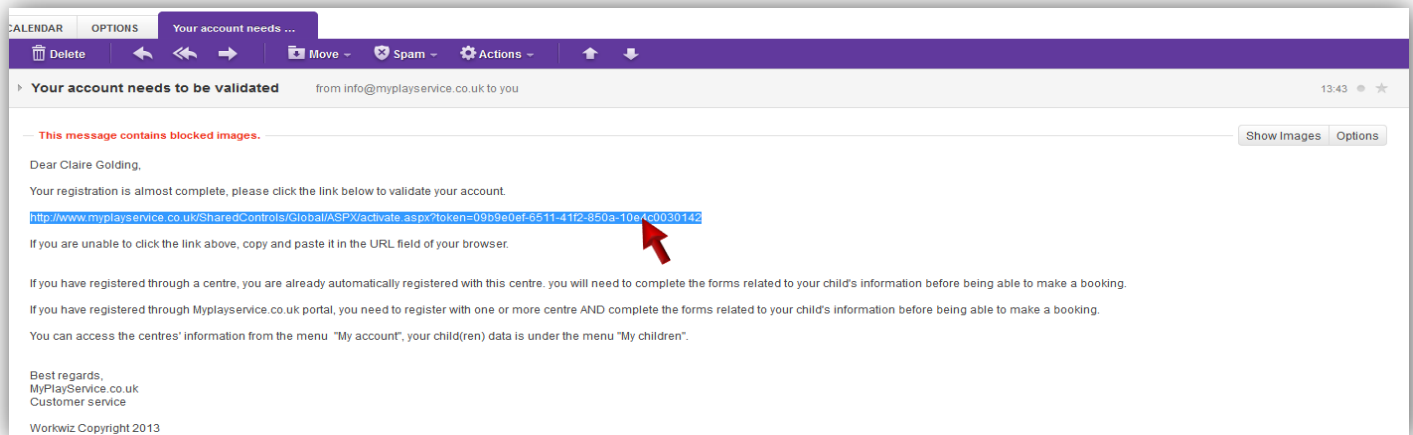
#### Security Details

Enter Password \*

Repeat Password \*

Password should be at least 6 characters long with one number, one lower and one upper case characters.

3. When you click the button 'Save & Continue', an email will automatically be sent to the email address you used. Check your mail box, including your junk folder and validate your account by clicking the link in the email. If the link is not 'active', i.e. it is not clickable, simply copy and paste it in your browser address bar.



**Important information! (this might prevent you from booking)**

Parent's necessary information is missing. Please click [Here](#) My Account to provide the mandatory information.

You must now create your children. Click [here](#)

[+ Add Child](#)

Then follow the steps below

## STEP 2: Register your child

You now need to add your child's details, navigate to the menu 'My Children', then click the button 'Add Child'. Complete the first form, then save.

Now, click each tab (Dietary needs/Allergies, Medical Info, Disabilities/SEN, Emergency contacts, Collectors and Doctors) and complete the forms (see below). Only Emergency, Collectors and Doctor are compulsory.

### Add New Child

Child Details

First Name \*

Last Name \*

Date of Birth \*

Free childcare entitlement code

Gender \* Male

Ethnicity \* No

What is your relationship with the child? \* Mother

Who does your child live with? \* Mother & Father

Who has the legal responsibility of the child? \* Mother & Father

Amy Demo Emily Demo Theo Demo **Tommy Demo**

Details Dietary needs/Allergies Medical Info Disabilities/SEN Emergency Collector(s) Doctor(s)

Disability Information

Does your child have a disability? ☐ Yes ☒ No



### **Dietary needs/Allergies**

Select the relevant option in the Dietary Requirement drop down list and add additional information if needed. If your child has any allergies, click the button '+Add', pick the appropriate option in the Allergies drop down list, then add any relevant information in the fields provided.

### **Medical information**

Under this menu you can add both medical conditions and medication.

Click button '+Add' in the relevant section to add medical condition and medication, you can add several if needed.

Make sure you complete all details, including, allergies and emergency treatment if needed, as it is important for your child's wellbeing and safety that staffs are aware of any health problems or medications your child might have or need.

### **Disability & Special Needs**

Again, it is important for your child's wellbeing and safety that staffs are aware of any disabilities or Special Needs your child might have. Hiding such information may result in your child being turned down at the door if no resources are available to provide adequate care to him/her.

### **Emergency contacts and Collectors**

When you register, your contact details are automatically added on both the Emergency and Collectors lists, however it is advisable to add another emergency contact in case you are not reachable in the event of an emergency. Some organisations impose more than one emergency contact; if it is the case you won't be able to make a booking until you have entered the requested number of contacts.

**You can't use the same phone number for two emergency contacts.**

### **Doctor**

This is the contact details of the Surgery your child is registered with.

**Note:** When you register a second child, additional contacts (collectors, Emergency contact and doctor) can be reused. Simply tick the relevant check boxes at the bottom of the child's details form, so you won't need to re-enter the same information again.

**Reuse existing contacts?**

☐ Emergency

☐ Collector

☐ Doctor



## STEP 3: Book an activity

Once you have completed the above steps you can book activities online. The system automatically checks your child's age group and you will only be offered activities available for the child(ren) selected and at the centre you are registered with.

Available activities are listed on the page along with some information, pictures and documents to be downloaded (when available).

HOME BOOK MY BOOKINGS MY ACCOUNT MY CHILDREN CONTACT US LOG OFF

Welcome Parent Help | Available credit £185.91

**Easter Half-term**  
Bridge Kids  
Available from 16/04/2018 To 16/04/2018  
Holiday Club from £15.00 per session / per child  
Individual Sessions  
Available to children aged from: 4 to 12  
Provide a short description of what you offer.  
Longer descriptions or programmes can be added as attachments from the 'media files' section  
Disability Details: please contact centre for suitability  
Read More  
Book Now

**Half-term Holiday Club**  
Bridge Kids  
Available from 16/04/2018 To 16/04/2018  
Holiday Club from £15.00 per session / per child  
Individual Sessions (discount 5%) - Weekly (discount 5%)  
Available to children aged from: 4 to 12  
Provide a short description of what you offer.  
Longer descriptions or programmes can be added as attachments from the 'media files' section  
Disability Details: please contact centre for suitability  
Book Now

**Dinner**  
Bridge Kids  
Available from 16/04/2018 To 20/07/2018  
School Dinner from £2.30 per session / per child  
Individual Sessions

**BC and ASC**  
Grey's Academy  
Available from 16/04/2018 To 20/07/2018  
Breakfast Club from £3.00 per session / per child  
After-school Club from £3.00 per session / per child

Select the activity you want to book

**Breakfast & After School**

I want to book

☒ Theo  
☒ Amy  
☐ Emily  
☐ Tommy

Select your children

For

> Breakfast Club £4.00

☒ Early risers - from 7:30am - £4.00  
☐ 08:00 - 09:00 - £4.00  
☐ No thanks

Expand the header

> After-school Club

Select the session(s) you want to book

Ad-hoc days? ☐

To book an activity, click 'Book Now', select the child(ren) you want to book.

Select the date range, or pick days (if available), select the days of the week and sessions.

☒ Early risers - from 7:30am - £4.00  
☐ 08:00 - 09:00 - £4.00  
☐ No thanks

Select the period you want to book

> After-school Club

Ad-hoc days? ☐

Set days every week  
Your booking will occur on the set days, every week

Between

From  
Monday, 16 Apr 2018

On

☒ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday

Pick the days. Selected days will be repeated throughout the period selected

Add more dates OR Check availability

Click 'Check availability'

When booking a date range the days and sessions will be repeated throughout the period selected.

Then click check availability.

**Note 1:** Activities can be set up with different booking modes. These will impact the way you can book activities; activities can be booked.



On a daily basis (as described above), you select the start and end date of the period, the week days and sessions are repeated throughout the period chosen. It is possible to remove some random dates the 'availability page', for example, if the grandparents are going to be around on a particular week you can remove the days for that period.

On ad-hoc basis, this is suitable if you book different weekdays every week. You can pick different week days and sessions i.e.: your selection is different each week:

15:15 - 16:30 - £5.00  
15:15 - 17:30 - £18.00  
☒ No thanks

Ad-hoc days? ☒ **Enable the Ad-hoc option**

Select Day

Monday, 03 Sep 2018

September 2018

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 31 | 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 |
| 1  | 2  | 3  | 4  | 5  | 6  | 7  |

**Choose the first day you want to book**

Add more dates OR Check availability

**You can then add more dates**

Breakfast Club £20.00

☒ Early risers - from 7:30am - £20.00  
☐ No thanks

One hour only

Over an hour

**Select the week(s) you want to book**

Between

From 02/07/2018 To 06/07/2018

On

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday

Add more dates OR Check availability

**Click 'Check availability'**

On a weekly basis, you must book one or more full weeks, you can only select the beginning and the end of the week from the drop down list.



On a repeating pattern basis, -same as daily booking, but you cannot choose the start or end-date of the period. The same days and sessions are repeated throughout the whole period the activity runs for.

The screenshot shows the booking interface for two activities: 'Breakfast Club' (£4.00) and 'Afterschool' (£5.00). For 'Afterschool', the 'One hour only' option is selected. Below the activity selection, there are date pickers for 'Start Date' (Tuesday, 29 May 2018) and 'Set Finish Date' (Thursday, 26 Jul 2018). Under the 'On' section, days of the week are listed with checkboxes: Monday (checked), Tuesday, Wednesday, Thursday (checked), and Friday. At the bottom, there are buttons for 'Add more dates', 'OR', and 'Check availability'.

**Note 2:** When the activity is bookable on a daily basis, you can amend the days selected on the following screen (availability page), e.g.: if you are booking your child for the after school club every day of the week for 3 months but you need to remove a few days in the period, you will be able to remove these individually.

After clicking “Check Availability” the system returns the list of dates available. Dates can be removed individually if you don’t need them\*. In case of weekly bookings, a whole week can be removed. The cost of the booking is automatically up-dated.

\* Only available with the daily booking mode

The screenshot shows the booking summary for 'Summer Playscheme'. The 'Activity' section shows 'Summer Playscheme' with a 'Selected Period From: 23/07/2018 To 03/08/2018' and '10 dates selected'. The 'Cost' section shows '£272.00'. A red callout bubble points to the cost information with the text 'Cost based on dates selected and user's rates'. The 'Total incl. any discounts' is also £272.00. Below the summary, there is an 'Additional option for Summer Playscheme' section with a link to 'After-school club Late stay' and 'Stay until 7pm'. At the bottom, there are buttons for 'Book another activity' and 'Check out'.



**Activity**  
**Summer Playscheme**  
 Selected Period From: 27/07/2018 To 31/07/2018  
 2 dates selected  
[View all dates](#)

**Cost**  
**£54.40**

**Total incl. any discounts £54.40**

Summer Playscheme
 [>](#)

Additional option for Summer Playscheme  
[After-school club Late stay until 7pm](#)

☐ Emily
 Date
 Start
 End
 Cost

☐ Emily
 27/07/2018
 18:00
 19:00
 £3.00

☐ Emily
 31/07/2018
 18:00
 19:00
 £3.00

Book another activity

Check out

## STEP 4: Complete your booking

Once you are happy with your selection, click “Check out”. You will be redirected to the booking summary page where you will be able to choose your payment option (based on what’s allowed by the centre). You can partially or fully pay by childcare vouchers, if these are permitted. In most cases you will have to make a payment online (either in full or partial followed by instalments).

**Booking Summary**

**Activity**  
**Summer Playscheme (27/07/2018 To 30/07/2018)**  
**Additional options** After-school club Late stay  
[Show Details](#)

**Gross**  
**£60.40**

**Cost Summary**

**Total Booking** £60.40  
☐ Use Available Credit £262.01  
**Sub-Total** £60.40  
**Booking Fee** £2.00  
**Total To Pay** £62.40

**Childcare Voucher/Tax Free Childcare**

☐ I'll use childcare vouchers/tax free childcare

**Payment options**

**Select your payment method**

--Select an option--

☐ Click here to accept MyPlayService Terms & Conditions

Go to Payment



After selecting the preferred payment method and verifying the total cost, you can complete the purchase by clicking “go to payment”. If have select to pay by instalments (CCV, standing order or card), a payment plan will be automatically created for you and you’ll be redirected to the recap booking page.

Recap Bookings

### Card Instalment

You have chosen to pay by instalments, the full payment must be received before the end of the activity/holiday booked.

Please choose your debit date from the drop down list below, the system will automatically calculate the number of payments and the amount for each of them.

Total Gross: 62.40

**A first payment by card of £26.20 will be taken now** the balance will be taken in instalments as per the schedule below

|                   |        |
|-------------------|--------|
| Total Booking     | £62.40 |
| Childcare Payment | £10.00 |
| Card Payment      | £52.40 |

Cost summary

Childcare Voucher/Tax Free Childcare

I'll use childcare vouchers/tax free childcare ☒

Provider Edenred Amount 10 Remove

☒ monthly

Maximum payment by childcare voucher/tax free childcare per month is £486

Your payment plan is based on the activities booked and their duration. If you are using monthly childcare voucher/tax free childcare payments and they do not cover the total amount due you can select an additional payment method below to make up the shortfall.

Monthly card instalments can vary when you book two different activities.

Please, use the booking reference when sending your childcare vouchers.

Choose your payments dates

| Select Payment Day | Amount | CCV/TFC |
|--------------------|--------|---------|
| 01/06/2018         | £26.20 | £0.00   |
| 09/07/2018         | £26.20 | £10.00  |

☐ Click here to accept MyPlayService Terms & Conditions

Go to Payment



## STEP 5: Access to booking details

All bookings made are available from the top bar menu. You can access the listing of bookings made by clicking on 'My Bookings'. Check the payments made, the upcoming payments if there's an instalment plan created or cancel some sessions if the club allows to do so.

**Welcome Parent** | Help | Available credit £168.51

Your account is in credit £168.51

Use my credit to clear my booking(s) [Confirm](#)

Show 10 entries

| Pay                      | Booked on  | Booking Ref                                                                          | Gross  | Balance |
|--------------------------|------------|--------------------------------------------------------------------------------------|--------|---------|
| <input type="checkbox"/> | 05/06/2018 | PS269651/579<br>Summer Camps<br>Emily                                                | £32.00 | -£32.00 |
| <input type="checkbox"/> | 01/06/2018 | PS266271/745<br>Summer Playscheme<br>After-school club Late stay<br>Emily<br>Cleared | £61.50 | £0.00   |
| <input type="checkbox"/> |            | PS266237/204<br>BC&ASC<br>Summer Playscheme<br>Theo<br>Fully cancelled               | £2.00  | £0.00   |

[View all bookings in calendar](#)

Search:

**Callouts:**

- Click in the booking reference to check the booking details. i.e. check invoices or cancel
- Select the 'pay' option to clear the booking
- Change the booking view to calendar mode

After selecting the booking reference, payments made, dates booked, and invoices will be accessible. You can login to your account and check this information at any time you need to.

**Welcome Parent** | Help | Available credit £168.51

[← Back](#)

**Booking Details**

Centre: Bridge Kids  
Activity: Summer Camps  
Ref Number: PS269651/579  
Booked on: 05/06/2018 10:53:03  
Booked by: Parent Demo

**Booking Status**

Booking cost: £32.00  
Amount left to clear this booking: £32.00

**Dates booked**

**Payments made**

Cancellation for this activity is not permitted, please contact your centre

**Invoice(s) / Credit Note(s)**

**Callout:** Expand these panels to access the information

### Tip for telephone shortcut

For a quick and easy access to your organisation's booking page, we suggest that you create a shortcut on your phone, so that you can access the correct URL easily:

**On Android** - Go to <https://GranardPrimarySchool.magicbooking.co.uk>, then, click the 3 little dots on the top right-hand side, and select 'Add to Home Screen'

**On iPhone** - Go to <https://GranardPrimarySchool.magicbooking.co.uk>, then, click the square icon with an arrow going up at the bottom of the screen, then scroll across to 'Add to Home Screen', and click 'Done'.

On a computer or laptop, use the 'Bookmark' option.