






Family App – Parent Guide



What You'll Need

-  **Invite email** from your nursery (sent to the email address you gave them)
-  **Smartphone** (Family app) or  **computer** (Family web)
-  **Password** (you'll create it from the invite link)
-  **Your child's details** (contacts, allergies, emergency info)

Step-by-Step Setup

1. Find your invite email

Look for an email from Family saying *"Welcome — create your password."*
Click the link and follow the steps to set your password.

2. Can't find it?

- Check your junk/spam folder.
- If it's not there, contact the nursery — they can resend the invite and confirm which email they used.

3. Download Family

-  On your phone: download **Family** from the App Store or Google Play.
-  On your computer: go to family.co.






The **app** is best for notifications and photos, but you can use the **web version** too.

4. Sign in

Use the same email address the nursery used and the password you created.
Forgot your password? Tap **'Forgot password'** to get a reset email.

What You'll See

Main tabs include:

-  **Newsfeed** – updates and photos from nursery
-  **Child Profile** – daily notes (meals, naps, nappies, learning)
-  **Messages** – to contact staff
-  **Notifications** – reminders and alerts
-  **Menu/Account** – update contact details, language, password, or payment info

Daily Things You Can Do

- View the **newsfeed** for photos and updates
- Check your child's **daily activity**
- Message staff directly for quick questions
- Report **sickness, holidays, or request extra sessions** (if your nursery uses that feature)

Payments & Invoices

If your nursery uses **Family Pay**, you can:

- View **invoices and balances**
- Pay **directly in the app**

If you don't see invoices, ask the nursery — they control this setting.

Add Family Members

Want to add another parent or grandparent?

Ask the nursery to invite them or update their role in Family.

You can also view and manage family contacts in your child's profile.

Notifications & Preferences

Turn on **push notifications** so you don't miss updates.

In **Account Settings**, you can:

- Choose email or app notifications
- Change app language
- Update password or PIN

If You Have Problems

- Didn't get an invite or reset link? → Ask the nursery to resend
- Forgot password? → Use the **'Forgot password'** link
- Still stuck? → Contact the nursery — they manage all Family accounts

Security & Privacy

Family is **secure, encrypted, and GDPR-compliant**.

Your nursery controls what's shared (photos, notes, documents).

If unsure, check your consent forms or ask the nursery.



Before You Finish

- Set a secure password (and optional PIN)
- Turn on notifications
- Update contact & emergency info
- Check and sign photo/permission settings
- Add payment method (if using in-app payments)