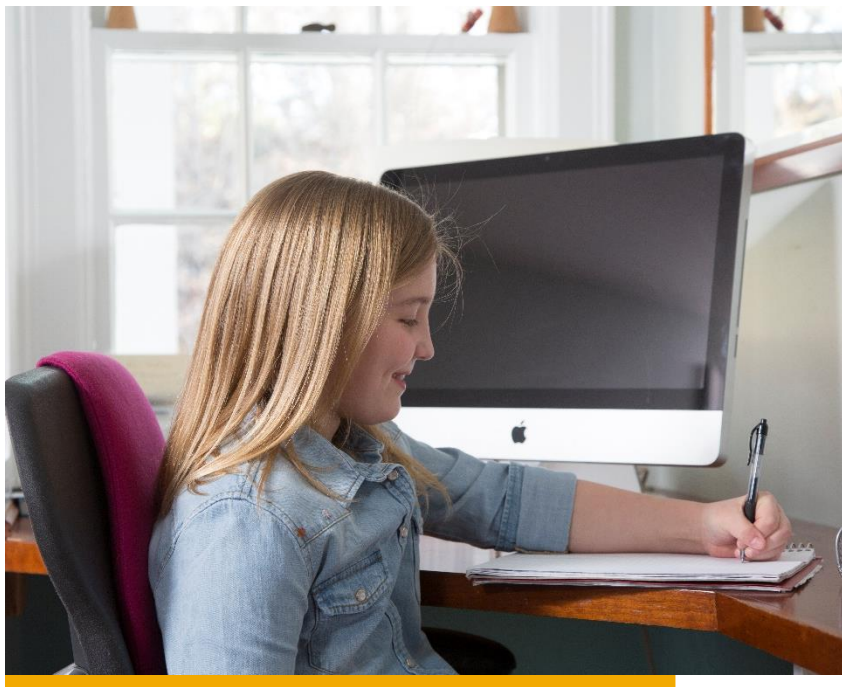


TUTORING SUPPORT WITH BACK-UP CARE DAYS



Introducing Virtual Tutoring, a New Component Of Back-Up Care



Flexible supports to help your family get back on track.

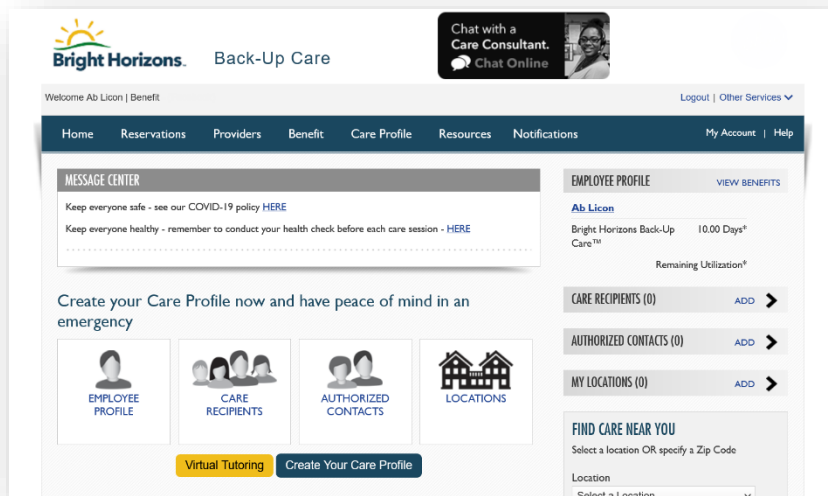
Families with children ages 5-18 years can now use the Bright Horizons Back-Up Care program for:

- Homework help or scheduled 1:1 tutoring in reading, math, science, and social studies
- Targeted support with a math or reading expert who can identify areas of opportunity and help your child excel

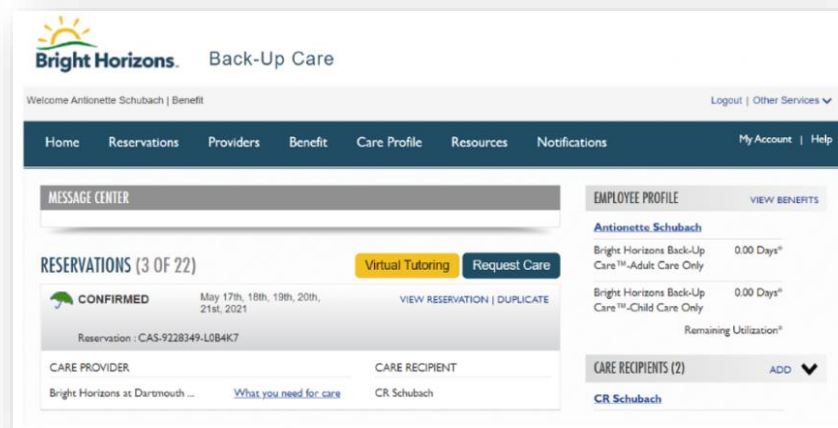
Tutors are available to meet your unique needs including those who specialize in working with students who have a wide range of special needs.

Getting Started

First, make sure you register for the back-up care program. Next, request Virtual Tutoring through your Bright Horizons Back-Up Care program. A guided request process will then take you through requesting virtual tutoring. One back-up care use equals 4 hours of virtual tutoring.



The screenshot shows the user interface for Ab Licon. At the top, there is a navigation bar with the Bright Horizons logo and "Back-Up Care" text. A "Chat with a Care Consultant" button is visible. Below the navigation bar, there are tabs for Home, Reservations, Providers, Benefit, Care Profile, Resources, and Notifications. The main content area is divided into several sections: a Message Center with COVID-19 safety notices, an Employee Profile section for Ab Licon showing 10.00 Days of care and a remaining utilization of 0.00, and a "Create your Care Profile" section with buttons for "Virtual Tutoring" and "Create Your Care Profile". There are also sections for "CARE RECIPIENTS (0)", "AUTHORIZED CONTACTS (0)", and "MY LOCATIONS (0)", each with an "ADD" button. A "FIND CARE NEAR YOU" section is at the bottom.



The screenshot shows the user interface for Antionette Schubach. It features a similar layout to the first screenshot. The navigation bar includes the Bright Horizons logo and "Back-Up Care". A "Chat with a Care Consultant" button is present. The main content area has tabs for Home, Reservations, Providers, Benefit, Care Profile, Resources, and Notifications. The Message Center contains a "RESERVATIONS (3 OF 22)" section with a "CONFIRMED" reservation for May 17th, 18th, 19th, 20th, and 21st, 2021. The reservation details include the provider "Bright Horizons at Dartmouth ..." and the recipient "CR Schubach". The Employee Profile section for Antionette Schubach shows 0.00 Days of care and a remaining utilization of 0.00. There are also sections for "CARE RECIPIENTS (2)" and "AUTHORIZED CONTACTS (0)".

Virtual Tutoring – Support for All Ages



- Available for children and teens ages 5-18
- Choose subjects, hours, and submit.
- You will receive an email with instructions for creating your tutoring account within 1 business day.

This screenshot shows the 'Tutoring Subject' selection screen. At the top, there is a progress bar with five steps: 'Student Information' (checked), 'Tutoring Subject' (current), 'Tutoring Credits', 'Tutoring Provider', and 'Checkout'. Below the progress bar is a 'Return to home page' link. The main heading is 'Tutoring Subject' with a sub-heading 'Select Subject(s) *'. There are six buttons for selection: 'Math' (highlighted in orange), 'Test Prep', 'Homework Support', 'Science', 'Language Arts', and 'Other'.This screenshot shows the 'Tutoring Credits' selection screen. The progress bar at the top shows 'Student Information' and 'Tutoring Subject' as completed steps, with 'Tutoring Credits' as the current step. Below the progress bar is a 'Return to home page' link. The main heading is 'Tutoring Credits' with a sub-heading 'Select Hours You would like tutoring service for *'. There are five buttons for selection: '4 Hours Virtual Tutoring' (highlighted in orange), '8 Hours Virtual Tutoring', '12 Hours Virtual Tutoring', '16 Hours Virtual Tutoring', and '20 Hours Virtual Tutoring'. Each button indicates the number of uses it deducts from the user's bank. At the bottom, there are 'Back' and 'Next' buttons.

Virtual Tutoring



Once you receive your email confirmation from our virtual tutoring vendor, in this case Varsity Tutors, you can log in to your account to schedule tutoring, ask questions via chat support, phone or email, view your assigned tutor, confirm and upcoming sessions.

Tutoring providers will respond within 1 business day of your request through the Bright Horizons Back-Up Care with your account activation link. Scheduling a matching tutor generally takes approximately 2 business days.

A screenshot of the Varsity Tutors user interface. The top navigation bar is dark blue with the Varsity Tutors logo on the left and user information "Your Learning Lab Welcome back, Danielle" on the right. Below the navigation bar, the "Your Tutors" section is displayed. It includes a sidebar with links for "Your Tutors", "Hours Balance & Usage", "Request a New Tutor", "Order Tutoring Hours", and "Get Instant Tutoring". The main content area shows a message: "You currently don't have any tutors" with a red "Request Tutor" button. At the bottom, there are three columns of links: "TUTORING" (Your Account, Your Schedule), "ACCOUNT" (Account Settings, Support & FAQs), and "MORE" (Privacy Policy, Terms of Service).

A screenshot of the Varsity Tutors user interface, specifically the "Hours Balance & Usage" section. The top navigation bar is dark blue with the "Your Tutoring" section highlighted. Below the navigation bar, the "Hours Balance & Usage" section is displayed. It includes a sidebar with links for "Your Tutors", "Hours Balance & Usage", "Request a New Tutor", "Order Tutoring Hours", and "Get Instant Tutoring". The main content area shows a table with the following data:

Date	Item	Duration	Balance
1/19/2021	Credit	+4 hr	4 hr

Below the table, there is a section for "GROUP COURSES" with a plus sign icon to its right.

Frequently Asked Questions

When do my tutoring hours expire?

Tutoring hours are available for 90 days from the date when they are credited to your tutoring provider account.

Can I reserve tutoring through the mobile app?

Currently virtual tutoring is only available through the website or by calling our contact center.

Can I request the same tutor?

Yes. You can reserve the same tutor for multiple reservations based on the tutor's schedule and availability.

Can I request same day tutoring?

Tutoring providers will respond within 1 business day from the time the reservation is submitted to Bright Horizons. From there you can request immediate help (first available tutor) or more detailed tutor matching that can take up to 2 business days.

