



Step-by-step Parents' User Guide

STEP 1: Register

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

or

your website address (describe where to find the link or button to register)

Your account was imported from the school's management system, when you reach the login page, simply click the '**Forgot your password?**' hyperlink to reset your password.

A screenshot of the Magicbooking login page. At the top, there is a blue navigation bar with 'HOME' and 'CONTACT US' links. Below this, the page has a white background. On the left, there is a 'Sign In' section with two input fields for email and password, a 'Remember me?' checkbox, and a blue 'Sign in' button. To the right of the 'Sign In' section, there is a yellow highlighted link that says 'Forgotten password?'. Below the 'Sign In' section, there is a 'New to our service?' section with a grey 'Create an account' button.

1. Click the hyperlink 'Forgotten password'
2. Enter your email address (the one you have given to your school or childcare center's)
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



My Details My Centre(s) My Statement Linked Account(s)

Parent's Details

Title *

First Name *

Last Name *

Gender *

Ethnicity *

Email *

Address

Address 1 *

Address 2

County

Town *

Postcode *

Contact Details

Primary Contact Number (Emergency) *

Alternative Contact Number 1 *

Alternative Contact Number 2

Income Support or Job Seekers Allowance? ☐ Yes ☒ No

Newsletter

MagicBooking Communication ☒

MagicBooking Communication ☒

I understand that emergency messages will be sent regardless of my preferences

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 centers selected.



STEP 2:

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.

A screenshot of the MagicBooking web application interface. At the top, there are four tabs for different children: 'Amy Demo', 'Emily Demo', 'Theo Demo', and 'Tommy Demo'. Below these are seven main tabs: 'Details', 'Dietary needs/Allergies', 'Medical Info', 'Disabilities/SEN', 'Emergency', 'Collector(s)', and 'Doctor(s)'. A blue bar highlights the 'Disability Information' section under the 'Disabilities/SEN' tab. Below this bar is a question: 'Does your child have a disability?' with radio button options for 'Yes' and 'No'. Green arrows point to the 'Dietary needs/Allergies', 'Medical Info', and 'Disabilities/SEN' tabs. Red arrows point to the 'Emergency', 'Collector(s)', and 'Doctor(s)' tabs.

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

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

[Read More](#)

[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

[Book Now](#)

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

[Book Now](#)

Select the activity you want to book

Breakfast & After School

I want to book

☒ Theo
☒ Amy
☐ Emily
☐ Tommy

For

> Breakfast Club £4.00

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

> After-school Club

Ad-hoc days? ☐

Select your children

Expand the header

Select the session(s) you want to book

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.



The screenshot shows the Magicbooking interface with the following elements and callouts:

- Period Selection:** Three radio button options are shown:
- ☒ Early risers - from 7:30am - £4.00
- ☐ 08:00 - 09:00 - £4.00
- ☐ No thanks
A callout bubble points to the second option: "Select the period you want to book".
- Activity Selection:** A dropdown menu shows "After-school Club".
- Ad-hoc days?** A toggle switch is set to "Off".
- Set days every week:** A section with the text "Your booking will occur on the set days, every week".
- Between:** A date range selector showing "From Monday, 16 Apr 2018".
- On:** A row of day selection buttons:
- Monday: ☒
- Tuesday: ☐ (Callout bubble points to this button: "Pick the days. Selected days will be repeated throughout the period selected")
- Wednesday: ☐
- Thursday: ☐
- Buttons:** At the bottom, there are two buttons: "Add more dates" and "Check availability". A callout bubble points to the "Check availability" button: "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? ☒

Select Day

Monday, 03 Sep 2018

September 2018

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	
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

Add more dates OR Check availability

You can then add more dates

Enable the Ad-hoc option

Choose the first day you want to book

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

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.

Click 'Check availability'



The screenshot shows the Magicbooking interface. At the top, there's a 'Breakfast Club' section with a price of £4.00. Below it, a 'One hour only' session is selected for 'Early risers - from 7:30am - £4.00'. The 'No thanks' option is also visible. Below this is the 'Afterschool' section with a price of £5.00. A 'One hour only' session is selected for '15:15 - 17:30'. A red callout bubble with the text 'Pick the days of the week you want to book.' points to the day selection checkboxes. The 'Start Date' is set to 'Tuesday, 29 May 2018' and the 'Set Finish Date' is 'Thursday, 26 Jul 2018'. At the bottom, there are checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', and 'Friday'. The 'Monday' and 'Thursday' checkboxes are checked. Below the checkboxes are buttons for 'Add more dates', 'OR', and 'Check availability'.

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.

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 updated.

* Only available with the daily booking mode.



Activity

Cost

Summer Playscheme
 Selected Period From: 23/07/2018 To 03/08/2018
 10 dates selected
[View all dates](#)

£272.00

Cost based on dates selected and user's rates

Total incl. any discounts £272.00

Summer Playscheme

>

Additional option for Summer Playscheme

>

[After-school club Late stay](#)
 Stay until 7pm

Book another activity

Check out

Activity

Cost

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

£54.40

Total incl. any discounts £54.40

Summer Playscheme

>

Additional option for Summer Playscheme

>

[After-school club Late stay](#)
 Stay until 7pm

<input type="checkbox"/> Emily	Date	Start	End	Cost
<input type="checkbox"/> Emily	27/07/2018	18:00	19:00	£3.00
<input type="checkbox"/> 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	Gross
Summer Playscheme (27/07/2018 To 30/07/2018)	£60.40
Additional options After-school club Late stay	
Show Details	

Cost Summary

Total Booking	£60.40
<input type="checkbox"/> 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](#)

Callouts:

- Click for a calendar view (points to [Show Details](#))
- Booking cost showing discounts if applicable (points to £262.01)
- Click here if paying by childcare voucher (points to ☐)
- Pay the balance with one of the permitted payment option (points to --Select an option--)



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

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.

Select Payment Day
9

	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.

The screenshot shows the 'My Bookings' page with a table of bookings. Callouts provide instructions on how to interact with the table:

- Click in the booking reference to check the booking details. i.e. check invoices or cancel**: Points to the 'Booking Ref' column.
- Select the 'pay' option to clear the booking**: Points to the 'Pay' column.
- Change the booking view to calendar mode**: Points to the 'View all bookings in calendar' link.

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

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.

The screenshot shows the 'Booking Details' page for a specific booking. Callouts provide instructions on how to expand the panels:

- Expand these panels to access the information**: Points to the 'Booking Details' and 'Booking Status' panels.

Booking Details		Booking Status	
Centre	Bridge Kids	Booking cost	£32.00
Activity	Summer Camps	Amount left to clear this booking	£32.00
Ref Number	PS269651/579		
Booked on	05/06/2018 10:53:03		
Booked by	Parent Demo		

Below the panels, there are sections for 'Dates booked', 'Payments made', 'Cancellation for this activity is not permitted, please contact your centre', and 'Invoice(s) / Credit Note(s)'.

Tip for telephone shortcut

For a quick and easy access to your organisation' 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://MosaicJewishSchool.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://MosaicJewishSchool.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.

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** (Cost: £4.00):
 - Selected option: ☒ Early risers - from 7:30am - £4.00
 - Other option: ☐ No thanks
- Afterschool** (Cost: £5.00):
 - Selected option: ☒ One hour only
 - Other options: ☐ 15:15 - 17:30, ☐ No thanks

Below the activity selection, there are date pickers for 'Start Date' (Tuesday, 29 May 2018) and 'Set Finish Date' (Thursday, 26 Jul 2018). At the bottom, there are buttons for 'Add more dates' and 'Check availability'. A red callout bubble with the text 'Pick the days of the week you want to book.' points to the day selection buttons (Monday, Tuesday, Wednesday, Thursday, Friday), where Monday and Thursday are currently selected.

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 updated.

* Only available with the daily booking mode

The screenshot shows the 'Summer Playscheme' activity with a cost of £272.00. The selected period is from 23/07/2018 to 03/08/2018, with 10 dates selected. A red callout bubble with the text 'Cost based on dates selected and user's rates' points to the cost calculation. The total cost is £272.00, including any discounts. Below the activity details, there is an option for 'Additional option for Summer Playscheme' (After-school club late stay, Stay until 7pm). At the bottom, there are buttons for 'Book another activity' and 'Check out'.



Activity: Summer Playscheme, Cost: £54.40, Total incl. any discounts £54.40

Select the option you want to book

Expand the additional option panel

Emily	Date	Start	End	Cost
<input type="checkbox"/> Emily	27/07/2018	18:00	19:00	£3.00
<input type="checkbox"/> 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), Gross: £60.40

Additional options: After-school club Late stay

Click for a calendar view

Booking cost showing discounts if applicable

Cost Summary

Total Booking	£60.40
<input type="checkbox"/> Use Available Credit	£202.01
Sub-Total	£60.40
Booking Fee	£2.00
Total To Pay	£62.40

Click here if paying by childcare voucher

Childcare Voucher/Tax Free Childcare

I'll use childcare vouchers/tax free childcare

Payment options

Select your payment method: --Select an option--

Pay the balance with one of the permitted payment 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

Childcare Voucher/Tax Free Childcare

☒ I'll use childcare vouchers/tax free childcare

Provider: Amount:

☒ 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.

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

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.

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

Welcome Parent

Your account is in credit £168.51

Use my credit to clear my bookings! Confirm

Show 10 entries

Click in the booking reference to check the booking details. i.e. check invoices or cancel

View all bookings in calendar

Change the booking view to calendar mode

Pay	Booked on	Booking Ref	Gross	Balance
<input type="checkbox"/>	05/06/2018	PS269651/579 Summer Camps Emily	£32.00	-£32.00
<input type="checkbox"/>	01/06/2018	PS266211/745 Summer Playscheme After-school club Late stay Emily Cleared	£61.50	£0.00
<input type="checkbox"/>		PS266237/204 BC&ASC Summer Playscheme Theo Fully cancelled	£2.00	£0.00

Select the 'pay' option to clear the booking

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.

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

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

Expand these panels to access the information

Dates booked

Payments made

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

Invoice(s) / Credit Note(s)



Tip for telephone shortcut For a quick and easy access to your organization' 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.