

# HOW TO ACCESS SUPPORT FOR YOUR WHOLE FAMILY

Registering for your *Bright Horizons Enhanced Family Supports*™ benefit is easy! To get started, visit <https://clients.brighthouse.com/serco>. Click on Enhanced Family Supports at the top of the page, find the benefit that fits your needs, and follow the steps below to register.



## Looking for Ongoing Child Care?

Jump ahead on the waitlist at **Bright Horizons**® centers or access exclusive discounts at select network partner centers nationwide.

### Step 1:

Navigate to “Get a Spot in a Quality Child Care Center”

### Step 2:

Click “Details” and select “Preferred Enrollment” or “Tuition Discounts”

### Step 3:

Fill out the Center Search Locator, select a center, and print your coupon to bring with you when you register

### Step 4:

Schedule a tour and enroll online or by phone



## Access Nanny Placement Services

Get personalized help from a local nanny agency to find a fully vetted nanny that matches your family’s needs. Plus, you’ll receive discounted rates.

### Step 1:

Navigate to “Access Nanny Placement Services”

### Step 2:

Click “Details” and select “Contact a Local Agency”

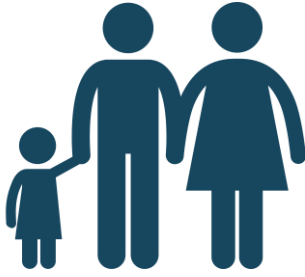
### Step 3:

Continue to the College Nannies site and fill out the details as requested on the registration form

### Step 4:

An agent will connect with you via your preferred method of contact





### **Find Help for Everyone in the Family**

Need a sitter for after school or someone who can help you keep the house clean? Take a look at Sittercity's comprehensive database.

**Step 1:**

Navigate to "Search for Sitters, Nannies & Housekeepers"

**Step 2:**

Click "Details," select "Find a Caregiver," and complete the Membership Activation form

**Step 3:**

Access help on-the-go by searching "Sittercity" in the App Store or Google Play and downloading the mobile app



### **Set Your Child up for Academic Success**

Does your child need virtual learning help, tutoring on a certain subject, or standardized test prep? You have access to discounts on high-quality tutoring and test prep providers.

**Step 1:**

Navigate to "Get Academic & Virtual Learning Support," "Access Premium Tutoring and Test Prep," or "Get a Learning App for Preschoolers"

**Step 2:**

Click "Details" and select "Sign Up Today"

**Step 3:**

If requested, fill out registration details. Then, browse the site(s) and find the option(s) that works best for your student's needs



### **Create a Learning Pod**

Is your child learning at home this school year? If you plan to set up a small learning environment with a few other families in your position, Sittercity can help you find the right person who can help.

**Step 1:**

Navigate to "Create a Learning Pod"

**Step 2:**

Click "Details" and select "Post a Job"

**Step 3:**

Complete the Membership Activation form and click "Register Now"



### Get Started With Elder Care

You have access to resources to help you figure out ongoing elder care needs. Complete an online needs assessment, get information on the best type of care, and find in-home and facility-based care.

**Step 1:**

Navigate to “Find Elder Care Resources”

**Step 2:**

Click “Details” and select “Get Online Support”

**Step 3:**

Complete the Membership Activation form and click “Register Now”



### Don't Forget About the Family Pet

Whether you're going on a vacation that isn't pet friendly, you need a dog walker, or you're worried that the kitty gets lonely while you're away, find pet care whenever you need it.

**Step 1:**

Navigate to “Get Quality Pet Care”

**Step 2:**

Click “Details” and select “Find Pet Care”

**Step 3:**

Complete the Membership Activation form and click “Register Now”