

Beanstalks Childcare Limited

Coppice Library and Wellbeing Centre, Coppice Avenue.

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Dear Parent/Carer,

As you may be aware, our chosen Management and Communication platform at Beanstalks is an application called "Famly." This app lets us communicate directly with you, provide your invoices and means we can update you regularly on the exciting and engaging goings on at Beanstalks. We hope you are finding it useful, though we are aware that new software such as this can become a bit daunting and seem quite complicated at first. With this in mind, this document details the steps you will need to take to set up your Famly account and use it to its maximum potential.

(Please note that we pride ourselves on our approachability and communication at Beanstalks and this does not in any way negate face-to-face communication, our only hope is to ensure that there are many platforms to communicate and we have taken several steps to make this as simple and accessible as possible.)

Getting Started With Famly

1. Once you are registered with Beanstalks as a childcare provider you will receive an invitation to join Famly via email. (This may appear in your "Junk" folder so please keep an eye out.)
2. Follow the link in your email to set up an account and create your own password
3. Beanstalks recommend that you download the app to your mobile phone or tablet for day-to-day use.
4. Log in with your email address and password
5. You're ready to explore!

If you have not received a link then please feel free to contact us, we can send you a new one instantly.

Functions

1. News Feed - find the latest updates from your setting Manager
2. Calendar - observe term dates/inset days/special events
3. Personal Details - these are tailored to you and your child, you can add as much or as little information as you please, mark them as absent, on holiday or let us know if somebody else may be picking your little one up.
4. Messaging - send a direct message to the Manager of your setting to inform them instantly of any changes to your agenda.
5. Invoicing - You will receive half-termly invoices from Beanstalks, this can be accessed from your account and you can view your balance at any time. Beanstalks bank details are also available in this feature for your records.

You may also find the following link useful for more specific issues:

<https://intercom.help/famlyapp>

Alternatively, our Business Manager Saskia Nield would be more than happy to help - please email Saskia.beanstalks@gmail.com

With sites at Coppice Library (EY), Tyntesfield Primary School (OOSC)
Cloverlea Primary School (OOSC) & Woodheys Primary School (OOSC)