

# Welcome to KinderCare's Parent Reference Guide for families new to KinderCare.

## To introduce you to the NEW Family Connection website, we've put together this step-by-step user guide.

### STUDENTS/REQUEST ENROLLMENT:

Update your child's information.

### ADD/EDIT CONTACTS:

Edit and/or add emergency contact information for people authorized to pick up your child.

### SUPPORT:

Access our Frequently Asked Questions

The screenshot shows the KinderCare Learning Centers Family Connection website. The header includes the KinderCare logo and the tagline "Each day, we learn something new." with "My Account" and "Log Out" buttons. A welcome message for David Smith is displayed. The main content area is divided into several sections, each with a callout box:

- Account Information:** Shows account ID (10000005742) and name (David Smith). Callout: **EDIT ACCOUNT INFO:** Update account information, change your password, or change your Sign-In/Out code. Buttons: "Edit Account Info", "Change Password", "Change Sign-In/Out Code".
- Students:** A table listing enrolled children. Callout: **STUDENTS/REQUEST ENROLLMENT:** Update your child's information. Buttons: "Request Enrollment".
- Financial Summary:** Includes a "Make a Payment" button. Callout: **MANAGE FINANCES & MAKE PAYMENTS:** Invoices and Statements: Get detailed account information. Make a Payment: Set up online tuition payments. Buttons: "Invoices & Statements", "Make a Payment".
- Contacts:** A table listing emergency contacts. Callout: **ADD/EDIT CONTACTS:** Edit and/or add emergency contact information for people authorized to pick up your child. Button: "Add Contact".
- Additional Parents / Guardians:** A table listing secondary payers. Callout: **ADD PARENT/GUARDIAN:** Designate a secondary online payer (called "Additional Parent") to pay tuition online. Button: "Add Parent/Guardian".
- Support:** A section for frequently asked questions. Callout: **SUPPORT:** Access our Frequently Asked Questions. Buttons: "FAQ", "Family Handbooks", "Contact Us".

At the bottom right, there is a "SECURE" logo and a "Total Outstanding Balance" of \$0.00.



## Step I: Click “Create an account” to get started.



The screenshot shows the KinderCare Learning Centers website. The header features the KinderCare logo and the tagline "Each day, we learn something new." Below the header, there is a navigation menu on the left. The "Create an account" button is highlighted with an orange box. To the right of the navigation menu, there is a login section with fields for Username and Password, and a "Log In" button. Below the login section, there are links for "Forgot your password?", "Forgot your username?", and "FAQ". To the right of the login section, there is a large image of a young girl and a woman looking at a tablet together. Below the image, there is a welcome message and instructions for new users.

**KinderCare**  
LEARNING CENTERS

Each day,  
we learn something new.

New users, create your free user account.

**Create an account »**

Please log in to access your account.

Username

Password

**Log In**

[Forgot your password?](#)  
[Forgot your username?](#)  
[FAQ](#)

**Welcome to KinderCare's Family Connection site!**  
This site is a resource to help you register your child for programs that are both educational and fun. To get started, click the **Create an Account** button in the left navigation menu. Already have a log-in? Then just type your username and password in the appropriate fields on the left navigation.



**Step 2:** Complete all required Registration information (as shown by the red \* symbol).

**Note:** The “Employee ID” field requires an entry; please type “N/A” if you don’t have a number.

### Registration

**1. Tell us about yourself...**

Salutation:

\* My Name:

\* ID Type:

\* ID No:

**I live in**

\* Address:

Apt #:

\* City:

\* State:

\* Zip Code:

\* Primary Phone:  (Ex: 223-123-1234)

\* Secondary Phone:  (Ex: 223-123-1234)

Other Phone:  (Ex: 223-123-1234)

Please select your Employer or Affiliation from the list below and/or enter the Company Code provided by your employer.  
After entering a Company Code, you can click Validate to confirm this is the correct code for your employer.

Employer/Affiliation:

Company Code:  [Validate](#)

\* Employee ID:



**Step 3:** After completing all required (\*) fields: Please type in the Word Verification letters to match what you see onscreen. Then review the Terms & Conditions and check the “I Agree” box. Next, click “Create My Account.”

**3. Question**  
(If you forget your password we will ask for the answer to your question)

\* Question:

\* Secret answer:

**Word Verification:** Type the characters you see in the picture below.



\*  (Letters are not case-sensitive)

**Terms & Conditions:**

**General**  
Our web site is intended to provide you with information about our programs and services. In addition, our site may allow you to register or enroll with us for certain services, including (as applicable) enrollment of your child in one of our child care programs or centers or authorization by you of certain payments or payment methods. While we want you to enjoy the experience of visiting our site, we also want you to understand the terms to which you agree when you visit or browse our site. These terms

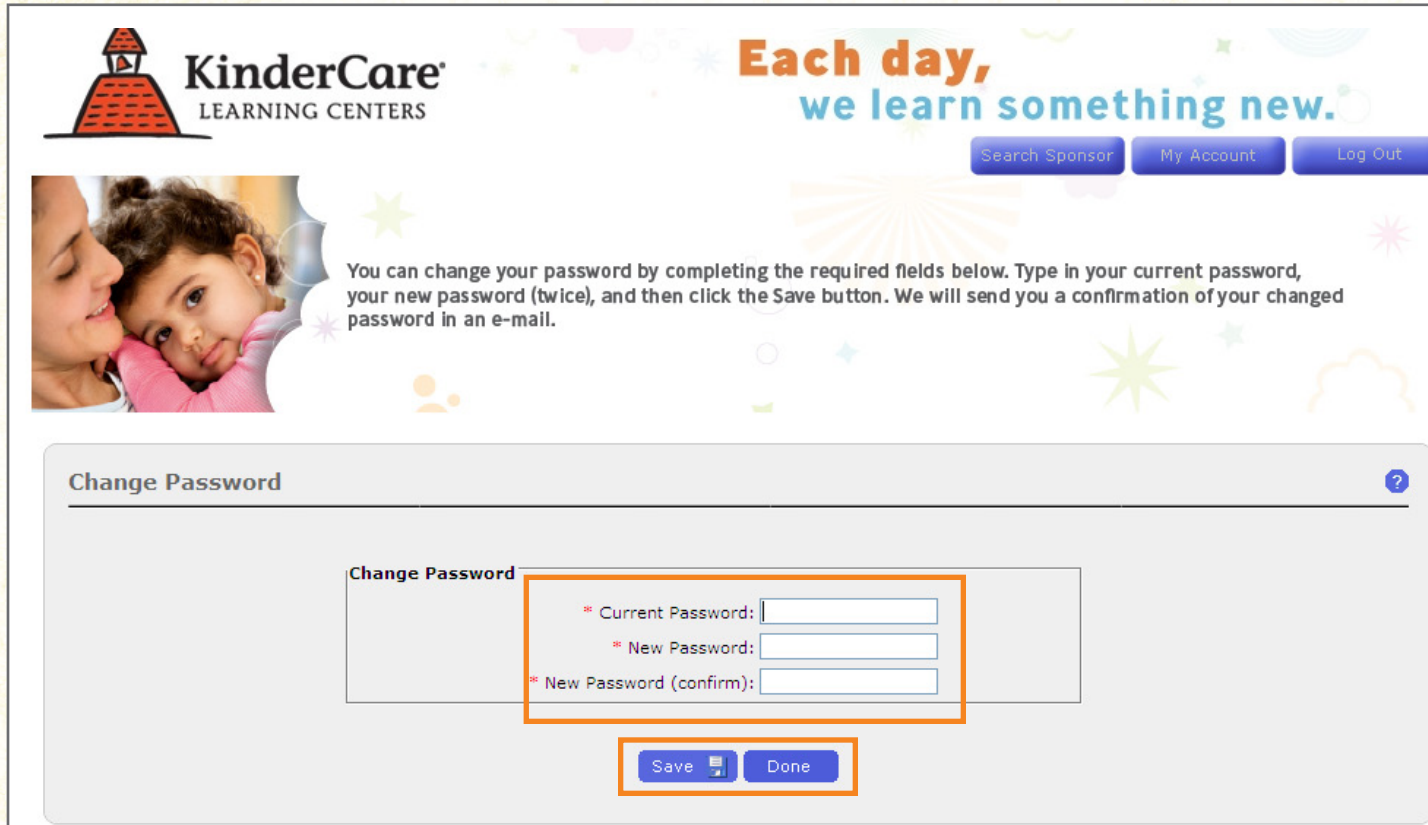
\* I Agree: ☐

[Create My Account](#) [Reset](#) [Back](#)



**Step 4:** Check your e-mail account for account login details. After you log in, you will be prompted to change the temporary password. Enter your current and new passwords, then confirm your new password. Next, click “Save,” then click “Done.”

**Note:** If you don’t see an e-mail with account login details, please check your spam/junk e-mail folder.




The screenshot shows the KinderCare Learning Centers website interface. At the top left is the KinderCare logo. To its right is the tagline "Each day, we learn something new." Below the tagline are three buttons: "Search Sponsor", "My Account", and "Log Out". On the left side, there is a photo of a woman and a young child. To the right of the photo is a text box explaining the password change process. Below this is a "Change Password" section with a header and a question mark icon. Inside this section is a form with three input fields: "Current Password", "New Password", and "New Password (confirm)". Below the form are two buttons: "Save" and "Done".

**KinderCare**  
LEARNING CENTERS

**Each day,  
we learn something new.**

[Search Sponsor](#) [My Account](#) [Log Out](#)



You can change your password by completing the required fields below. Type in your current password, your new password (twice), and then click the Save button. We will send you a confirmation of your changed password in an e-mail.

**Change Password** ?

**Change Password**

\* Current Password:

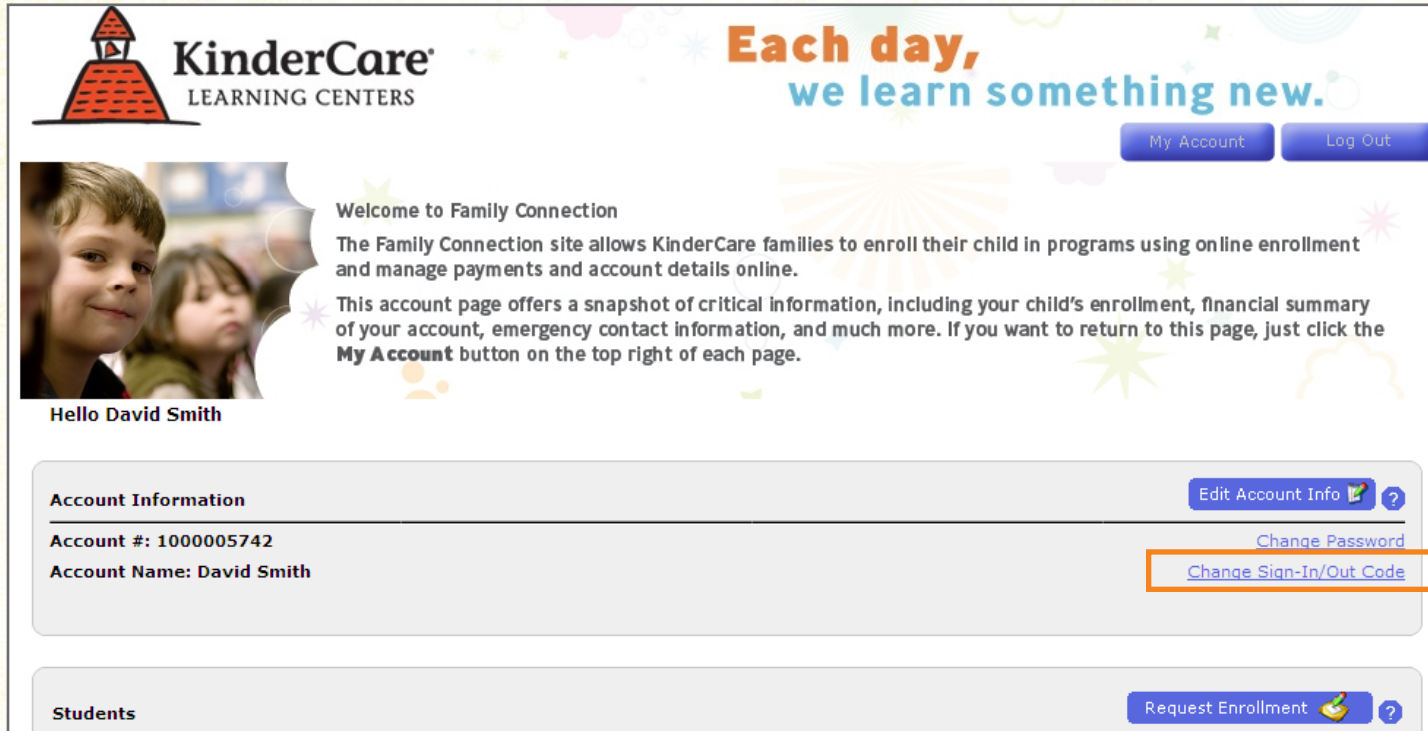
\* New Password:

\* New Password (confirm):

[Save](#) [Done](#)




**Step 5:** Click “Change Sign-In/Out Code,” then follow the online instructions to set up a new personal, memorable code that’s a minimum of 6 alpha and/or numeric characters.



**KinderCare**  
LEARNING CENTERS

**Each day,  
we learn something new.**

[My Account](#) [Log Out](#)

  
**Hello David Smith**

**Welcome to Family Connection**  
The Family Connection site allows KinderCare families to enroll their child in programs using online enrollment and manage payments and account details online.  
This account page offers a snapshot of critical information, including your child’s enrollment, financial summary of your account, emergency contact information, and much more. If you want to return to this page, just click the **My Account** button on the top right of each page.

**Account Information** [Edit Account Info](#) ?



Account #: 1000005742  
Account Name: David Smith

[Change Password](#)  
[Change Sign-In/Out Code](#)

**Students** [Request Enrollment](#) ?

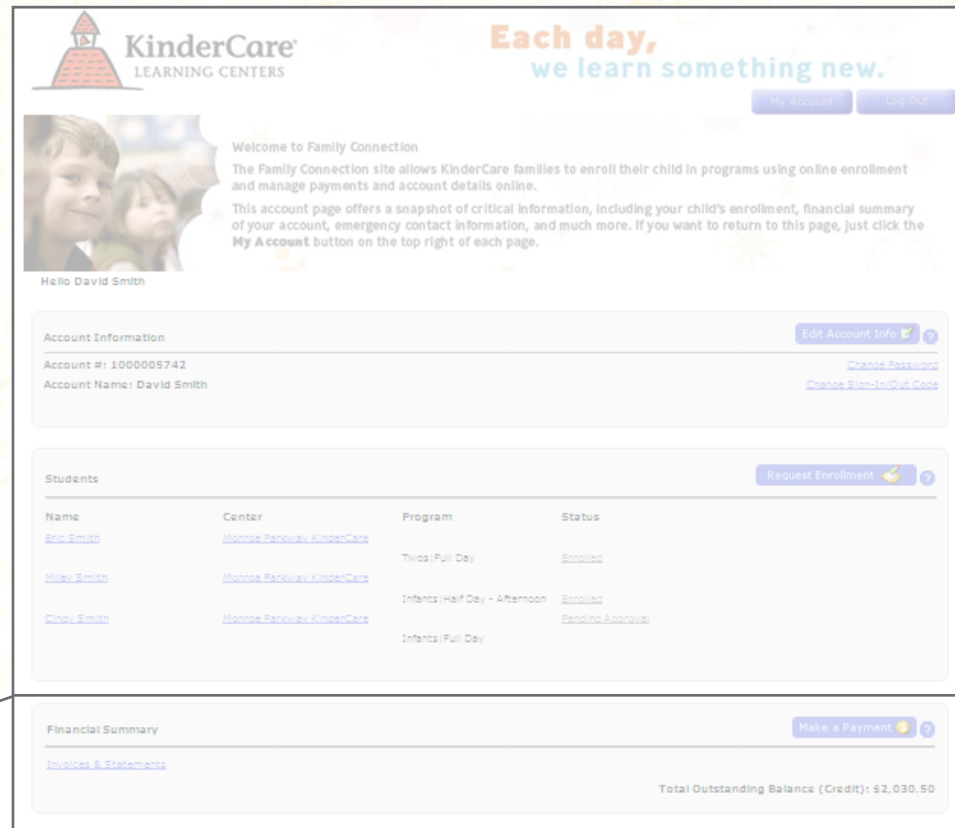


**Step 6:** Every child you enroll will have his or her own information. Set up each child by clicking “Request Enrollment,” then follow the online instructions. You will receive updates from your Center Director via e-mail. The My Account page lets you see enrollment status at any time.

Students				<a href="#">Request Enrollment</a>  
Name	Center	Program	Status	
<a href="#">Eric Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Twos Full Day	<a href="#">Enrolled</a>	
<a href="#">Miley Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants Half Day - Afternoon	<a href="#">Enrolled</a>	
<a href="#">Cindy Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants Full Day	<a href="#">Pending Approval</a>	



## Step 7: To set up your online payment and bank information, go to the 3rd section (Financial Summary) and click “Make a Payment.”



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[My Account](#) [Log Out](#)

Welcome to Family Connection  
The Family Connection site allows KinderCare families to enroll their child in programs using online enrollment and manage payments and account details online.  
This account page offers a snapshot of critical information, including your child's enrollment, financial summary of your account, emergency contact information, and much more. If you want to return to this page, just click the **My Account** button on the top right of each page.

Hello David Smith

**Account Information** [Edit Account Info](#) [Change Password](#) [Change Billing/Out Code](#)  
Account #: 1000005742  
Account Name: David Smith

**Students** [Request Enrollment](#)

Name	Center	Program	Status
<a href="#">Eric Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Twos / Full Day	Enrolled
<a href="#">Miguel Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants (Half Day - Afternoon)	Enrolled
<a href="#">Cindy Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants (Full Day)	Pending Approval

**Financial Summary** [Make a Payment](#) [Invoices & Statements](#)  
Total Outstanding Balance (Credit): \$2,030.50

### Financial Summary

[Invoices & Statements](#)


[Make a Payment](#)

**Total Outstanding Balance (Credit): \$2,030.50**




**Step 8:** You will find several options here. You can either make a one-time payment, set up a payment account for later one-time or recurring payment, or set up a recurring payment for future months.

To set up a payment account, select Option 2, then click “Add New” and enter your payment account information. To protect your privacy, any personal financial information from the previous system must be re-entered.



# Each day, we learn something new.

[My Account](#)[Logout](#)



Select your payment option:

1. One-time payment allows you to pay current balance due or amount chosen if you are not the primary payer.
2. A payment account allows you to specify account information to be used for one-time or recurring payment options.
3. Recurring payment allows you to have your outstanding account balance withdrawn from your payment account on a recurring basis.

[Payment Services](#)[Payment Accounts](#)[Recurring Payments](#)

### Payment Options


Option 1: ☐ Make a one-time payment

Option 2: ☒ Use payment account Select A Funding Account [Edit](#) [Add New](#)

Option 3: ☐ Set up a recurring payment for future months




## Step 9: Select Option 3 to set up your recurring payment options, then follow the online instructions.



# Each day, we learn something new.

[My Account](#)[Logout](#)



Select your payment option:

1. One-time payment allows you to pay current balance due or amount chosen if you are not the primary payer.
2. A payment account allows you to specify account information to be used for one-time or recurring payment options.
3. Recurring payment allows you to have your outstanding account balance withdrawn from your payment account on a recurring basis.

[Payment Services](#)[Payment Accounts](#)[Recurring Payments](#)

### Payment Options

Option 1: ☐ Make a one-time payment

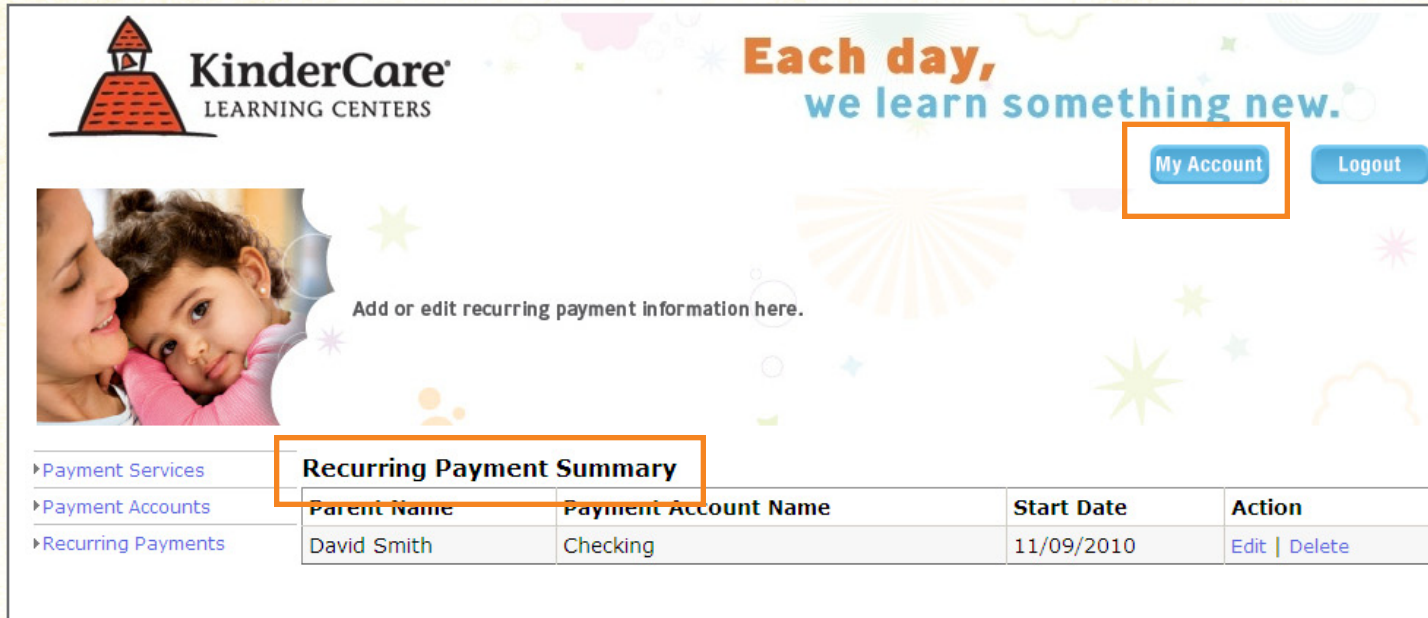
Option 2: ☐ Use payment account Select A Funding Account [Edit](#) | [Add New](#)

**Option 3: ☒ Set up a recurring payment for future months**



**Step 10:** Review the Recurring Payment Summary to confirm your payment is accurate and complete.

**Note:** To return to the main Family Connection homepage, click “My Account” at anytime.



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LEARNING CENTERS

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[My Account](#) [Logout](#)

Add or edit recurring payment information here.

▸ [Payment Services](#)  
▸ [Payment Accounts](#)  
▸ [Recurring Payments](#)

**Recurring Payment Summary**

Parent Name	Payment Account Name	Start Date	Action
David Smith	Checking	11/09/2010	<a href="#">Edit</a>   <a href="#">Delete</a>



**Step II:** The phrase “Add Parent/Guardian” can refer to anyone you authorize to make a payment on your account. To add additional payers to your account: Click “Add Parent/Guardian,” then enter the information.

**Financial Summary** [Make a Payment](#)

[Invoices & Statements](#) **Total Outstanding Balance (Credit): \$2,030.50**

**Contacts** [Add Contact](#)

Name	Phone	
Richard Smith	333-333-3333	<a href="#">Edit</a>
Kelly Smith	333-333-3333	<a href="#">Edit</a>
Joe Smith	444-444-4444	<a href="#">Edit</a>

**Additional Parents / Guardians** [Add Parent/Guardian](#)

Name	Phone	Unapplied balance	
Sally Smith	222-222-2222	(\$0.00)	<a href="#">Edit</a>


**Support** [Contact Us](#)


[FAQ](#)  
[Family Handbook](#)

**SECURE** DATA ENCRYPTED  
networksolutions




**Step I2: Adding Additional Payers to Your Account (cont'd):** To associate the additional payer with your child, click on your child's name and click "Edit Parent." Check the box next to the payer's name and click "Assign." Repeat for each child you have enrolled.

Students				Request Enrollment 
Name	Center	Program	Status	
<a href="#">Eric Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Twos Full Day	Enrolled	
<a href="#">Miley Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants Half Day - Afternoon	Enrolled	
<a href="#">Cindy Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants Full Day	Pending Approval	


Additional Parent / Guardian				Edit Parent 
Name	Relationship	Email	Phone	
Sally Smith	Mother, natural/adoptive	kucare82@kuisupport.com	222-222-2222	


[Student Information](#)  
[Contacts](#)  
**[Additional Parent / Guardian](#)**  
[Health Information](#)  
[Certifications](#)  
[MedicalCareProvider](#)  
[Immunization](#)

Additional Parent / Guardian

Add Parent/Guardian 

<input type="checkbox"/>	Name	Relationship	Phone Number	Email
<input checked="" type="checkbox"/>	<a href="#">Sally Smith</a>	Mother, natural/adoptive	222-222-2222	kucare82@kuisupport.com

Assign 

Back 



## Step 13: Review your other account information and update as needed. If everything is correct, you're all finished!

**Account Information**

Edit Account Info ?

Account #: 1000005742

Account Name: David Smith

[Change Password](#)

[Change Sign-In/Out Code](#)

**Students**

Request Enrollment ?

Name	Center	Program	Status
<a href="#">Eric Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Twos Full Day	<a href="#">Enrolled</a>
<a href="#">Miley Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants Half Day - Afternoon	<a href="#">Enrolled</a>
<a href="#">Cindy Smith</a>	<a href="#">Monroe Parkway KinderCare</a>	Infants Full Day	<a href="#">Pending Approval</a>

**Financial Summary**

Make a Payment ?

[Invoices & Statements](#)

Total Outstanding Balance (Credit): \$2,030.50

**Contacts**

Add Contact ?

Name	Phone	
Richard Smith	333-333-3333	<a href="#">Edit</a>
Kelly Smith	333-333-3333	<a href="#">Edit</a>
Joe Smith	444-444-4444	<a href="#">Edit</a>

**Additional Parents / Guardians**

Add Parent/Guardian ?

Name	Phone	Unapplied balance	
Sally Smith	222-222-2222	(\$0.00)	<a href="#">Edit</a>