



Bright Horizons at Camp Amgen implements an *Online Payment Solution*—a secure online web portal accessed via the “Family Information Center” that is used for paying tuition.

With the Online Payment Solution, you can:

- Sign up for recurring ACH payments.
- Easily access billing statements and view account balances.
- Manage your family’s information in one place.

Visit <http://familyinfocenter.brighthorizons.com> to set up your Family Information Center account and register for online payments today!

### **How do you sign up for a Family Information Center account?**

You may sign up using the “Sign Up” tab on the login page. From there, you can follow these steps:

- Enter your primary email address (must match an email which you provided to us in your enrollment paperwork)
- If it matches, “Request Accepted” – and a welcome email will be sent to you with a temporary password. Once you use it, you will be prompted to reset your password.
- Default Center, the center which you want to see first when you first log in, will appear (will only appear if you are enrolled at multiple BH centers)

### **Once you have created a FIC account, how do you sign up for recurring ACH payments?**

- Please note you must be designated as the “Primary Payer” on the account to set up the ACH payment. In most cases, this is the Amgen employee. If both parents work at Amgen, it is generally the father.
- Although the designated payments need to be set up using the “Primary Payer’s” Family Info Center log-in, you can use a different person’s checking account for the monthly payments (i.e. a spouse or parent’s bank account).
- Important: you must create a PIN in your Family Info Center account to complete the registration process. This PIN needs to be 6-8 characters in length and will be what you use to verify your recurring payment information. (To do this from your FIC home page, click on “My Profile” and create a PIN under “Account Settings” then click “Save Changes.”)
- Once logged in to the Primary Payer’s FIC account, and after you have created a personalized PIN, click on the link “Set-up Recurring Payments” to the right of your balance on the screen. You will then be redirected to BH’s Online Payment System where you can set-up the account.
- If you still need additional support, contact the Family Information Center Help Desk at 855-239-3850 to speak with a member of the support team. (The support team’s hours of operation are Mon-Fri, 8AM-6PM ET.)