

Parent ETA in My Bright Day

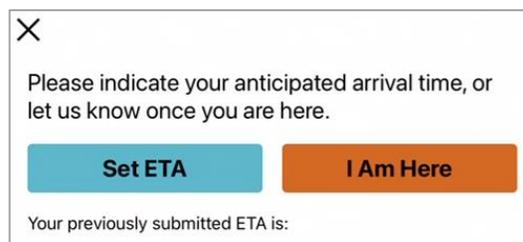
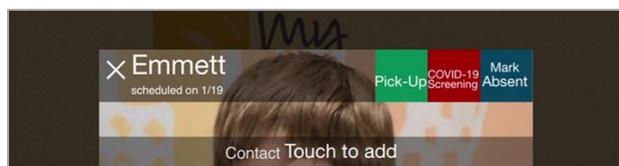
Parents have the ability, via the My Bright Day parent app, to alert a center of their ETA (estimated time of arrival) and to alert the center when they have arrived. The following guide provides an overview of how the functionality works and what you need to do to implement this at your center.

How it works

Parent App

From the Pick-Up/Drop-Off Notes section, tap on Pick-Up. Parent/Guardian has two options:

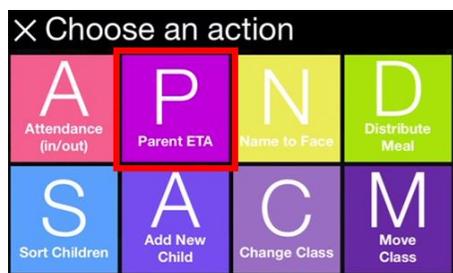
- Set ETA- choose a time between 10 and 60 minutes that parent will pick up the child. This can be adjusted if the time changes (i.e. parent is stuck in traffic, got called into a meeting, etc.)
- I Am Here- indicate when they arrive at the center



Teacher App

When parents set their ETA, the information can be seen from the teacher app by following these steps:

- Navigate to the In & Out screen, tap on 'Actions'
- Tap on 'Parent ETA'



- ETA and arrival information will be displayed, with the time closest to actual time at the top and the later times listed below

X Parent ETA: Preschool		
ETA's Last Refreshed: 5:21 PM		
Classroom:	Child Name:	ETA:
Preschool	Emmett Sellers	Arrived
Preschool	Penny Laine	5:38 PM
Preschool	Payal Shah	5:45 PM

- The view of the Parent ETA screen will always be based upon the classroom you are viewing in the app. If you are viewing the entire center (i.e. the lobby iPad) then you will see the ETA info for all children.

Notifications: An alert will appear 10 minutes prior to the parent's ETA and when the parent has indicated they have arrived. Refer to the [My Bright Day Parent ETA Teacher App Job Aid](#) for directions on how to enable these notifications.


MBD TEACHERS
 Payal Shah - parent is here for pickup


MBD TEACHERS
 Penny Laine - parent will arrive in approximately 10 minutes for pickup

Parent ETA

Penny Laine - parent sent updated ETA. New ETA is approximately 10 minutes

Go To ETA
Dismiss

Director Dashboard

From the [Director Dashboard](#), navigate to the Attendance tab:

- On the far right side, under 'center stats' the purple square will provide you with Parent ETA information for the entire center.
- Hover over the purple square to see the Classroom, Child Name and ETA

Parent ETA		
Classroom	Child Name	ETA
Preschool	Emmett Sellers	Arrived
Preschool	Penny Laine	5:40 PM
Preschool	Payal Shah	5:52 PM

Parent ETA

for more details.

How to Prepare

This feature is designed to speed up the current pick-up process by having children ready at the right times. Bright Horizons' enhanced protocols will still be followed as it pertains to pick-up time at the center. If there is a line, a parent's place in line will not be adjusted, but the line should move along more quickly.

- Share the [My Bright Day Parent ETA Teacher App Job Aid](#) with all teaching and leadership staff, ensuring they have reviewed and understand how the functionality will work

Need help?

- Call 877-534-7301. Select option 2 for IT and then option 2 for My Bright Day
- Email any questions to brightstar@brighthorizons.com
- Submit a ticket to the Application Support Team through [ONESupport](#)

*Please note that the most up to date version of this document and the job aids will be posted on the [My Bright Day Resource site](#).