Setup Instructions

Below are simple instructions for accessing your My Bright Day account

Step 1: Create a Family Information Center account

If you already have a Family Information Center account and you know your username & password, you can skip to step 2

If you do not have an account, please go to https://familyinfocenter.brighthorizons.com

- Click the Sign Up button

- Complete the required information on the next screen (including First and Last Name, Email, Country, Home Zip Code, and Employer) and click Continue

- An email will be sent to the address that your center has listed as your primary email containing a link to confirm your account. To complete the setup process, please click the confirmation link in your email to confirm your account. For your security, please note that this link will expire in 24 hours

- You will be redirected to a screen that states "Request Accepted." Please click the link to return to the login screen

- You will receive an email to setup up your password. Click the link to reset your password and sign in

- Proceed to Step 2

Step 2: Access My Bright Day on your mobile device

Download the My Bright Day app through or and **log in** using your existing Family Information Center account username and password

App features:

- Submit routine drop-off information (if applicable)

- View real time updates on your child's daily activities by viewing the Daily Report

- View pictures and videos of your child

- Review past daily reports, as well as photos/videos that have been shared

- Manage settings and set notification preferences

Step 3: Using the app
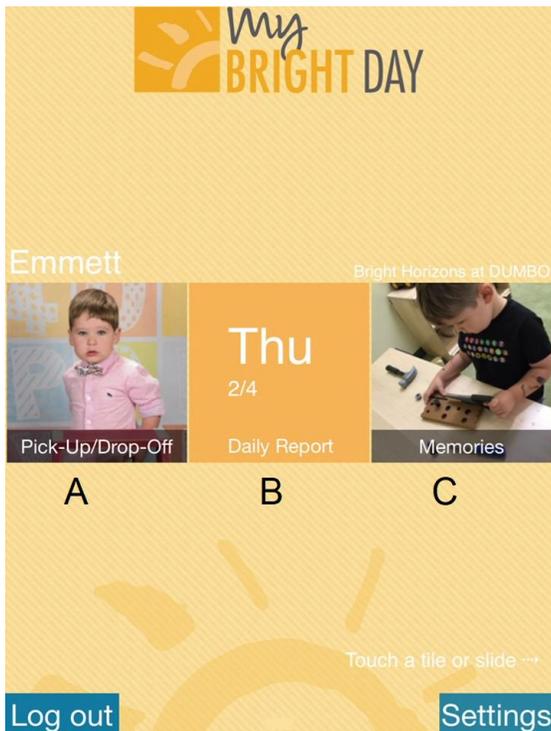
A. Pick-Up/Drop-Off

- **Drop-Off Notes**: Enter routine drop-off information such as last bottle, diaper, food provided and contacts. Information can be entered up to 2 hours after a child has been dropped off.

- **Pick-Up**: Alert teachers when you are close to picking up and again when you arrive so they can have everything ready.

- **COVID-19** (if applicable for your center): Screening questions can be answered here prior to drop-off

- **Mark Absent**: Indicate if your child will be absent for the current day or a future day.

B. Daily Report – Tap this box to view the current in progress daily report. If your child is not in the center on the current day, this box will display the last completed daily report

C. Memories* – Tap this box to access all past daily reports, photos/videos and notes for your child. You can also swipe left on the app to access this screen. To exit the memories page, swipe right

D. Settings – Tap this box to manage your email communications and real-time push notifications

*Individual photos of your child can be saved to your phone and shared via email and Facebook. Photos of more than one child cannot be saved or shared for privacy reasons

Frequently Asked Questions

What username and password should I use?

You should use the username and password that you use to log into the Family Information Center. If you do not have an account with the Family Information Center, you need to follow the directions in Step 1

I do not have a smartphone. How can I submit the drop-off notes?

Drop-off notes can be submitted from the web via the Family Information Center, from a computer (https://familyinfocenter.brighthorizons.com)

Can other family members have access to this app?

My Bright Day is only available for parents/guardians

Can my spouse and I share a login?

Each parent/guardian should have his/her own separate account

Can I communicate to the teachers/staff through the app?

At this time, parents/guardians are not able to communicate to the teacher through the app, during the day. Please speak to your center directly for information on how to best communicate with your child's teacher during the day

How can I see past information through the app?

You can view all past history of Daily Reports, as well as pictures and videos, by accessing the Memories section of the mobile app. You can also view all history on the web via the Family Information Center at https://familyinformationcenter.brighthorizons.com/

How do I know that other families are not downloading pictures of my child from a group photo or video?

If a teacher tags more than one child in a photo or video, the user will not be able to save or share it

Once I drop my child off, can I still update the drop-off notes?

Yes, drop-off information for your children can be entered and edited up to 2 hours after they are checked into the app

If I get a new email address or phone number, where do I update this? All contact information can be managed in the Family Information Center, https://familyinformationcenter.brighthorizons.com/

How can I update the notification preferences?

You can make updates to notification preferences from Settings. From the app, Settings can be found at the bottom right corner of the home screen. From the web, the Settings can be found on the top right of the home screen

Can I still access information in My Bright Day if we are no longer enrolled at the center?

You have access to all of your child's information in the app for 90 days after your enrollment ends.

Need help?

Click here to complete a support form and our Family Information Center Team will contact you