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.
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.
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.
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.