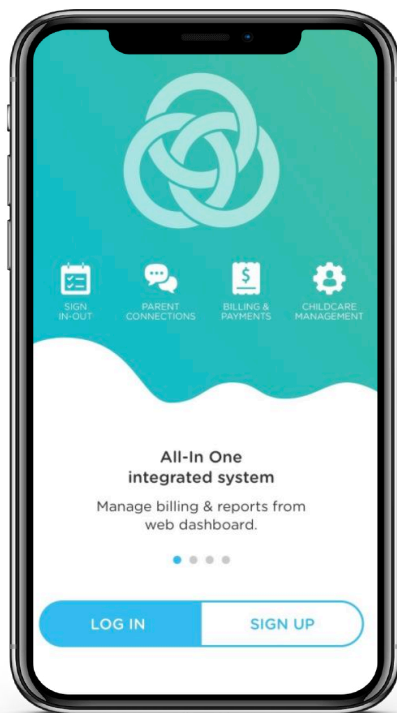


# Let's Get Connected!



Phase Family Learning Center uses Procure Connect to help you engage with your child's activities, message the school, and pay your tuition. This guide will help you get started.

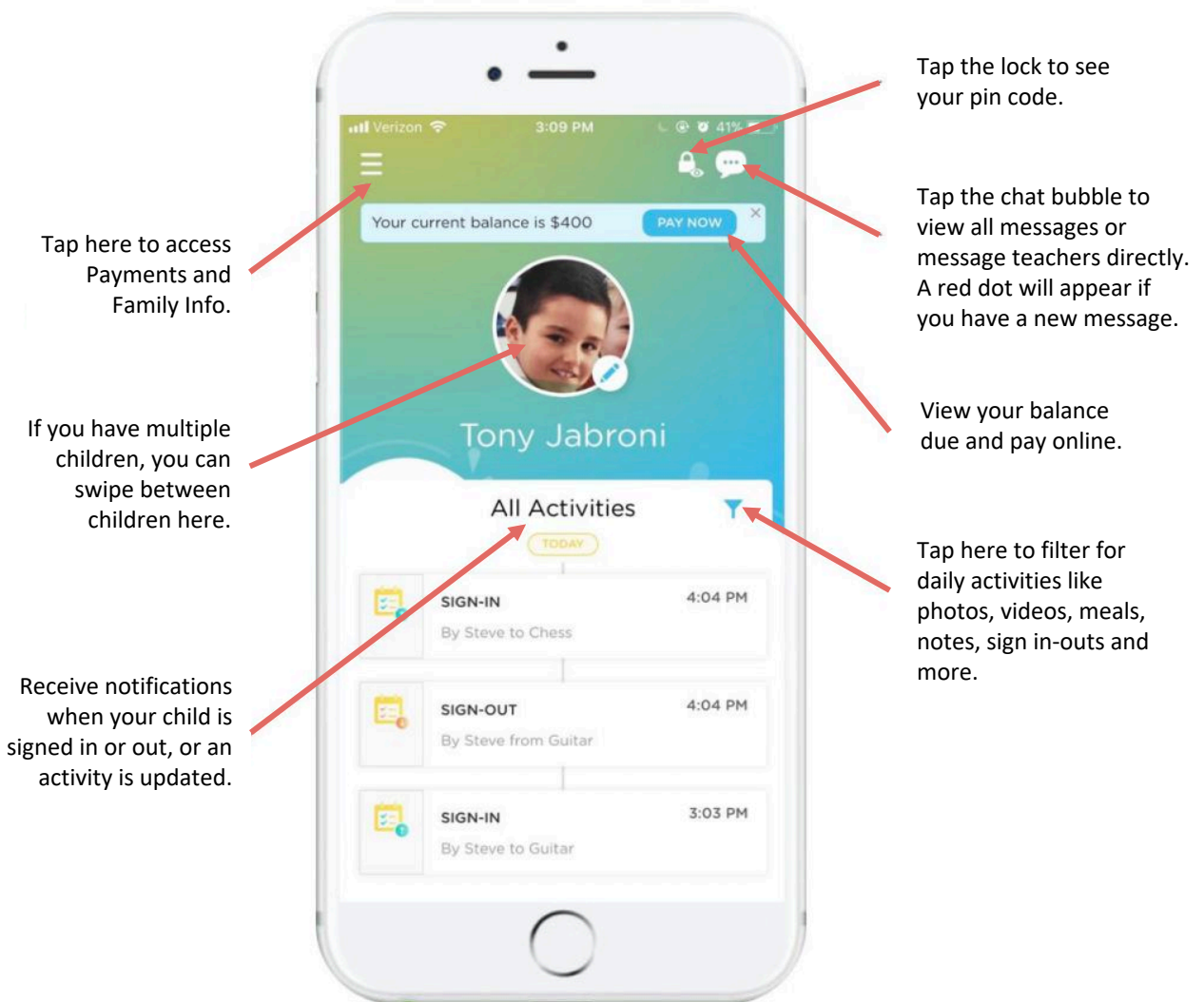
- Download the App
- Review Family Information
- Sign In-Out On Kiosk
- Review Child's Daily Activities
- Message Child's Teacher
- View Current Balance
- Setup or Change Payment Method
- Make a Payment
- Setup Auto-Pay
- Understand the Billing Calendar



## DOWNLOAD THE APP

You will receive an email with your registration code and a link to download the Procure Connect Parent App. Download the app and enter the registration code from your email to connect to your child's (or children's) account.

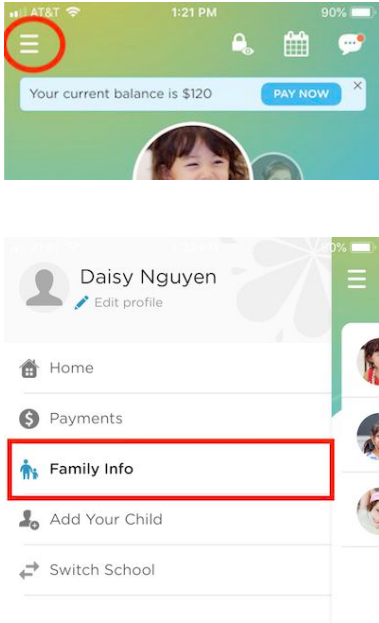
The diagram below will help familiarize you with the app.



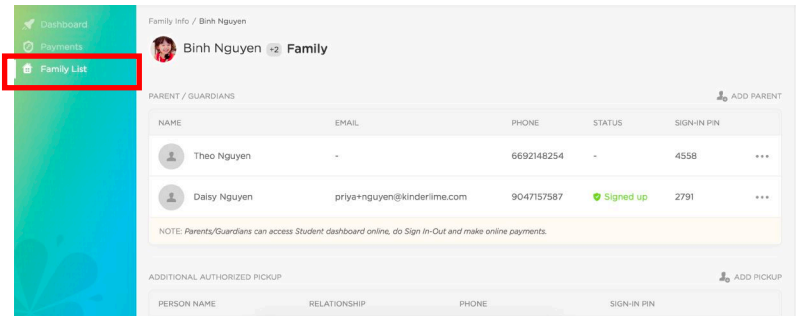
# REVIEW FAMILY INFORMATION

You can review your family’s information in the app and online.

## App



## Website



The following information can be reviewed:

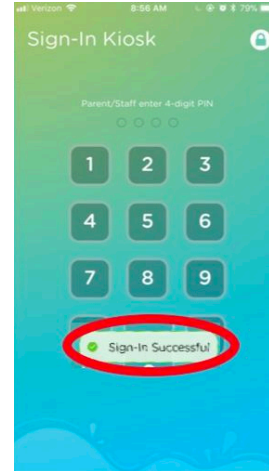
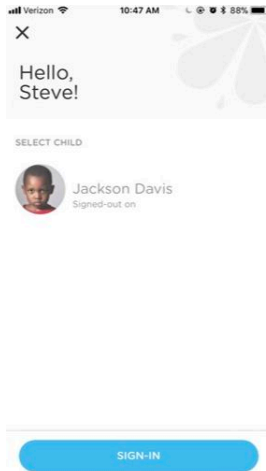
Child	Parents or Guardians	Family & Additional Authorized Pickups
Name	Name	Name
Photo	Email	Relation
DOB	Phone	Phone
Medication	Emergency Contact Y/N	Emergency Contact Y/N
Allergies	Sign-In Pin	Sign-In Pin
Address		



**TIP:** You can update your child’s photo from the app. Phase has disabled the ability to make other changes to your family info online. Please contact us if any other information needs to be updated.

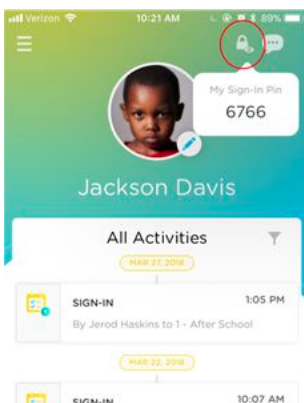
## SIGN IN-OUT ON KIOSK

Multiple kiosks are in the lobby of the center. Enter your 4-digit pin, tap the image of your child and click “Sign-In”. Please make sure you see the verification before walking away from the device.

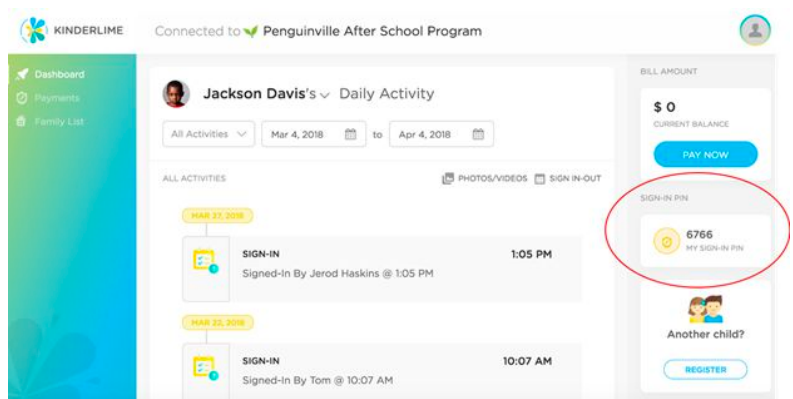


TIP: You can find your pin in the top right corner of app’s home screen. You can also find it on the right side of the website. Having trouble? You can provide a photo ID and one of our staff can check your child in-out.

### App



### Website



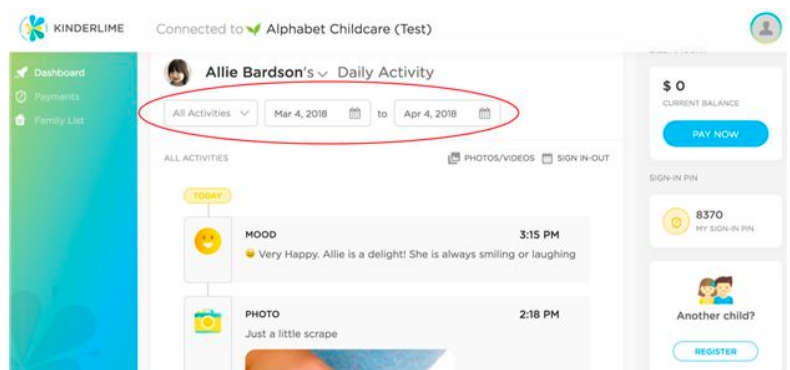
## REVIEW CHILD'S DAILY ACTIVITIES

Your child's activities are updated in real-time and organized by the latest activity. If you would like to filter by certain activity, tap on the funnel image next to "All Activities".

### App



### Website



In addition to updates from your child's teacher(s), you will also receive notifications:

- Anytime your child is signed in-out. Because every caretaker is issued a unique 4-digit code, you will know who signs your child in-out and the time.
- Anytime your child moves from one room in the center to another. For example, if your child moved from their homeroom to the playground you will receive a notification, making it easier to locate your child at pickup.

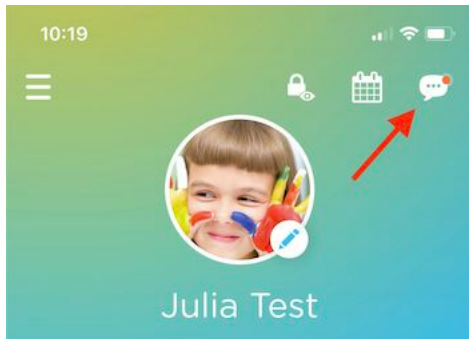


**TIP:** You can manage notification preferences for the Procare Connect app under Settings on your phone.

## MESSAGE CHILD'S TEACHER

In your app, find messages in the top right corner of the main screen. If there is a red dot on the message icon, it means you have a new message. Once in the message section, click on the message you want to view to respond directly to the message. You can also send new messages by tapping on the pencil icon in the bottom right.

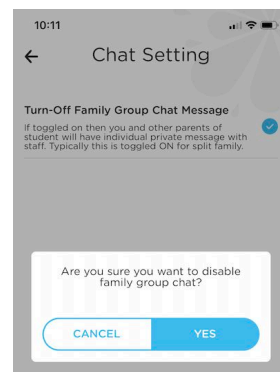
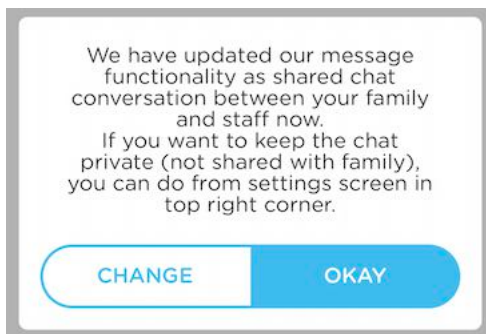
### Find Messages



### Receive and Reply



When first viewing a message, a pop-up will explain how message conversations are shared between all parent/guardians on the account. If you do not wish to share the conversation with other parent/guardians, you will need to adjust your settings. You can adjust this setting again in the future by clicking on the setting icon in the upper right of your message screen.

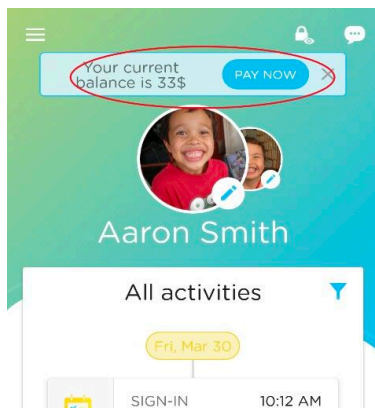


**TIP:** Messages will be sent to all teacher(s) assigned to your child's classroom. Messages are visible to all Phase staff. We would like to remind you to send all private or sensitive information directly to any of our directors or communicate with us in person.

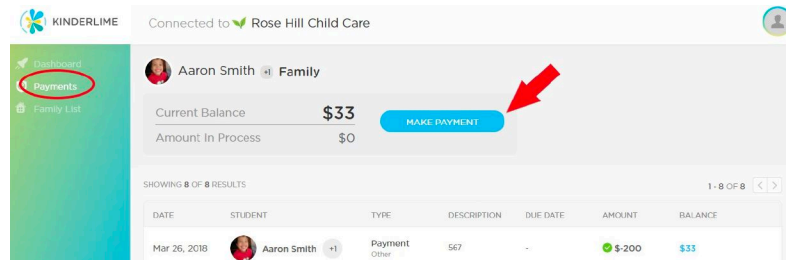
## VIEW CURRENT BALANCE

When Phase sends an invoice, it will be delivered directly to the email you have on file. You can also view the amount due in the app or on the website.

### App



### Website

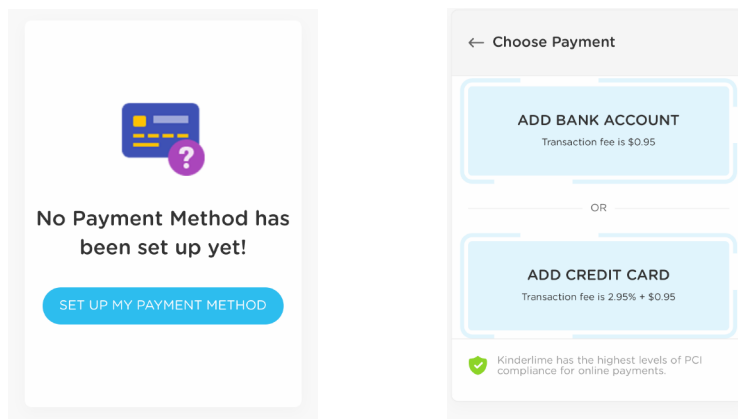


**TIP:** You will receive separate invoices for each child. The app and website combine these invoices to show you the total balance for all your children.

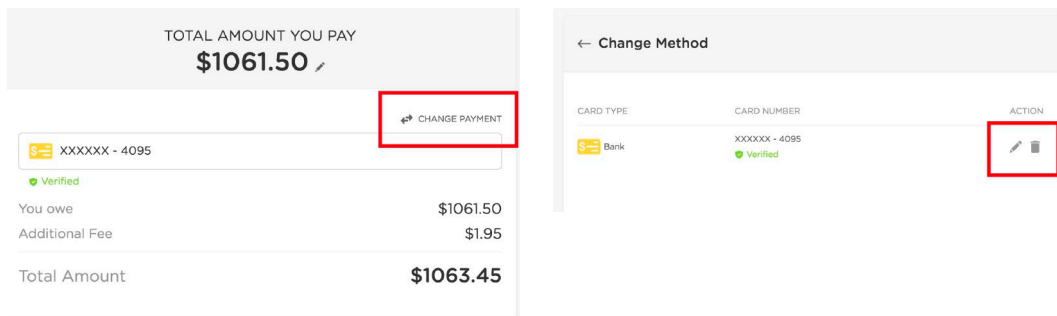
## SETUP OR CHANGE PAYMENT METHOD

The first time you attempt to pay a balance, you will be prompted to setup your payment method. Click on the blue “Set Up Payment Method” button. Select “Add Bank Account” or “Add Credit Card” and follow the instructions.

If you choose to connect with your bank directly, you will be asked to log into your bank account through Plaid, an extremely secure platform that will immediately verify your identity and your bank information to begin processing payments.



You can change your payment method at any time. To change or remove your payment method, click on “Change Payment”. Use the pencil icon to change your payment method or the trash can icon to remove it.



**TIP:** Each parent/guardian can have one payment method stored at a time. Parents/guardians cannot see each other’s payment methods.

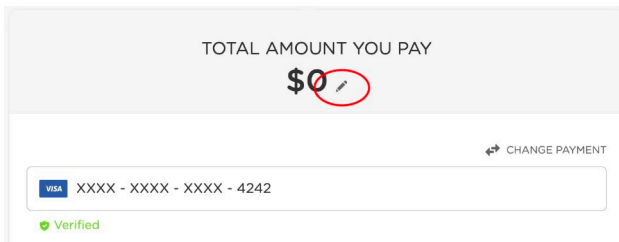


## MAKE A PAYMENT

To make a payment, select Payments in the App or Website. You'll see the screen below if you have already set up your online payment method. Click "Make Payment" at the bottom to complete your payment if your balance is correctly listed.

If you need to change the total amount that you are paying for, click the pencil next to the amount number (circled in red above). Once you are finished entering the amount, click on the blue pencil to save it and select "Make Payment" at the bottom.

### App and Website

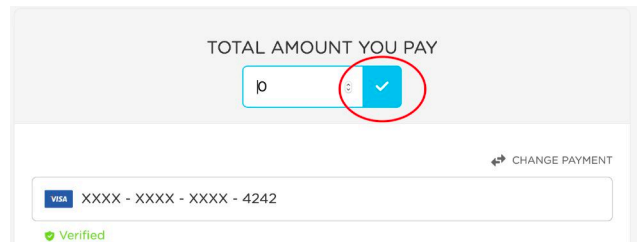


TOTAL AMOUNT YOU PAY  
\$0

CHANGE PAYMENT

VISA XXXX - XXXX - XXXX - 4242

Verified



TOTAL AMOUNT YOU PAY  
10

CHANGE PAYMENT

VISA XXXX - XXXX - XXXX - 4242

Verified



**TIP:** To minimize transaction fees, you can make one payment for invoices of multiple children. On Auto-Pay? If all children are on the same billing cycle (e.g. weekly or monthly), your payment will automatically be processed as one transaction with one transaction fee.



**TIP:** Multiple parents/guardians can make partial payments against the same invoice. Just remember, the full balance must be paid by the due date to avoid a late fee. If you are on auto-pay, only the remaining balance after the partial payments will be deducted on the due date.

## SETUP AUTO-PAY


If you enable auto-pay, funds will be pulled from your account on the due date listed on the invoice every billing cycle. If you disable auto-pay, you will need to initiate the payment every billing cycle. To turn on auto-pay, select “Turn On Auto-Pay from next invoice” when making a payment.

### App and Website

TOTAL AMOUNT YOU PAY

**\$34**

[↔ CHANGE PAYMENT](#)

 XXXX - XXXX - XXXX - 1862

You owe	\$34
Additional Fee	\$2
<b>Total Amount</b>	<b>\$36.00</b>

Turn On Auto-Pay from next invoice  
CC Fee - 2.95% + \$0.95, ACH Fee - \$0.95

**MAKE PAYMENT**



**TIP:** Phase strongly encourages setting up auto-pay to avoid late payment fees. If multiple payments are late, Phase retains the right to debit your payment method on file and require activation of auto-pay.

## UNDERSTAND THE BILLING CALENDAR

Invoices are due before childcare services are provided.

If you are a monthly payer, your invoice for next month will be sent seven days before the current month ends. The invoice is due on the last day of the current month. If the invoice is not paid, a late payment fee will be assessed on the fourth day of the month.

If you are a weekly payer, your invoice for next week will be sent every Wednesday. The invoice is due on Friday. If the invoice is not paid, a late payment fee will be assessed on Tuesday.

### MONTHLY PAYER

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-7	-6	-5	-4	-3	-2	-1
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### WEEKLY PAYER

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-7	-6	-5	-4	-3	-2	-1
1	2	3	4	5	6	7

Period of Service

Invoice Sent

Invoice Due

Late Fee Assessed



**TIP:** To make billing as simple as possible and minimize fees, Phase strongly recommends families select **monthly / ACH / auto-pay**. Families can setup ACH and auto-pay using Procure Connect. Please contact us if you would like to switch from a weekly to monthly billing cycle.