

## Frequently Asked Questions Parent Portal – Online Child Enrolment

### **Q: What is the Parent Portal?**

A: The Parent Portal is a secure, online tool designed for families. You can search for facilities in your community, view their contact details, and even see if they have any available spaces. You can also access childcare facility inspection reports, information on childcare subsidies and other resources.

### **Q. Why do I have to enrol my child online now?**

A. The online enrolment will help to support parents starting in early learning through to Grade 12 by establishing a unique New Brunswick Education Number (NBEN). This will help reduce administrative work for families and childcare operators and help us to improve services, childcare subsidies, and programs for early learners.

### **Q: What if my child is already attending a childcare facility? Do I still need a Parent Portal account and to enrol my child?**

A: Yes, since Online Child Enrolment is a new process, all families with a child attending a licensed early learning and childcare facility will need to accept an enrolment offer through the Parent Portal. You will receive an email from your childcare provider to begin this process.

If you do not already have a Parent Portal account, you will need to create one. It is fast, easy, and secure. You will only need to do this once.

### **Q. What if my child attends more than one facility?**

A. If your child attends more than one childcare facility, you will need to accept an enrolment offer for each one. If you share custody, both caregivers will need to create their own account in the Parent Portal and will each receive an enrolment offer from their respective childcare providers.

However, each child will only be issued one NBEN. It is unique to them and will follow them through to Grade 12.

### **Q. What if I move my child to another childcare facility?**

A. Your new childcare provider will send you an email with the details of your new enrolment offer. You will need to log into your secure Parent Portal account, confirm the information and accept the enrolment.

You will not need to take any action to remove your child from their former childcare provider's enrolment list. It is the responsibility of the childcare provider to maintain an accurate enrolment roster for their facility.

**Q. How long will I have to accept the online enrolment offer?**

A. The online enrolment offer from your childcare facility will remain open for five days from the date it is issued. Accepting an enrolment offer from your childcare provider as quickly as possible will ensure you and your childcare provider maintain access to valuable supports and services.

**Q. What information will I need to provide?**

A. Once you have received the enrolment offer from your childcare provider, you will complete your child's enrolment by entering their name, date of birth, and either their Medicare number **or** their New Brunswick Education Number (NBEN), and accepting the enrolment offer.

Your child's Medicare number and NBEN are unique identifiers that will allow us to verify that your child is a resident of New Brunswick, and to ensure that each child has only one profile.

**Q. What is an NBEN number and why do I need one?**

A. 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 graduation. If you have a child in school, this number appears on their report card.

**Q. I don't have a Medicare or NBEN number for my child / I'm not sure where it is?**

A. If your child does not have an NBEN or Medicare number, please proceed with the online enrolment. You can accept the enrolment offer without entering your 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 you for verification purposes.

**Q: Who has access to my child's information?**

A. The Parent Portal is a secure site and can only be accessed by the Parent Portal account owner, through their username and password.

Your childcare provider will only have access to the information pertaining to the enrolment offer. This includes the details you have agreed upon, such as basic personal information, the number of days your child will be attending the facility and the corresponding fees.

**Q. I don't have an email address or access to the internet. What should I do?**

A. If you do not have an email address, or have limited access to the internet, your childcare facility will be able to provide an enrolment offer in paper format with a code. You will then need to contact the Department of Education and Early Childhood Development, and provide your unique code, in order to complete the enrolment process.

**More information:**

If you have any additional questions regarding the Parent Portal, please call Monday to Friday from 8:30 am to 7:30 pm 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](mailto:EECDPortal-PortailEDPE@gnb.ca)