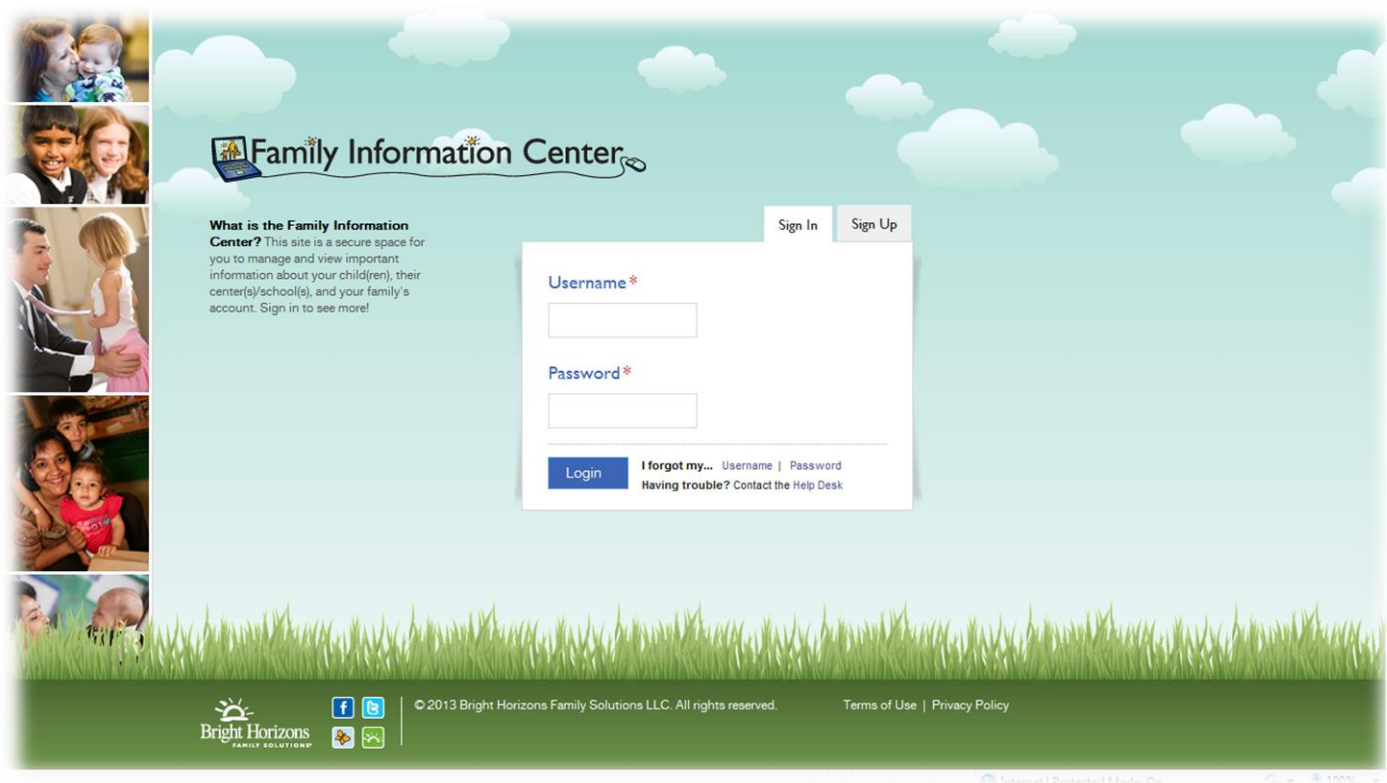


Family Information Center & Online Payments

Reference Guide

Sign In/Sign Up Screen



The Sign In/Sign Up screen features a light blue background with white clouds and a green grass border at the bottom. On the left, a vertical strip of five photos shows various families. The main heading is "Family Information Center" with a laptop icon. Below it, a text block explains the center's purpose. To the right, there are "Sign In" and "Sign Up" tabs. The "Sign In" tab is active, showing a form with "Username*" and "Password*" fields, a "Login" button, and links for "I forgot my..." and "Having trouble? Contact the Help Desk". The footer includes the Bright Horizons logo, social media icons, copyright text, and links for "Terms of Use" and "Privacy Policy".

Family Information Center

What is the Family Information Center? This site is a secure space for you to manage and view important information about your child(ren), their center(s)/school(s), and your family's account. Sign in to see more!

Sign In Sign Up

Username*

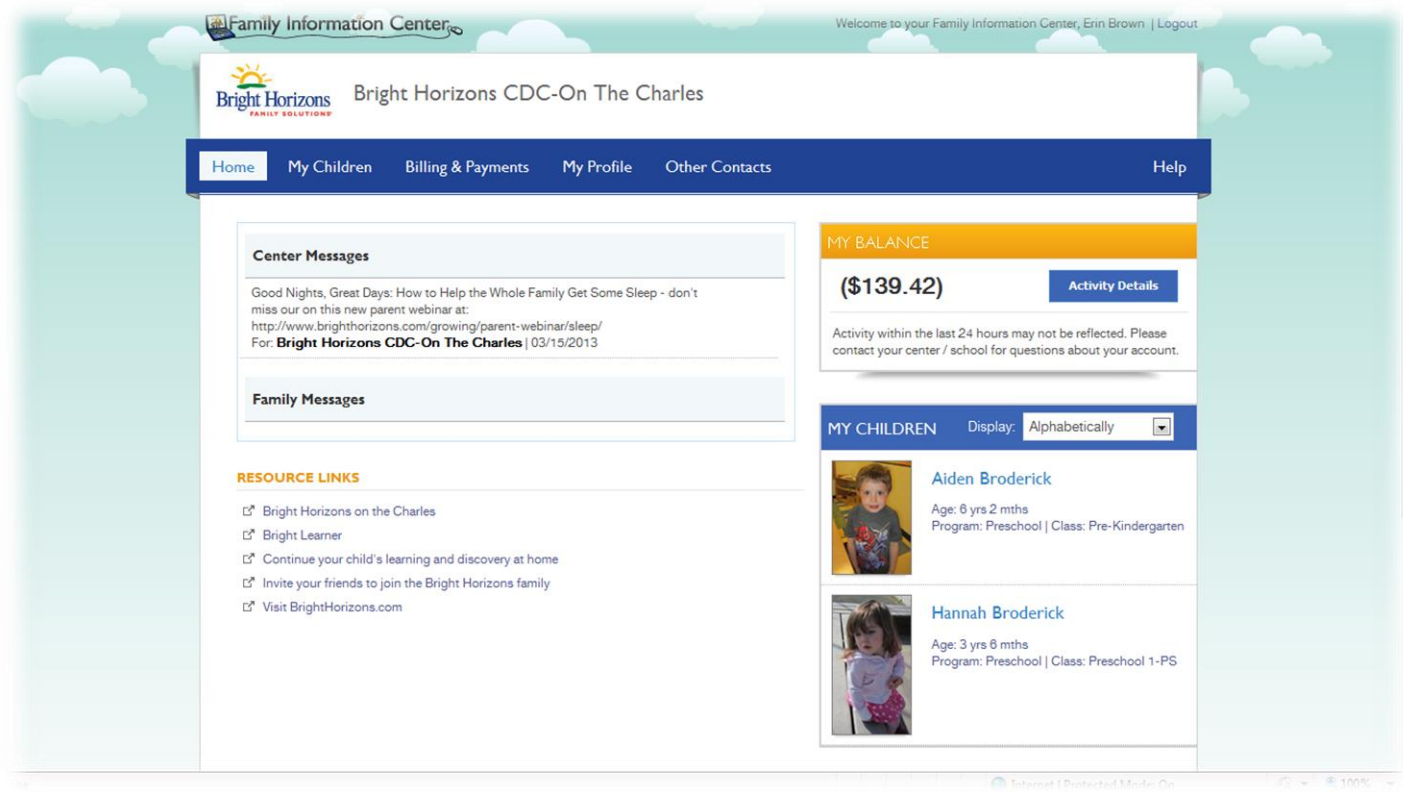
Password*

Login I forgot my... Username | Password
Having trouble? Contact the Help Desk

Bright Horizons FAMILY SOLUTIONS

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Home Screen



The Home Screen displays the user's account information and navigation options. At the top, it says "Welcome to your Family Information Center, Erin Brown | Logout". Below this is a navigation bar with links: Home, My Children, Billing & Payments, My Profile, Other Contacts, and Help. The main content area is divided into three sections: "Center Messages" with a recent message about a webinar, "Family Messages", and "RESOURCE LINKS" with links to Bright Horizons on the Charles, Bright Learner, and other resources. On the right, there is a "MY BALANCE" section showing a balance of (\$139.42) and a "MY CHILDREN" section listing two children: Aiden Broderick (Age: 6 yrs 2 mths, Program: Preschool | Class: Pre-Kindergarten) and Hannah Broderick (Age: 3 yrs 6 mths, Program: Preschool | Class: Preschool 1-PS).

Family Information Center

Welcome to your Family Information Center, Erin Brown | Logout

Bright Horizons FAMILY SOLUTIONS Bright Horizons CDC-On The Charles

Home My Children Billing & Payments My Profile Other Contacts Help

Center Messages

Good Nights, Great Days: How to Help the Whole Family Get Some Sleep - don't miss our on this new parent webinar at:
<http://www.brighthorizons.com/growing/parent-webinar/sleep/>
For **Bright Horizons CDC-On The Charles** | 03/15/2013

Family Messages

RESOURCE LINKS

- Bright Horizons on the Charles
- Bright Learner
- Continue your child's learning and discovery at home
- Invite your friends to join the Bright Horizons family
- Visit BrightHorizons.com

MY BALANCE

(\$139.42) Activity Details

Activity within the last 24 hours may not be reflected. Please contact your center / school for questions about your account.

MY CHILDREN Display: Alphabetically

Aiden Broderick
Age: 6 yrs 2 mths
Program: Preschool | Class: Pre-Kindergarten

Hannah Broderick
Age: 3 yrs 6 mths
Program: Preschool | Class: Preschool 1-PS

My Children: Child's Tab

Family Information Center

Welcome to your Family Information Center, Erin Brown | Logout

Bright Horizons
FAMILY SOLUTIONS

Bright Horizons CDC-On The Charles

HomeMy ChildrenBilling & PaymentsMy ProfileOther ContactsHelp

MY CHILDREN

Use this area to manage basic information about your child(ren), upload photos, and manage relationships. Please note: Any updates to contact information may require additional paperwork. Your center / school will notify you if further action is needed.

Aiden BroderickHannah BroderickAuthorized Contacts

GENERAL INFORMATION

* Required Fields

First Name *AidenMiddle Initial
Last Name *BroderickPreferred Name

ADDRESS INFORMATION

Copy Address From: Copy

Please choose the country where this address is located
☒ United States ☐ Other Country

Address Line 1 *Unknown
Address Line 2
Address Line 3

Upload Photo

Program: Preschool
Class: Pre-Kindergarten
Gender
Male
Birth Date *

My Children: Authorized Contact Tab

Use this area to manage basic information about your child(ren), upload photos, and manage relationships. Please note: Any updates to contact information may require additional paperwork. Your center / school will notify you if further action is needed.

Aiden BroderickHannah BroderickAuthorized Contacts

AIDEN BRODERICK

Please plan accordingly when updating relationships. For security purposes, centers cannot act right away upon this request. If you have an immediate need, please contact your center / school directly. Please note that any updates may require additional paperwork. Your center / school will notify you if further action is needed.

Contact Name	Relationship to Child	Authorized Pickup	Emergency Contact
Jeffrey Broderick	Parent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Erin Brown	Parent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tom/Carolyn Broderick	Grandparent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Marlene Brown	Grandparent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save Changes

EMERGENCY CONTACT PRIORITIZATION

+ Add Another Contact Priority

This list indicates the order in which we call you or your contacts in case of an emergency.

Call Priority	Contact Name	Contact Phone	
1	Erin Brown	Cell: 617-820-0974	Remove

Billing & Payments: Activity Details tab

The screenshot shows the 'Billing & Payments' section of the Bright Horizons Family Information Center. The page has a blue header with the site logo and navigation links: Home, My Children, Billing & Payments (active), My Profile, Other Contacts, and Help. Below the header, the 'BILLING & PAYMENTS' section title is followed by a brief description: 'View information regarding any charges and payments at your center / school. In addition, you can print a statement or tax statement for your records.'

The 'ACCOUNT ACTIVITY' for 'Bright Horizons CDC-On The Charles' is displayed. It features two tabs: 'Activity Details' (selected) and 'Activity Summary'. Under 'Activity Details', there is a 'Starting Date' field set to '04/01/2013' with a calendar icon. A 'Display Results' button is located at the bottom right of this section.

On the right side, the 'MY BALANCE' is shown in a yellow box as '(\$139.42)'. Below this, a message states: 'Activity within the last 24 hours may not be reflected. Please contact your center / school for questions about your account.'

The 'ACCOUNT MESSAGES' section contains a 'Need a tax statement?' notice, explaining that users can print a tax statement by navigating to the 'Activity Summary' tab, selecting a year, and clicking 'Display Results'. It also mentions an option to 'Export summary statement to PDF'.

Billing & Payments: Activity Summary tab

This screenshot shows the same 'Billing & Payments' page but with the 'Activity Summary' tab selected. The header and navigation links remain the same. The 'ACCOUNT ACTIVITY' section now shows the 'Activity Summary' tab active. The 'Starting Date' field is replaced by a 'Year' dropdown menu (set to 2013) and a 'Date Range From' to 'To' field. The 'Display Results' button is still present.

The 'MY BALANCE' section on the right remains unchanged, showing '(\$139.42)' and the same disclaimer about 24-hour activity reflection.

The 'ACCOUNT MESSAGES' section is identical to the previous screenshot, providing instructions on how to print a tax statement and export a summary.

My Profile: Account Settings

Home My Children Billing & Payments **My Profile** Other Contacts Help

MY PROFILE


Use this area to manage basic contact information, update your username or password, set your email preferences, and more. All updates to your profile information will be recorded for any centers / schools in which your child(ren) is currently enrolled.

* Required Fields **Save Changes**

ACCOUNT SETTINGS

Username: **Change >**

Password: **Change >**

 **MY PHOTO**
Upload Photo

My Default Center *: ⓘ

Email Me Family Information Center Updates:

* Emails will be sent to primary email address on file

Save Changes

GENERAL INFORMATION

PHONE & EMAIL SETTINGS

MAILING ADDRESSES

My Profile: Phone & Email Settings tab

PHONE & EMAIL SETTINGS

CONTACT NUMBERS **+ Add Another Number**

Type	Number	Extension
Primary Phone *	Cell <input type="text" value="617-820-0974"/>	<input type="text"/>
Alternate Phone	Work <input type="text" value="617-783-7764"/>	<input type="text"/>
Primary Fax	Home <input type="text"/>	<input type="text"/>
Alternate Fax	Home <input type="text"/>	<input type="text"/>
Pager	<input type="text"/>	<input type="text"/>

EMAIL ADDRESSES & PREFERENCES **+ Add Another Email**

Primary Email *:

This email address is signed up to receive the following communications:


- ☐ e.Family News: Weekly newsletter providing parenting tips and strategies written by Bright Horizons education experts.
- ☒ Bright Horizons Online Community News: Periodic updates on trends and conversations parents are having in our community.
- ☒ Unique Offers & Experiences: Exclusive offers for Bright Horizons families developed by Bright Horizon and select organizations.
- ☒ Event News: Information on parenting webinars live events at Bright Horizons centers near you, and other regional Bright Horizons events.
- ☒ Family Referral / Alumni Announcements: Updates on enhancements to and offers from our Family Referral Program as well as news for Bright Horizons alumni.

MAILING ADDRESSES

My Profile: Mailing Address tab

☒ **Event News:** Information on parenting webinars live events at Bright Horizons centers near you, and other regional Bright Horizons events.

☒ **Family Referral / Alumni Announcements:** Updates on enhancements to and offers from our Family Referral Program as well as news for Bright Horizons alumni.

MAILING ADDRESSES | 

HOME ADDRESS ☐ Do Not Send Mail to My Home

Please choose the country where this address is located


☒ United States ☐ Other Country

Address Line 1 *

Address Line 2

Address Line 3

City *

State / Province / Region * 

Zip / Postal Code *

WORK ADDRESS ☐ Do Not Send Mail to My Work

Please choose the country where this address is located


☒ United States ☐ Other Country

Address Line 1


Address Line 2




Address Line 3

City


State / Province / Region 

Zip / Postal Code



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
Other Contacts: Relationship to Children tab expanded


 [Home](#) [My Children](#) [Billing & Payments](#) [My Profile](#) [Other Contacts](#) [Help](#)


OTHER CONTACTS


Use this area to manage basic information about your authorized contacts for your child(ren). Please note some updates require that paper forms be filled out. Your center / school will notify you if further action is needed.


[Jeffrey Broderick](#) [Tom/Carolyn Broderick](#) [Marlene Brown](#)





GENERAL INFORMATION | 


PHONE & EMAIL SETTINGS | 


MAILING ADDRESSES | 

RELATIONSHIP TO CHILDREN | 

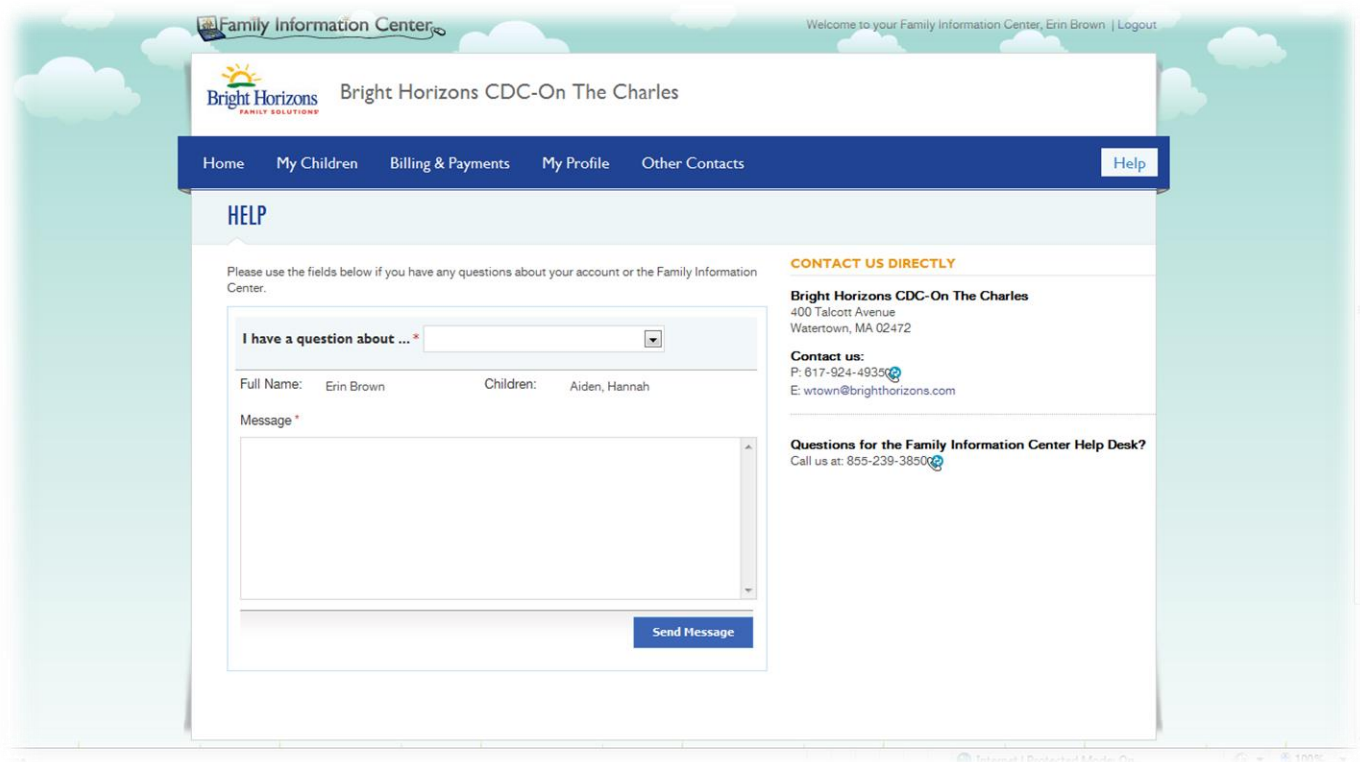
To change a relationship, please navigate to the My Children tab. Please plan accordingly when updating relationships. For security purposes, centers cannot act right away upon this request. If you have an immediate need, please contact your center / school directly. Please note that any updates may require additional paperwork. Your center / school will notify you if further action is needed.

Child Name	Relationship to Child	Authorized Pickup	Emergency Contact
Aiden Broderick	Parent	<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 
Hannah Broderick	Parent	<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 



 [Home](#) [My Children](#) [Billing & Payments](#) [My Profile](#) [Other Contacts](#) [Help](#)

Help:



The screenshot shows the 'Family Information Center' website with a light blue background and white clouds. At the top, a navigation bar includes 'Home', 'My Children', 'Billing & Payments', 'My Profile', 'Other Contacts', and a 'Help' button. The main content area is titled 'HELP' and contains a form for sending a message. The form includes a dropdown menu for 'I have a question about ...', fields for 'Full Name' (Erin Brown) and 'Children' (Aiden, Hannah), and a large text area for the 'Message'. A 'Send Message' button is at the bottom of the form. To the right, there is a 'CONTACT US DIRECTLY' section with contact information for 'Bright Horizons CDC-On The Charles' and a 'Questions for the Family Information Center Help Desk?' section.

Family Information Center

Welcome to your Family Information Center, Erin Brown | Logout

Bright Horizons
FAMILY SOLUTIONS

Bright Horizons CDC-On The Charles

Home My Children Billing & Payments My Profile Other Contacts Help

HELP

Please use the fields below if you have any questions about your account or the Family Information Center.

I have a question about ... *

Full Name: Erin Brown Children: Aiden, Hannah

Message *

Send Message

CONTACT US DIRECTLY


Bright Horizons CDC-On The Charles
400 Talcott Avenue
Watertown, MA 02472

Contact us:
P: 617-924-4935
E: wtown@brighthouse.com

Questions for the Family Information Center Help Desk?
Call us at: 855-239-3850

Online Payments

Sign into the Family Information Center



The screenshot shows the 'Family Information Center' website with a light blue background and white clouds. The main heading is 'How it will work for Families'. On the left, there is a vertical strip of four photos showing families. The main content area features the 'Family Information Center' logo and a sign-in form. The form includes fields for 'Username' (ngs@brighthouse.com) and 'Password' (represented by dots). There are 'Sign In' and 'Sign Up' buttons at the top right of the form. Below the form, there is a 'Login' button and links for 'I forgot my... Username | Password' and 'Having trouble? Contact the Help Desk'.

How it will work for Families

Family Information Center

What is the Family Information Center? This site is a secure space for you to manage and view important information about your child(ren), their center(s)/school(s), and your family's account. Sign in to see more!

Sign In Sign Up

Username *

ngs@brighthouse.com

Password *

.....

Login I forgot my... Username | Password
Having trouble? Contact the Help Desk

Click the Set-up Recurring Payments button.

How it will work for Families

Family Information Center

Welcome, David Smith / Logout

Bright Horizons
FAMILY SOLUTIONS

Bright Horizons at Center City [SWITCH CENTER](#)

[Home](#) [My Children](#) [Billing & Payments](#) [My Profile](#) [Other Contacts](#) [Help](#)

MESSAGES

You have 3 unread messages at Johnson & Johnson Child Development Center | [VIEW >](#)

Center Messages

Halloween's coming up soon! Be sure to prepare your kids to wear their costumes on October 31st! [Halloween Party Flyer >](#)
For: **Bright Horizons at Center City** | 10/24/2012 [ARCHIVE](#)

Attention all families! Remember to bring extra clothes for your kids this Wednesday. It's field trip day! [Field Trip Details >](#)
For: **Toddler 2** | 10/23/2012 [ARCHIVE](#)

Attention all families! Immunization record updates are due by the end of October. [Immunization Form >](#)
For: **Bright Horizons at Center City** | 10/10/2012 [ARCHIVE](#)

Family Messages

Remember to bring more diapers for Roman tomorrow.
For: **Oliver Smith** | 10/23/2012 [ARCHIVE](#)

Marielle will be moving to the Toddler 3 class in the next week.
For: **Riley Smith** | 10/17/2012 [ARCHIVE](#)

MY BALANCE


[View Activity](#)


\$1,450.00 [Set-up Recurring Payments >](#)

A balance of \$1,450.00 is currently due by 10/25/2013. Click "Set-up Recurring Payments" to pay your balance.
Please [contact your center](#) for questions about your account.

MY CHILDREN

Display: [Alphabetically](#)

 **Riley M. Smith**
Age: 3 yrs 10 mths
Program: Preschool | Class: Preschool 1

 **Oliver G. Smith**
Age: 5 mths
Program: Infant | Class: Infant 1

You will be redirected to the JP Morgan Chase partner site.

How it will work for Families

Family Information Center

Welcome, David Smith / Logout

Bright Horizons
FAMILY SOLUTIONS

Bright Horizons at Center City [SWITCH CENTER](#)

[Home](#) [My Children](#) [Billing & Payments](#) [My Profile](#) [Other Contacts](#) [Help](#)

MESSAGES

You have 3 unread messages at Johnson & Johnson Child Development Center | [VIEW >](#)

Center Messages

Halloween's coming up soon! Be sure to prepare your kids 31st! [Halloween Party Flyer >](#)
For: **Bright Horizons at Center City** | 10/24/2012

Attention all families! Remember to bring extra clothes for your trip day! [Field Trip Details >](#)
For: **Toddler 2** | 10/23/2012

Attention all families! Immunization record updates are due by the end of October. [Immunization Form >](#)
For: **Bright Horizons at Center City** | 10/10/2012

Family Messages

Remember to bring more diapers for Roman tomorrow.
For: **Oliver Smith** | 10/23/2012

Marielle will be moving to the Toddler 3 class in the next week.
For: **Riley Smith** | 10/17/2012

MY BALANCE


[View Activity](#)


\$1,450.00 [Set-up Recurring Payments >](#)

A balance of \$1,450.00 is currently due by 10/25/2013. Click "Set-up Recurring Payments" to pay your balance.
Please [contact your center](#) for questions about your account.

MY CHILDREN

Display: [Alphabetically](#)

 **Riley M. Smith**
Age: 3 yrs 10 mths
Program: Preschool | Class: Preschool 1

 **Oliver G. Smith**
Age: 5 mths
Program: Infant | Class: Infant 1


BRIGHT HORIZONS
ONLINE PAYMENTS

You are being redirected to Bright Horizons' Online Payment System

ONE MOMENT PLEASE ...

Select eCheck and click Continue.

How it will work for Families



BRIGHT HORIZONS®
ONLINE PAYMENTS

Privacy Customer Service Exit

Make Payment
Pending Payments
Recurring Payments

Make a Payment - Bright Horizons

Bold fields with * are required.

PAYMENT INFORMATION
Amount Due: **To Be Determined** Due Date: **To Be Determined**

PAYMENT DETAILS
Payment Amount: Entire Amount Due
Frequency: On Due Date
First Payment Date: To Be Determined
Duration*: Until Cancelled

PAYMENT METHOD
New Account*:
☒ eCheck

Continue Cancel

Enter the bank account information requested and click Continue.

How it will work for Families



BRIGHT HORIZONS®
ONLINE PAYMENTS

Privacy Customer Service Exit

Make Payment
Pending Payments
Recurring Payments

Make a Payment - Bright Horizons

Bold fields with * are required.

PAYMENT INFORMATION
Amount Due: **To Be Determined** Due Date: **To Be Determined**
Payment Amount: **To Be Determined** Payment Date: **To Be Determined**

ECHECK ACCOUNT INFORMATION
Bank Routing Number*: 736238493
Bank Account Number*: 23834832832
Re-enter Bank Account Number*: 23834832832
Bank Account Type*: ☒ Checking ☐ Savings
Bank Account Category*: ☒ Consumer ☐ Business
Nickname*: Family Account

Continue Cancel

Review the Refund Policy and Bright Horizons PIN details at the top of the screen. Enter your Check-In Kiosk PIN in the Enter PIN field. Check the box to accept the Terms & Conditions at the bottom. Click Continue.

How it will work for Families

Bright Horizons ONLINE PAYMENTS

[Privacy](#) [Customer Service](#) [Exit](#)

Recurring Payment Verification - Bright Horizons Auto-Pay

Make Payment
Pending Payments
Recurring Payments

Bold fields with * are required.

For your own protection, you are required to re-enter your PIN (enter in all caps) below before choosing Confirm.

Bright Horizons PIN

For added security, your Bright Horizons PIN is required to complete transactions. Your PIN is the same code used at the center's check-in station and can be found on the Family Information Center under My Profile.

Refund Policy

Tuition fees are due in advance of services rendered and are not subject to pro-rata for illness, holidays, vacations, or emergency closure of the center. Thirty days written notice (or the notice required by your employer) is required for any reduction in schedule or voluntary disenrollment. This period begins upon receipt of your notice. Tuition will be reduced only for services rendered after the thirty days expire.

In situations that warrant a refund (i.e. overpayment), funds can only be remitted to you through the same funding account and payment method as your original payment. No exceptions are permitted due to the payment processing regulations.

Please verify your recurring payment information, then choose Confirm.

Your Payment Detail
Amount Due: To Be Determined
Due Date: To Be Determined

Your Recurring Payment Detail
Payment Amount: Always pay the entire Amount Due
Payment Frequency: On Due Date
First Scheduled Payment Date: To Be Determined
Duration: Continue until cancelled

Your Account Detail
Bank Account Nickname: BH Childrens Ctr
Bank Routing Number: XXXXXXXXXXXXXXXXXX
Bank Account Number: XXXXXXXXXXXXXXXXXX
Bank Account Type: Checking
Bank Account Category: Business
E-mail Address: jjennings@brighthorizons.com

Enter PIN (enter in all caps)*: []

Terms And Conditions

PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION

By clicking "I Accept", I authorize the payee to electronically debit my bank account for the amount(s) and at the frequency and date set forth above.

This authorization is to remain in full force and effect until I notify my bank or notify the payee of its termination by canceling any pending payments and recurring payment instructions within this system or least three banking days before my account is scheduled to be debited.

If a convenience fee is added to the transaction, I understand that the convenience fee displayed will be included in the total payment amount.

In the event that a payment is returned for insufficient funds, I authorize the payee to electronically debit my bank account for the original amount of the transaction, as well as a returned item fee, up to the maximum amount allowed by law.

PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS

☒ I accept the Terms and Conditions*

[Continue](#) [Print](#)

Check-In Kiosk PIN

BrightStar
Center Management System

You will be brought to a confirmation screen. You can print this for your records. Click Exit at the top once complete.

How it will work for Families

Bright Horizons ONLINE PAYMENTS

[Privacy](#) [Customer Service](#) [Exit](#)

Recurring Payment Confirmation - Bright Horizons

Make Payment
Pending Payments
Recurring Payments

Please keep a record of your Reference Number, or print this page for your records.

A payment confirmation will be emailed to you when each instance of this recurring payment is released. Please keep confirmation emails for your records.

Reference Number: BHORIZR00000021
Confirmation Date (ET): Jul-26-2013 05:29:52 PM

Your Payment Detail
Amount Due: To Be Determined
Due Date: To Be Determined

Your Recurring Payment Detail
Payment Amount: Always pay the entire Amount Due
Payment Frequency: On Due Date
First Scheduled Payment Date: To Be Determined

Your Recurring Payment Detail
Payment Amount: Always pay the entire Amount Due
Payment Frequency: On Due Date
First Scheduled Payment Date: To Be Determined
Duration: Continue until cancelled

Your Account Detail
Account Nickname: Family Account
Bank Routing Number: 121000358
Bank Account Number: XXXXXXXXXXXXXXX2832
Bank Account Type: Checking
Bank Account Category: Consumer
E-mail Address: jjennings@brighthorizons.com

[Continue to Main Menu](#)

BrightStar
Center Management System

You will be redirected back to the Family Information Center.



Your set-up is now complete. You can click the Manage Recurring Payments button to make updates to your account.

