THE OLD STATION NURSERY

Welcome to the ‘The Old Station Nursery’ App (by Famly)

The ‘The Old Station Nursery’ app is a safe, secure, and easy-to-use platform that brings together everyone involved in your child’s care, learning, and development - as well as finance management.

- **Nursery staff** use the app to share updates, send invoices, log daily care, and report on learning and development
- **Parents and carers** use the app to keep all your child’s information in one place, safely and securely, while staying connected to their day.

Your Nursery Manager will guide you through when different parts of the app will start being used, so everything can be introduced gradually over the coming weeks.

Once you follow the email instructions to set up your account, you’ll receive a welcome message in the app. It will be linked to your child’s profile and your nursery setting, ready to start using straight away.

Getting started

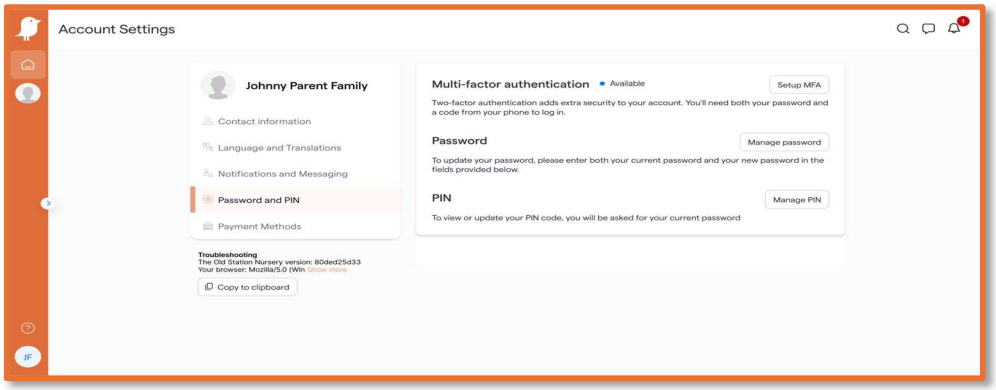
1. **Activate your account**
   Look for a Welcome Email from Famly. Follow the instructions to set your personal password and log in
2. **Set up Famly Pay**
   Please see our ‘Famly Pay Guide’ and follow the instructions to set up payments. You’ll be able to view invoices and pay securely in the app, helping to keep everything simple, clear, and in one place
3. **Check your child’s profile**
   Make sure all personal details are accurate and up to date. If you need to make changes, please contact your Nursery Manager
4. **Set your preferences**
   Adjust your notifications and how you want to receive updates, so the app works the way you need it to.

5. **Set up a PIN**
   The Old Station Famly app will automatically log you out after five minutes of inactivity. To make logging back in quicker and easier, we recommend setting up a PIN. This allows you to sign back into the app using your PIN instead of your password. Using a PIN helps keep your account secure while making the login process faster.

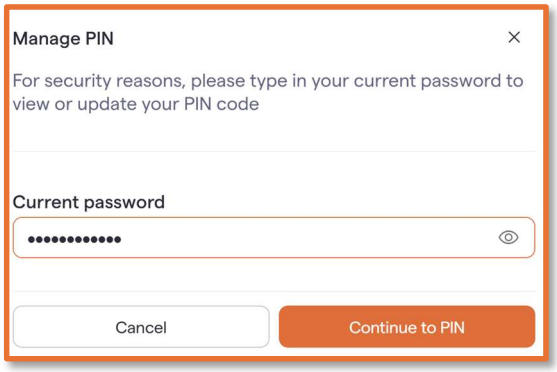
🔐 What this means for you

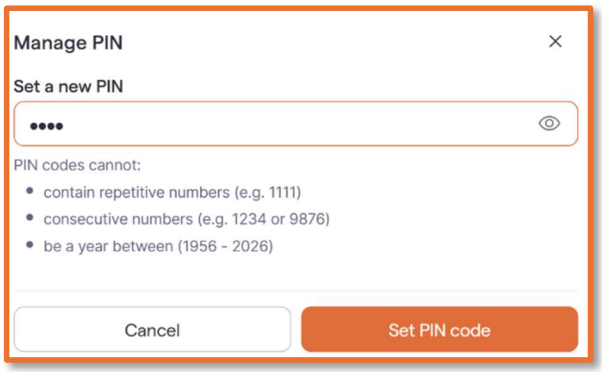
- The app will **automatically log out after 5 minutes of inactivity**
- You'll be given the option to set up a **4-digit PIN**
- This PIN allows you to **log back in quickly**, without entering your full password each time

To setup your Pin, go to your **Profile > Account Settings > Password and PIN** and click on **Manage PIN**.



Enter your password and click on **Continue to PIN.** Then create a PIN and click on **Set PIN code.**





If you forget your PIN, you can simply repeat the process above.

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Navigating the app

The tab bar at the bottom of your screen is your main navigation tool.



Here's what each section does:

Home

My news

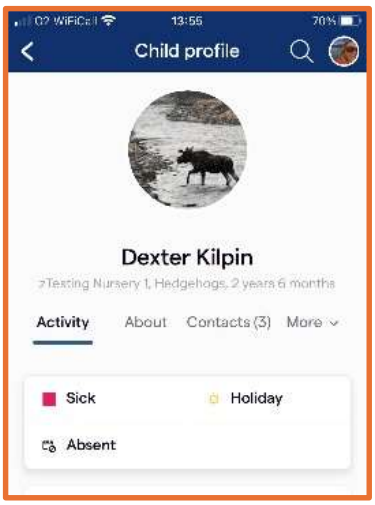
This is your newsfeed - a bit like your favourite social app, but just for your nursery community. Here you'll see:

- Messages from your nursery team
- Observations of your child's learning
- Photos, announcements, PDFs, and links.

You can like posts, comment on some messages, and reply to learning observations.

Child's profile

Tap your child's photo next to the home tab to see all personal details. Keep this section up to date - it's where all personal details are stored and the area that you will be able to look through and check the information is correct and up to date.



Activity

The activity feed shows day-to-day care updates:

- Meals, naps, and nappy changes
- Absences, holidays, and sickness notifications

About

Here you'll find all your child's information in one place:

- Emergency contacts
- Care plans and parental consents.

It's important to check each section and request for any changes to be made via your Nursery Manager.

Contacts

If you wish to add additional contacts or update your collection password, please speak to your Nursery Manager.

Journey

Your child's learning journey lives here. All observations and reports appear in chronological order.

- You can add your own observations, reflections, or photos for the nursery team to see.

Notes and documents

Access documents, forms, and important notes in one place.

Safeguarding (to be introduced at a later date)

Safety comes first. All accident, and incident forms are stored here:

- You'll receive notifications for any forms that need your attention
- Accidents or incidents are recorded, and you'll be notified to acknowledge them.

If your child has an accident or an incident has occurred, these will be recorded on an electronic form and sent to you via the App for you to read and acknowledge. If needed, the nursery team will also give you a call and you will be able to speak to the room practitioners when you collect.

In the Accident/Incident tab, you will see all previous forms.

This replaces most paper forms, making the process smoother, safer, and easier to track.

Photos

All photos your child is tagged in on the newsfeed or group activities appear here. If you do not give photo permission, this section will remain empty.

Leave

See an overview of sick days, holidays, or absences. You can notify the nursery of your child's absence or upcoming holidays directly through the app or the activity feed.

Nap times

If your child sleeps at nursery, you'll see when they went down and when they woke up - all in real time. (Sleep checks will be recorded within the nursery in line with policy process.)

Setting info

Everything you need to know about your nursery is here: opening hours, contact details, and setting-specific information.

Communication and notifications

Send and receive messages to your child's room through the chat icon. Notifications appear on the bell icon, so you'll never miss updates, forms, or important messages.



My account

When you click on the person icon, you will open another section of Famly. From here you will be able to check and edit your settings:

- General information and contact details (to be updated by the Nursery Manager)
- Notification and messaging preferences
- Passwords and payment methods
- Invoice history and balances.

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