INTRODUCING VIRTUAL TUTORING

A NEW COMPONENT OF YOUR BACK-UP CARE PROGRAM
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. One back-up care use equals 4 hours of virtual tutoring.
Making a Reservation

You’ll request tutoring right through the back-up care program, clicking Request Care, then Special Program/Virtual Tutoring, and completing the details on who will use the care and when you want the services to begin.
The Confirmation Process

Once you have requested a tutor:

1. The request is forwarded to our virtual tutoring provider
2. A Bright Horizons consultant sends you a follow up email within a few hours
3. You receive an email from our virtual tutoring provider detailing how to access your account within the next 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.
Request a Tutor

Provide detail on your student, and the type of tutoring you are looking for.

You can ask questions via chat support, phone, or email.
Provide additional detail on your preferred schedule and your child’s learning goals.
Assigning a Tutor

▪ A tutor is assigned based on the details you provide
▪ You’ll receive an email confirming the tutor assignment, a brief bio of the tutor, and confirmation of the first tutoring session scheduled
▪ At the end of that first session, the tutor will schedule subsequent sessions
Once a tutor is assigned, their bio and contact details are available online, as well as in a confirmation email.
Viewing and Confirming Upcoming Sessions

Upcoming Sessions

Your Schedule
Calendar
Survey History
Subscribe to Your Calendar
Request a Session
Get Instant Tutoring
Order Tutoring Hours
View Your Tutors

Mon, Jan 25, 2021
You have not confirmed this session - Confirm or Decline
Pre-Algebra: 2:00pm - 3:00pm CST
(Tutor: 3:00pm - 4:30pm EST)
Online Session
Don Smith with Charlotte Office

Your session link will appear here 24 hours before its start time.

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