

Welcome to KinderCare's Parent Reference Guide for *currently enrolled families*. 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. At the top, the logo and tagline "Each day, we learn something new." are visible. Below the header, a welcome message for David Smith is shown. The main content area is divided into several sections, each with a callout box:

- Account Information:** Includes fields for Account ID (1000000742) and Account Name (David Smith). Callout: **EDIT ACCOUNT INFO:** Update account information, change your password, or change your Sign-In/Out code.
- Students:** A table listing enrolled children. Callout: **STUDENTS/REQUEST ENROLLMENT:** Update your child's information.
- 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.
- 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.
- Additional Parents / Guardians:** A table listing secondary online payers. Callout: **ADD PARENT/GUARDIAN:** Designate a secondary online payer (called "Additional Parent") to pay tuition online.
- Support:** Includes a "Contact Us" button. Callout: **SUPPORT:** Access our Frequently Asked Questions.

At the bottom right, there is a "SECURE" logo and a "network solutions" logo.

Step 1: Type in Username (your e-mail address).

Step 2: Type in *Temporary* Password (supplied by your Center Director).

Step 3: Click “Log In.”



 **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

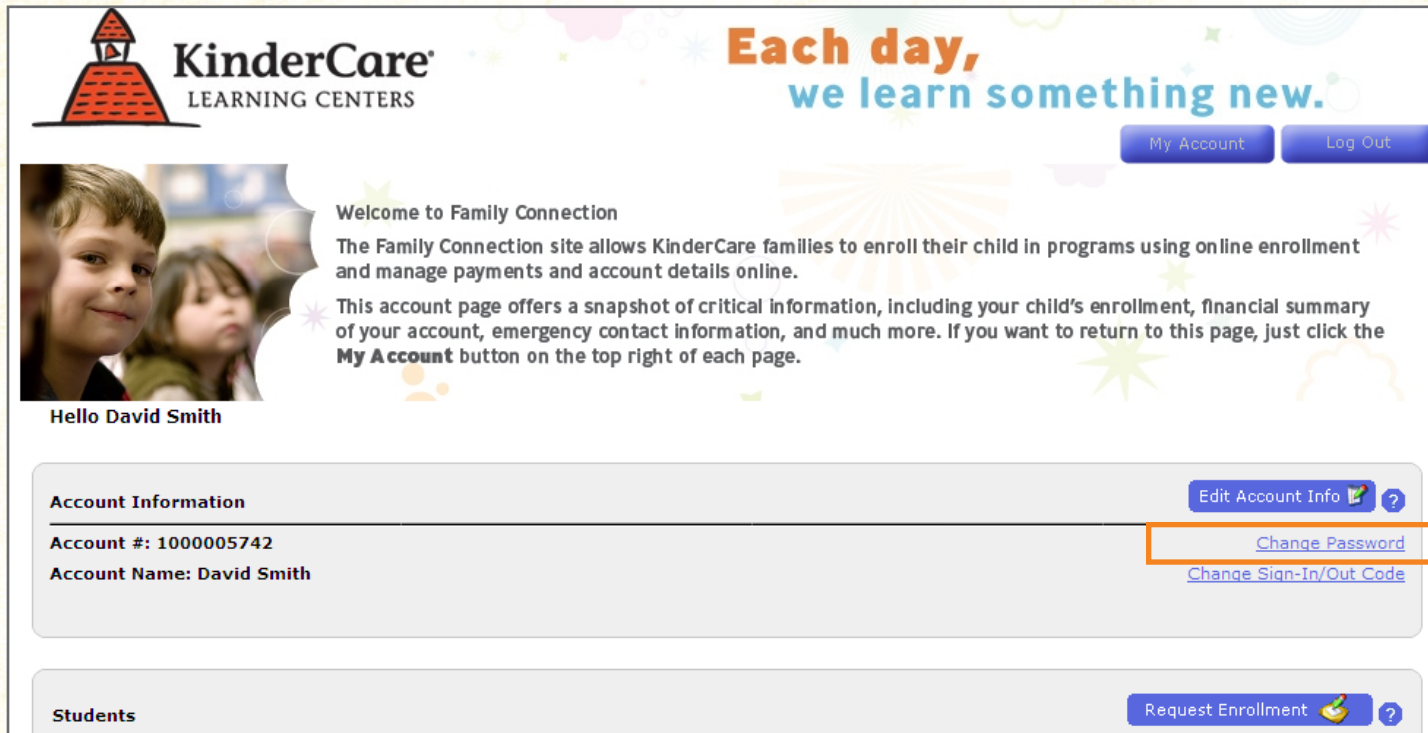
[Log In](#)

[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 4: Click “Change Password” to set up new password , then follow the online instructions.

Note: Changing your password does not change your sign-in/out code.




The screenshot shows the KinderCare Learning Centers Family Connection website. At the top left is the KinderCare logo. To its right is the slogan "Each day, we learn something new." in orange and blue text. Further right are two buttons: "My Account" and "Log Out". Below the logo is a photo of two children, with the text "Hello David Smith" underneath. To the right of the photo is a welcome message: "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." Below this is a section titled "Account Information" with a sub-header "Account Information". It displays "Account #: 1000005742" and "Account Name: David Smith". To the right of this section are three links: "Edit Account Info" (with a pencil icon and a question mark), "Change Password" (highlighted with an orange box), and "Change Sign-In/Out Code". Below the "Account Information" section is a section titled "Students" with a sub-header "Students". To the right of this section is a button "Request Enrollment" (with a plus icon and a question mark).

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

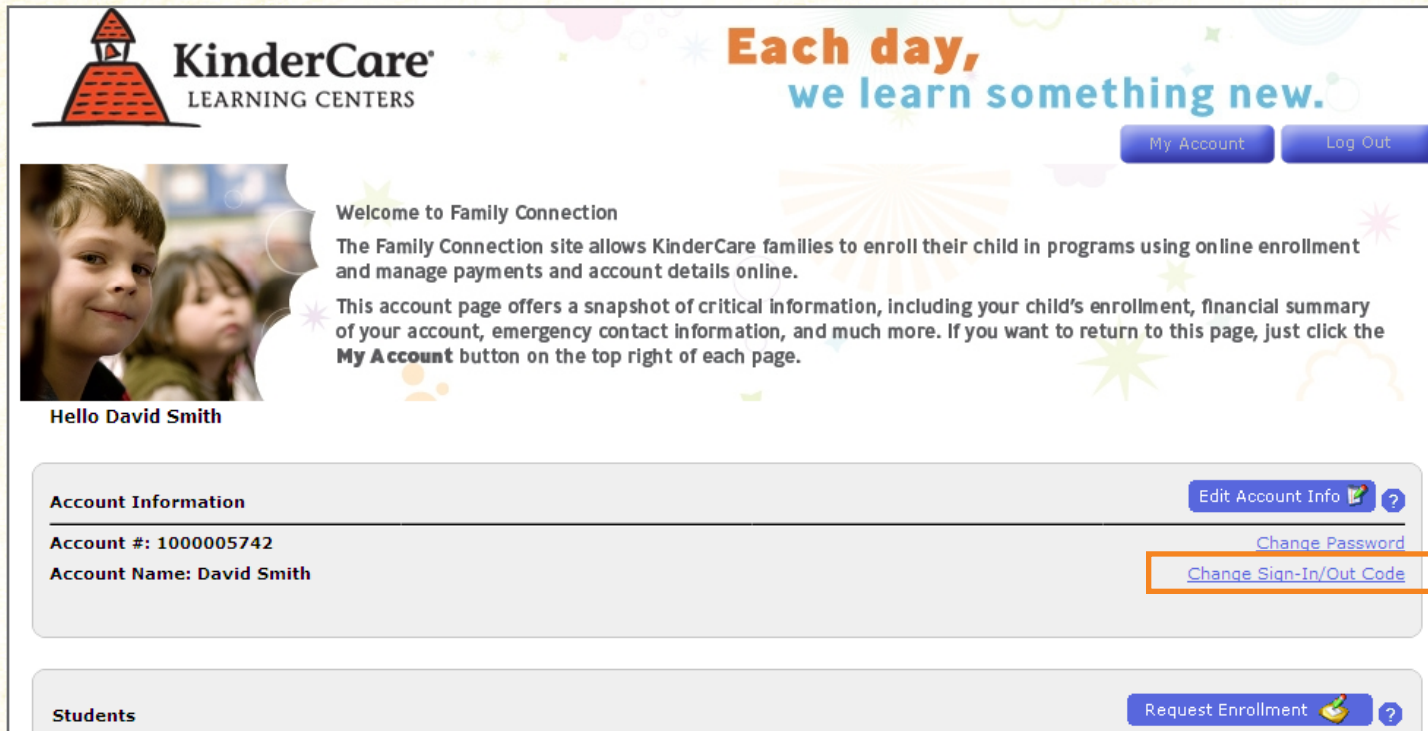
Account #: 1000005742
Account Name: David Smith

Edit Account Info ?
Change Password
Change Sign-In/Out Code

Students

Request Enrollment ?


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

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


Hello David Smith

Welcome to Family Connection
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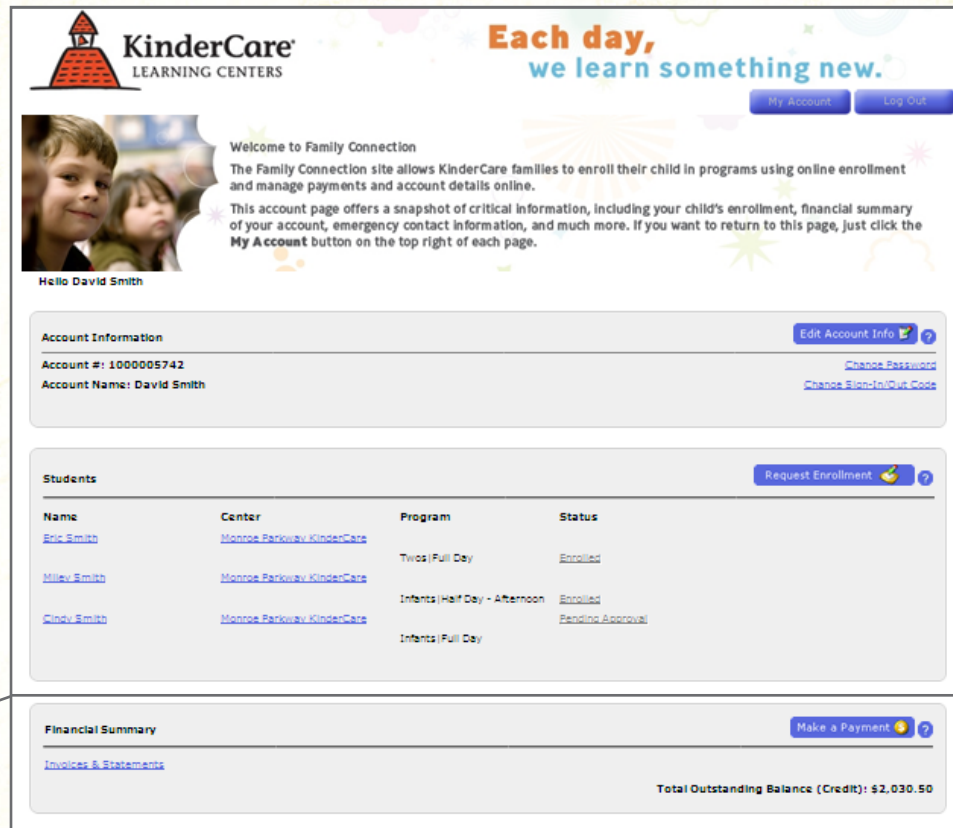
Account Information [Edit Account Info](#) ?

Account #: 1000005742 [Change Password](#)

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

Students [Request Enrollment](#) ?

Step 6: In the 3rd section (Financial Summary), click “Make a Payment” to set up your online payment and bank information.



KinderCare
LEARNING CENTERS

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

Welcome to Family Connection
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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 Sign-In/Out Code](#)

Account #: 1000005742
Account Name: David Smith

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

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 7: 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 8: 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

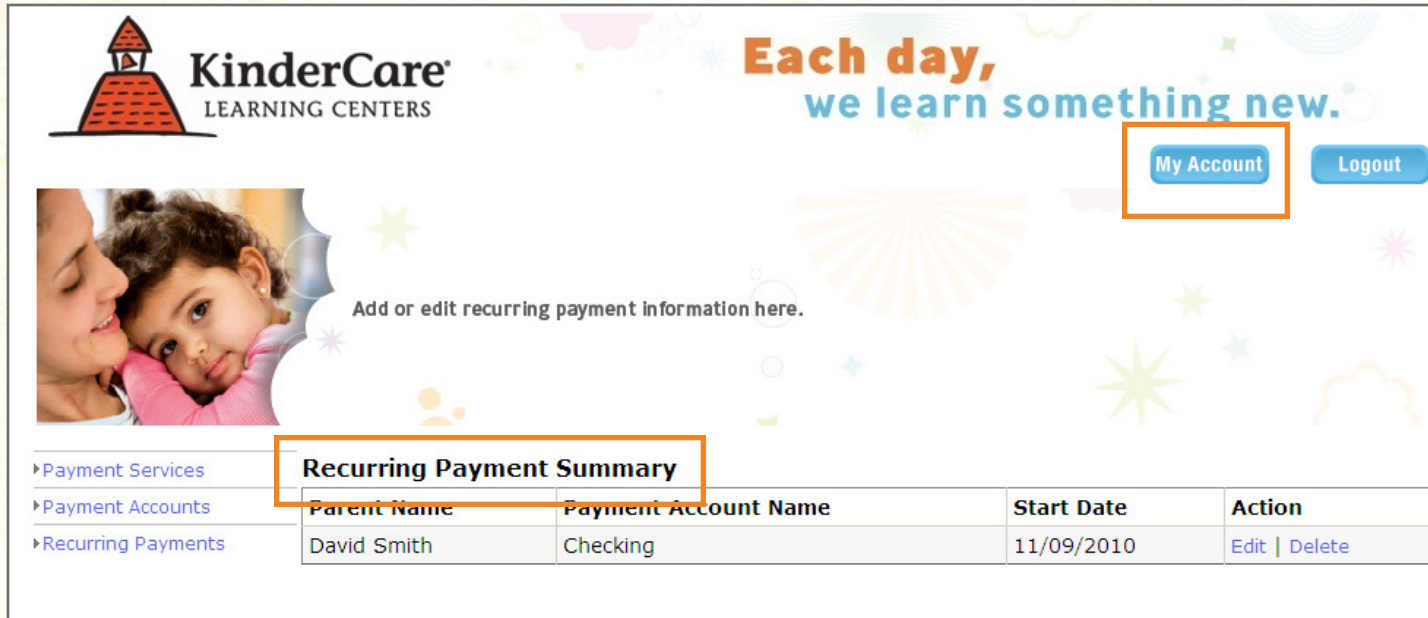
Option 1: ☐ Make a one-time payment

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

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

Step 9: 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

**Each day,
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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	Edit Delete

Step 10: 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
networksolutions


Step II: 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	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"/>	Sally Smith	Mother, natural/adoptive	222-222-2222	kucare82@kuisupport.com

Assign 

Back 

Step 12: 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
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

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