

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.

The screenshot shows the KinderCare Learning Centers website. At the top left is the logo. To the right is the slogan "Each day, we learn something new." Below this is a "Welcome to Family Connection" message. The main content area is divided into several sections: Account Information, Students, Financial Summary, Contacts, and Support. Each section has a corresponding callout box with instructions.

STUDENTS/REQUEST ENROLLMENT:
Update your child's information.

EDIT ACCOUNT INFO:
Update account information, change your password, or change your Sign-In/Out code

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

MANAGE FINANCES & MAKE PAYMENTS:
Invoices and Statements: Get detailed account information.
Make a Payment: Set up online tuition payments.

SUPPORT:
Access our Frequently Asked Questions

ADD PARENT/GUARDIAN:
Designate a secondary online payer (called "Additional Parent") to pay tuition online.

Step I: Click "Create an account" to get started.



The screenshot shows the KinderCare Learning Centers website. At the top left is the logo, which consists of a stylized red and orange house with a chimney, followed by the text "KinderCare" in a large, bold, black font and "LEARNING CENTERS" in a smaller, black font below it. To the right of the logo is the tagline "Each day, we learn something new." in a blue, sans-serif font. Below the logo and tagline is a navigation menu. The first item in the menu is "New users, create your free user account." with a sub-button labeled "Create an account »" that is highlighted with an orange rectangular box. Below this is a section for existing users, starting with "Please log in to access your account." followed by input fields for "Username" and "Password", and a "Log In" button. There are also links for "Forgot your password?", "Forgot your username?", and "FAQ". To the right of the navigation menu is a large image of a young girl and a woman (likely a teacher) looking at something together. Below the image is a welcome message: "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:

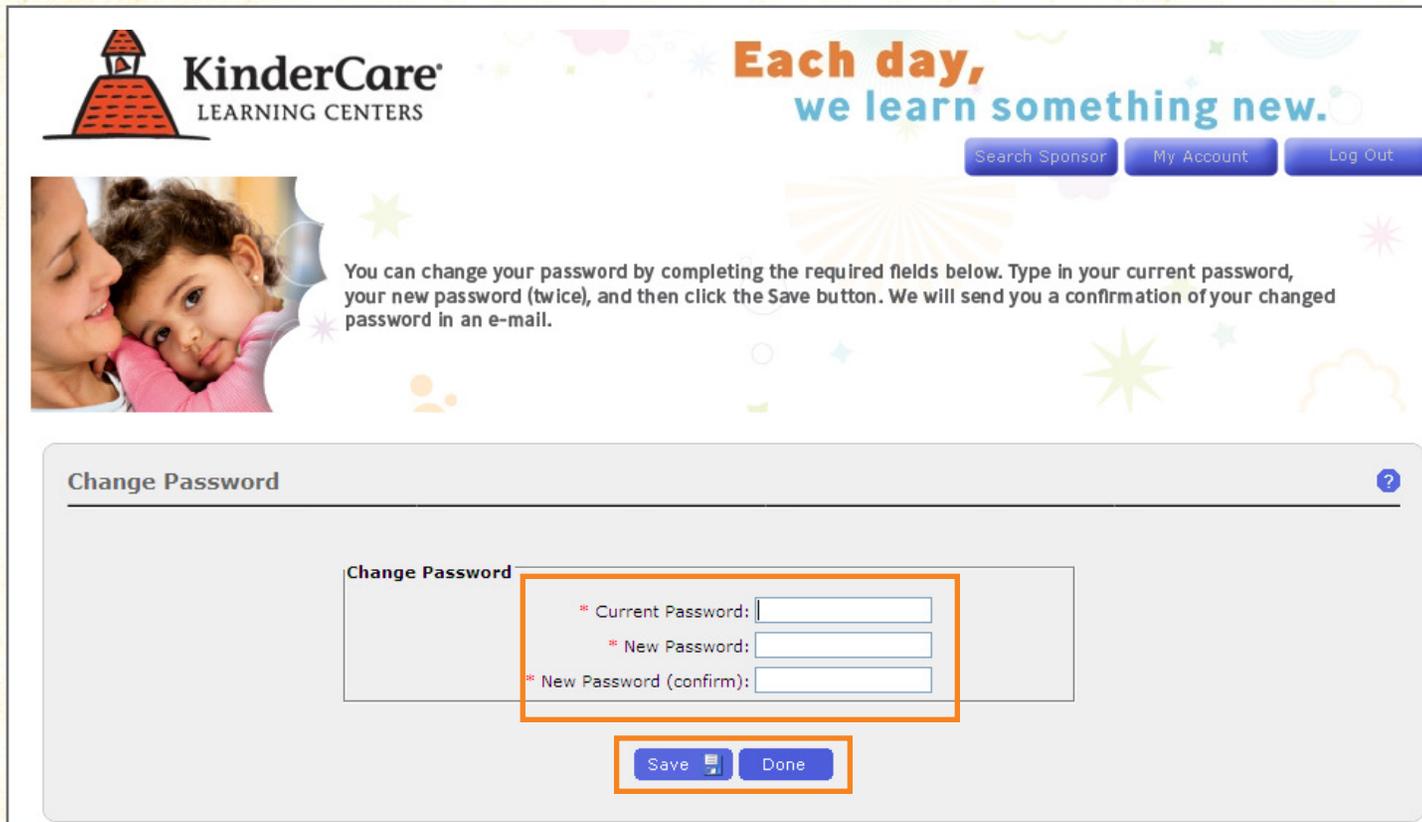
General

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:

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.



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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

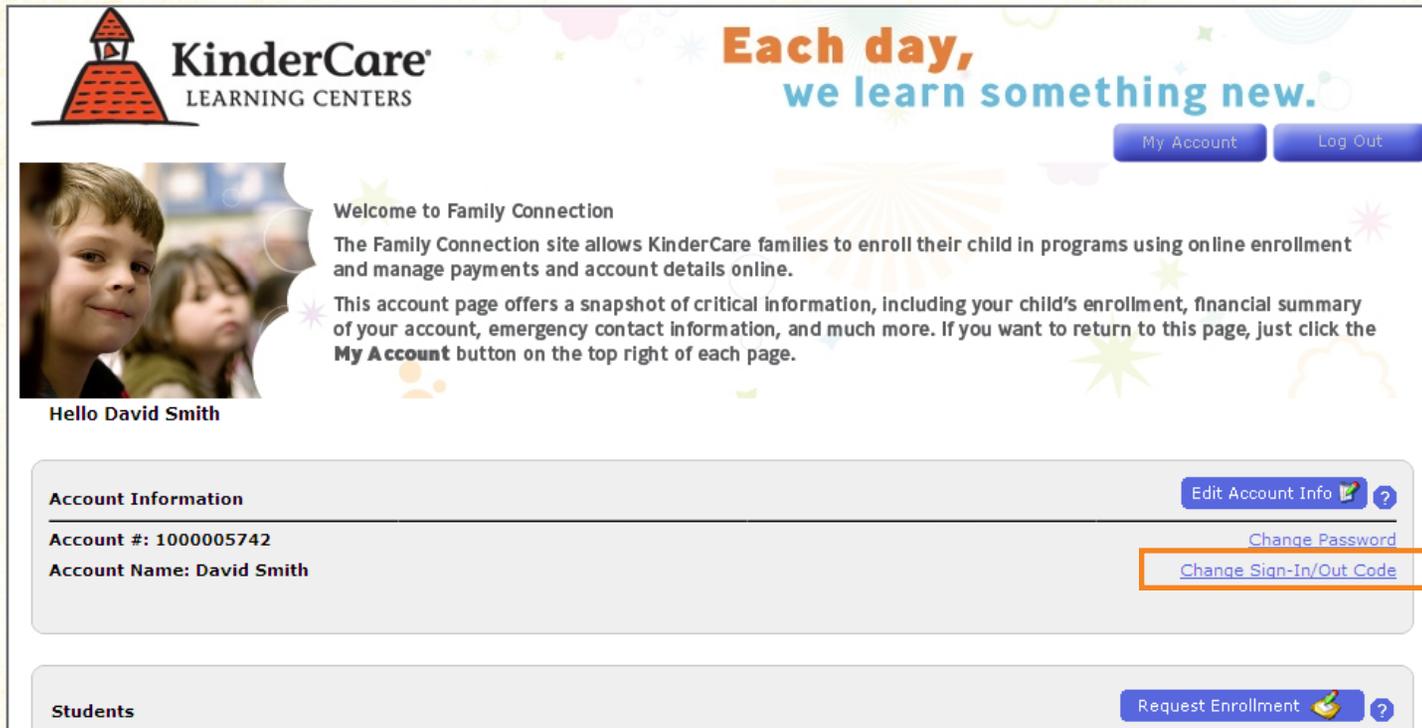
* Current Password:

* 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.



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

[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

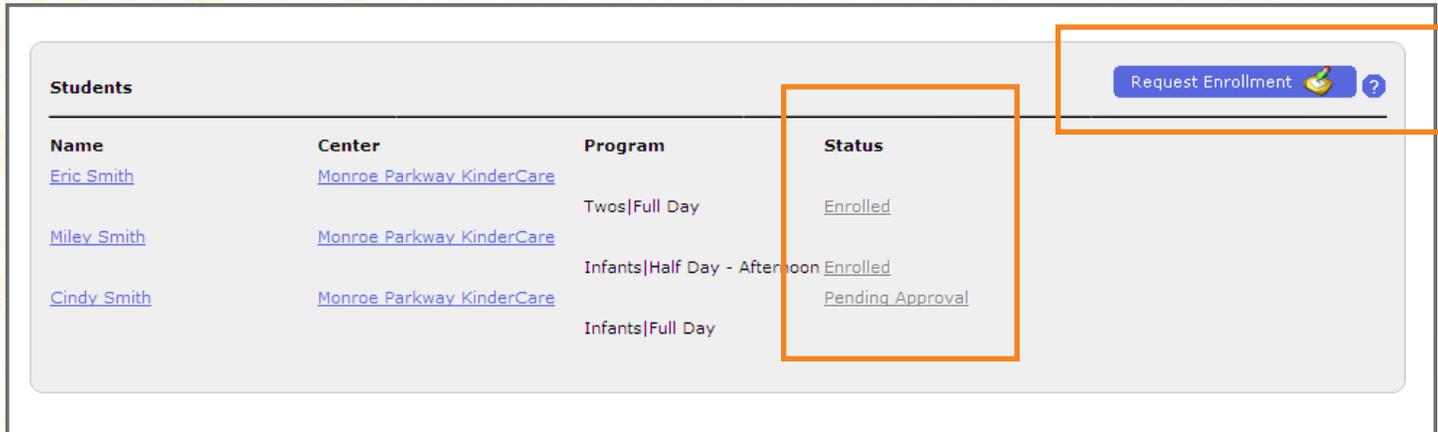
Account Information [Edit Account Info](#) 

Account #: 1000005742 [Change Password](#)

Account Name: David Smith [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.



The screenshot shows a web interface for managing students. At the top right, there is a blue button labeled "Request Enrollment" with a small icon of a pencil and a question mark. Below this is a table with the following columns: Name, Center, Program, and Status. The table lists three students: Eric Smith, Miley Smith, and Cindy Smith, all enrolled at Monroe Parkway KinderCare. The Status column shows "Enrolled" for Eric and Miley, and "Pending Approval" for Cindy. Orange boxes highlight the "Request Enrollment" button and the "Status" column.

Name	Center	Program	Status
Eric Smith	Monroe Parkway KinderCare	Twos Full Day	Enrolled
Miley Smith	Monroe Parkway KinderCare	Infants Half Day - Afternoon	Enrolled
Cindy Smith	Monroe Parkway KinderCare	Infants Full Day	Pending Approval

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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LEARNING CENTERS

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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](#)

Account #: 1000005742 [Change Password](#)
[Change Billing/Out Code](#)

Account Name: David Smith

Students [Request Enrollment](#)

Name	Center	Program	Status
Eric Smith	Monroe Parkway KinderCare	Toddlers/Full Day	Enrolled
Mikay Smith	Monroe Parkway KinderCare	Infants (Half Day - Afternoon)	Enrolled
Cindy Smith	Monroe Parkway KinderCare	Infants (Full Day)	Pending Approval

Financial Summary [Make a Payment](#)

[Invoices & Statements](#)

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

Financial Summary

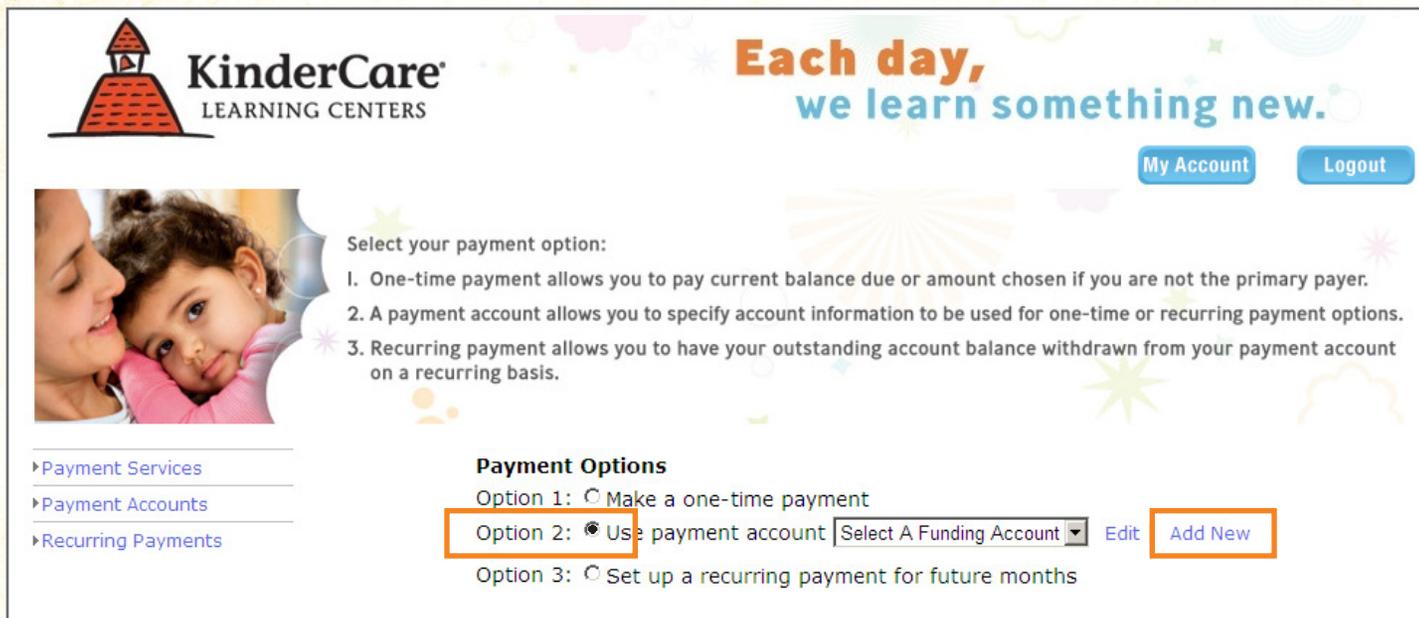
[Invoices & Statements](#)

[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.



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LEARNING CENTERS

**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 Options

Option 1: Make a one-time payment

Option 2: Use payment account [Edit](#) [Add New](#)

Option 3: Set up a recurring payment for future months

[Payment Services](#)

[Payment Accounts](#)

[Recurring Payments](#)

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 Options

Option 1: Make a one-time payment

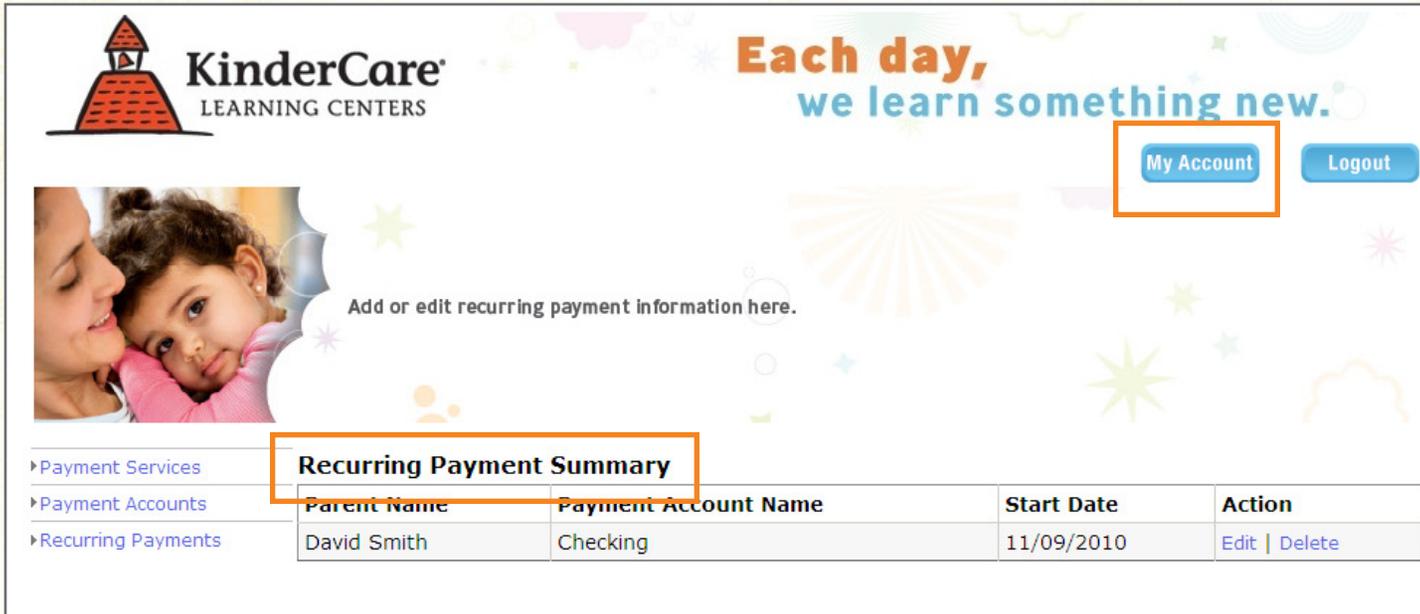
Option 2: Use payment account [Edit](#) | [Add New](#)

Option 3: Set up a recurring payment for future months

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

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.



KinderCare
LEARNING CENTERS

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we learn something new.

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

Add or edit recurring payment information here.

- Payment Services
- Payment Accounts
- Recurring Payments

Parent Name	Payment Account Name	Start Date	Action
David Smith	Checking	11/09/2010	Edit Delete

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	Edit
Kelly Smith	333-333-3333	Edit
Joe Smith	444-444-4444	Edit

Additional Parents / Guardians Add Parent/Guardian  ?

Name	Phone	Unapplied balance	
Sally Smith	222-222-2222	(\$0.00)	Edit

Support Contact Us  ?

[FAQ](#)

[Family Handbook](#)

 **SECURE**  DATA ENCRYPTED

Step 12: 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
Eric Smith	Monroe Parkway KinderCare	Twos Full Day	Enrolled
Miley Smith	Monroe Parkway KinderCare	Infants Half Day - Afternoon	Enrolled
Cindy Smith	Monroe Parkway KinderCare	Infants Full Day	Pending Approval

Additional Parent / Guardian Edit Parent 

Name	Relationship	Email	Phone
Sally Smith	Mother, natural/adoptive	kuicare82@kuisupport.com	222-222-2222

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

Additional Parent / Guardian Add Parent/Guardian  ?

Name	Relationship	Phone Number	Email
<input checked="" type="checkbox"/> Sally Smith	Mother, natural/adoptive	222-222-2222	kuicare82@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 [Change Password](#)

Account Name: David Smith [Change Sign-In/Out Code](#)

Students Request Enrollment ?

Name	Center	Program	Status
Eric Smith	Monroe Parkway KinderCare		
Miley Smith	Monroe Parkway KinderCare	Twos Full Day	Enrolled
Cindy Smith	Monroe Parkway KinderCare	Infants Half Day - Afternoon	Enrolled
		Infants Full Day	Pending Approval

Financial Summary Make a Payment ?

[Invoices & Statements](#)

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

Contacts Add Contact ?

Name	Phone	
Richard Smith	333-333-3333	Edit
Kelly Smith	333-333-3333	Edit
Joe Smith	444-444-4444	Edit

Additional Parents / Guardians Add Parent/Guardian ?

Name	Phone	Unapplied balance	
Sally Smith	222-222-2222	(\$0.00)	Edit