# brightwheel Billing for Parents

We are happy to announce that we will be using brightwheel as our billing and payments vendor! This will streamline all of our communications with you, including your bills, into one place and allow you to seamlessly pay online anytime, anywhere.

With brightwheel billing you will:

- ✓ receive itemized statements with all of your charges

- ✓ pay your bill directly from the app

- ✓ be able to enroll in autopay for convenience

- ✓ have flexibility to submit partial payments and pay ahead

- ✓ view your account balance and history at any time
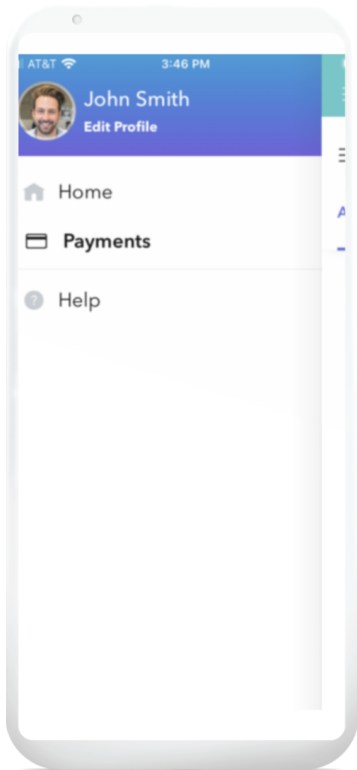
- ✓ access year-end tax reports

What's next?

- *Be on the lookout for an invitation to set up your billing account*
- *Use this guide for instructions and FAQs*
- *Let us know if you have any questions!*
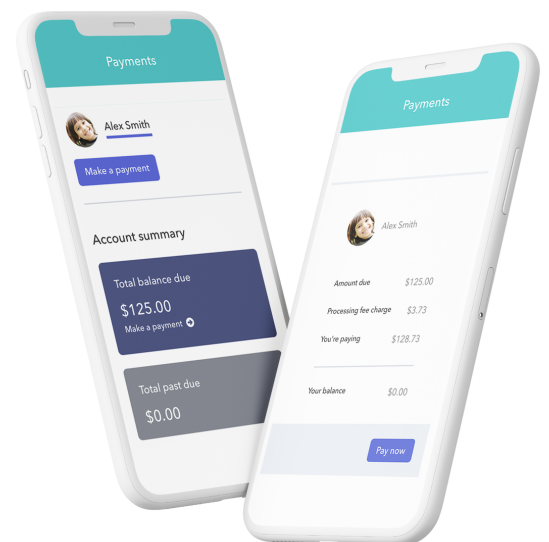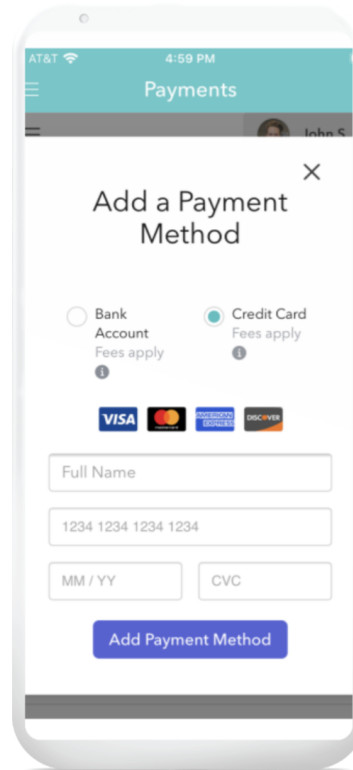
🌀 Billing Setup Instructions

1

Add a payment method
Navigate to the "Payments" section. Under the "Payment Settings" tab, click the "Add" button.
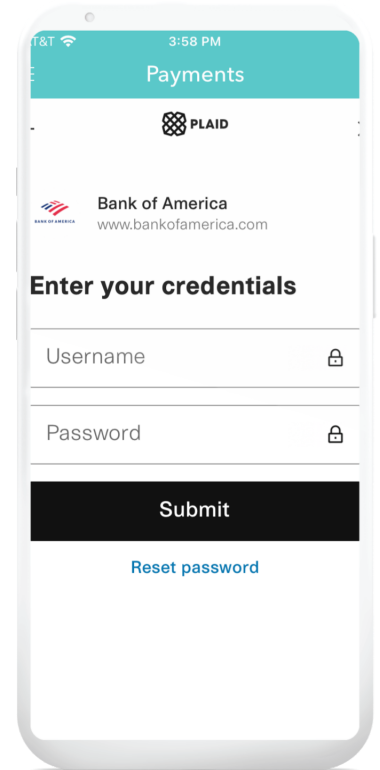
2

Select payment type
Depending on your center, you can select bank account or credit/debit card. To see processing fees, click on the ℹ.

3

Enter your information
This will connect you to your bank's log in page (*not visible by brightwheel or your center*). If you don't see your institution you can verify your account manually using micro deposits.
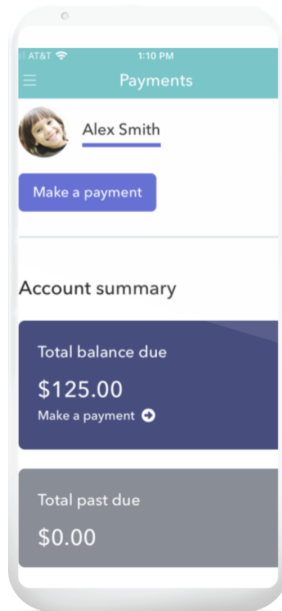
4

Enroll in autopay
In the "Autopay Setting" section under your saved payment methods, you can select to enroll *one* payment method in autopay by selecting it from the drop down menu and clicking "Enroll." This is optional, unless autopay is required by your center.
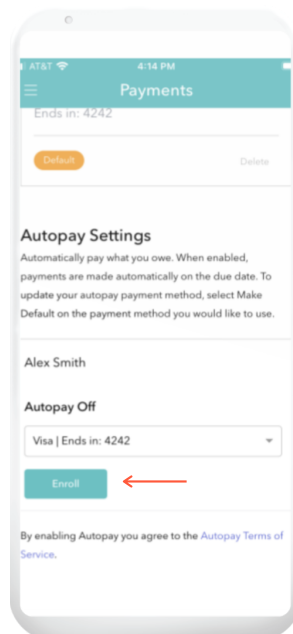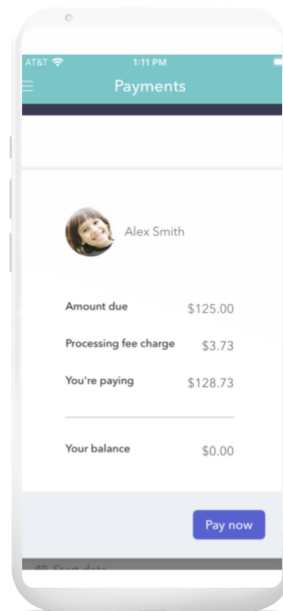
🌈 Making a Payment & Account Summary

Making a Payment

1

In the payment section of brightwheel, click "Make a Payment".

2

View your balance and click "Pay now".

3
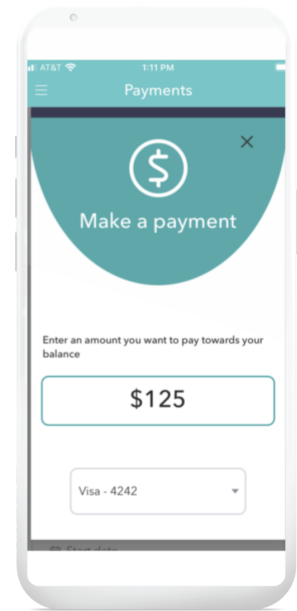
Enter the amount you wish to pay at this time and select which payment method to use. Then click "Pay now" and you will see "payment successful".

Account Summary

Overview of your current balance, any past due balance, and your upcoming due date.
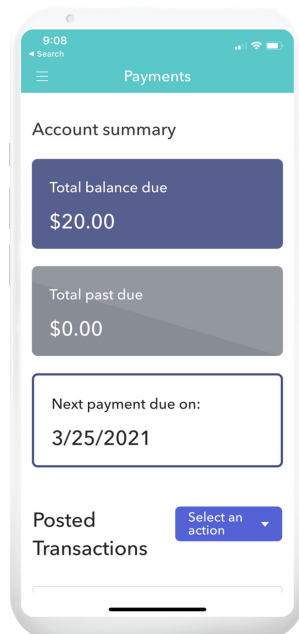
Scroll down to see account history for all previous charges and payments, filterable for specific criteria.

You can also view your account from a computer by accessing your account from the web at mybrightwheel.com

🌈 Frequently Asked Questions

How secure is my payment information in brightwheel?

Your payment information cannot be accessed by anyone at brightwheel or your center. Stripe, our online payment processor, meets the strictest and highest level of federal financial data security and encryption compliance (PCI Level 1) and is used by companies like Target, Amazon, Uber, DoorDash, and Booking.com.
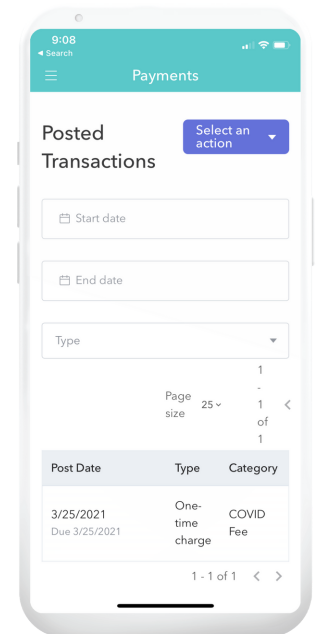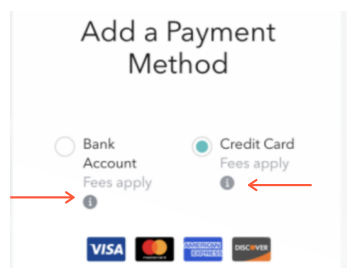
What are the processing fees?

As with most online payment providers, there is a small fee involved to ensure the high level of security needed to process funds. ACH (bank account payments) has a small flat rate fee per transaction and credit and debit cards have a small % fee per transaction. Processing fees will be listed as a line item on your bill. You can see your processing fees in your app when selecting a payment method.

Click on the 🛈 to see the processing fee associated with each type of payment.

How does autopay work?

By enrolling a payment method in autopay, the total balance will automatically be deducted from your default payment method on your statement's due date. It works the same as the autopay option for cellphone and utility bills. Many parents love the convenience of not having to go into their account to pay their bill each time. You can always go into your account and manually submit a payment before the due date. Some centers require autopay, while others leave this is optional.

Important: If your statement has already sent before you enroll in autopay, you will need to manually make that payment but going forward the rest will automatically deduct on the due date.

Which forms of payment can I use? Can I pay with more than 1?

You can add multiple forms of payment and submit partial payments from each method. brightwheel accepts credit and debit cards (if your center allows) and bank transfers from a **checking account.**
Please note: savings accounts are not accepted as a payment method at this time.

I don't see my bank on the list and what are micro-deposits?

If your banking institution does not appear when selecting a payment method, you can link your bank account to brightwheel by entering your bank account's routing and account numbers. In this option, brightwheel will need to verify that you are able to access this account with what are called micro-deposits. Micro-deposits are a way to verify your payment method when you enter your account details manually. Micro-deposits are small transactions between $0.01 - $0.99 that are deposited into your bank account. These transactions are used to verify your payment method in brightwheel. Once deposited into your account you will be asked to enter the exact amounts you received in order to verify your payment method.

Can I pay in installments before the due date?

Absolutely! You can submit a payment manually any time from the app. You can choose how much you want to pay and submit as many payments as you like. You can also pay before you receive your statement and build up a credit balance on your account. Your next bill will automatically subtract the total balance due from the credit balance on your account, which you will see on your statement.

How do I know my payment was successful?

Once you make a payment, it will be pending (in transit) until it is posted (deposited). Once posted, it will appear under the Posted Transactions section of your account summary. If the payment was unsuccessful, you will see the reason in the description, for example "failed." Please reach out to your financial institution for further information and if you have additional questions, you can contact brightwheel's support team at help@mybrightwheel.com.

How do I add or remove a payment method?

To **add a payment method**, go to the "Payments" section of brightwheel and under the "Payment Settings" tab, click the "Add Payment" button. You can then choose to enter your bank account or credit card. You can have multiple payment methods in brightwheel and select your "default" payment option.

To **remove a payment method**, in the "Payment Settings" tab, you will see your connected payment methods. Under each there will be a "Delete" button. Click it to delete a payment method. If you have enrolled in autopay or you need further assistance, contact brightwheel's support team at help@mybrightwheel.com to remove a payment method.

More questions? Visit brightwheel's Help Center at help.mybrightwheel.com