

# Enrolling with Brightwheel

In order to register your child at the Steamboat Child Care Center, you will need to create an account on Brightwheel. If you already have an account with Brightwheel and you are having trouble registering your child, here are some tips:

## Troubleshooting Enrollment Issues with Brightwheel

We understand that our enrollment process has had some issues. We have been working with Brightwheel's training and technical support departments to help you troubleshoot and provide you with some pointers to make the process easier and more user-friendly.

1. It will be easier, and you will be able to see all the buttons, if done on a computer screen. Tablets also work better than phones.
3. When starting a new form, you can use the preset "parent/guardian import" button.
4. If there are duplicates or extra people (like additional family or authorized pickups,) they can easily be deleted, 1 by 1, using the small trash can icon to the right of the person.
5. Brightwheel has a great Help Desk. If you need support with the site or app, you can reach them at [help@mybrightwheel.com](mailto:help@mybrightwheel.com) or on a desktop you can use the Help-Chat.
6. Here is a [VIDEO LINK](#) for pointers on how to fill out forms on Brightwheel.