

Frequently Asked Questions Operator Portal – Online Child Enrolment

Q: What is Online Child Enrolment?

A: Online Child Enrolment will allow parents and operators to enroll children at licensed Early Learning and Childcare facilities via the Operator and Parent Portals.

Q. What are the benefits of Online Child Enrolment?

A. Online Child Enrolment will reduce the administrative workload for operators, provide an accurate and complete picture of early learners in New Brunswick, and guide future funding and program support for parents and operators.

Q: How does Online Child Enrolment work?

A: Online Child Enrolment is a new process that will see licensed early learning and childcare facilities create enrolment offers to families through the Operator Portal. Your offer will be emailed to parents via the Operator Portal and parents will need to accept the enrolment offer through the Parent Portal.

Q: Will I need to register each child?

A: Yes, since Online Child Enrolment is a new process, all licensed Early Learning and Childcare facilities must prepare an Online Child Enrolment offer within the Operator Portal for each child currently enrolled in their facility by April 15, 2022. You will only need to do this one time per child.

Q. What information will I need to provide?

A. You will need to provide the parent's name and email address, the licence number of the facility the child is enrolled in, the daily fee for each child, the child's start date, age category, and attendance frequency.

An email will automatically be sent to the parent asking them to confirm the information and accept the enrolment offer via the Parent Portal.

Q. Do I need to use the exact start date for every child?

A. It is preferable to have an accurate start date for each child at your facility. However, to make the onboarding period easier, you will be able to enter the current date to create an enrolment offer. After the onboarding period, you will need to enter the actual start date for each child going forward.

Q. What information will parents need to provide?

A. Once a parent has received an enrolment offer, they will register their child by entering the child's name, date of birth, and either their Medicare number or New Brunswick Education Number (NBEN).

Q: What does Online Child Enrolment do?

A: Online Child Enrolment will support parents and childcare facilities through the creation of a unique child profile and New Brunswick Education Number (NBEN). This will reduce administrative work for parents and operators while helping us to improve services, childcare subsidies, and programs for early learners. Online Child Enrolment also allows your offer to be emailed to parents via the Operator Portal. Parents will then need to accept the enrolment offers through the Parent Portal.

Q. What is a New Brunswick Education Number (NBEN)? Where can parents find it?

The NBEN is a unique number assigned to each child that attends a licensed childcare facility or school in the province. The NBEN will follow the child throughout their entire education from early childhood to Grade 12. If a child is in school, this number appears on their report card.

Q: Who has access to this information?

A. The Parent and Operator Portals are secure sites that can only be accessed by the account owner, through a username and password. As an early learning and childcare facility operator, you will only have access to the information pertaining to the enrolment offer. This includes the details you have agreed upon with parents, such as basic personal information, the number of days the child will be attending your facility and the corresponding daily fees.

Q. What if parents do not have a Medicare number or NBEN for their child?

A. If a child does not have an NBEN or Medicare number, parents can still complete the enrolment offer. Parents can accept the enrolment offer without entering their child's NBEN or Medicare number, and follow the next steps. A representative from the Department of Education and Early Childhood Development will follow-up with the parents for verification purposes.

Q. What if one of my parents does not have an email address or access to the internet?

A. If a parent does not have an email address, or has limited access to the internet, you will be able to prepare an enrolment offer and indicate that the parent has no e-mail address. You will be presented with an option to print the enrolment offer which will contain a unique enrolment code. Parents will then need to contact the Department of Education and Early Childhood Development, and provide the unique code, in order for us to complete the enrolment process on their behalf.

Q. What if a child leaves my facility?

A. If a child leaves your facility, you will deactivate the child's enrolment in the Operator Portal and the parents will receive an email advising them of the change.

Q: Where can I direct parents, who have questions or require support during the Online Child Enrolment process?

A. If parents have any questions regarding the Online Child Enrolment process or the Parent Portal, they can call Monday to Friday from 8:30 a.m. to 7:30 p.m. or Saturday 9:00 a.m. to 1:00 p.m. at 1-888-762-8600 (no charge dial) or email us at EECDPortal-PortailEDPE@gnb.ca

More information:

If operators have any additional questions regarding Online Child Enrolment, please contact the Department of Education and Early Childhood Development by phone at 1-833-221-9339. or email us at EECDPortal-PortailEDPE@gnb.ca