



BRIGHTWHEEL

FREQUENTLY ASKED QUESTIONS

YOUR ACCOUNT AND YOUR CHILD'S PROFILE

Can I update my child's information and family contact information?

Yes, Parent contacts can manage their child's profile to add/update the following information: Name, Birthday, Age, Gender, Race, Ethnicity, Allergies, Notes, Medications, Doctor, and Physical Address. When making edits to the physical address, please be sure to notify [Alicia Forshage](#) so we can update mailing information on our other platforms.

Website

- Click to open the My Children page
- Select a child to open their profile
- If making changes to personal information:
 - In the 'Personal Info' box, click Edit
 - Make changes to any of the listed fields
- If making changes to the address:
 - In the 'Address' box, click Edit
 - Add/update the address
- When finished, click Save

Mobile App

- Select the appropriate child to open their profile
- Tap Profile in the top-right corner
- Make changes to any of the available fields
- When finished, click Save

How can I add additional contacts (including approved pickups) to my child's profile?

Website

- Click My Children on the sidebar
- Select the student's account by clicking their name
- Scroll down to the Contacts section and click + Add a contact
- Select the appropriate Contact Type from the dropdown menu
- Fill in the relevant contact information
- Click Save Contact
- Choose to send an invitation to join Brightwheel now or at a later date

Mobile App

- Open the student's profile by tapping their name
- Tap the Pencil icon to edit (Android) or Profile (iOS)
- Scroll down to locate the Contacts section
- Click the + sign
- Select the Contact Type and fill in the Personal Details and Account Info
- When finished, click Save

Am I able to view forms once they have been submitted?

Yes, all forms can be reviewed at any time by going to the Paperwork tab on the site or mobile app. If you need to make any changes to forms after they are submitted, you must notify the Admin team so they can resend a new form. This can only be done PRIOR to submission deadlines.

Who should I contact if I have questions?



956.428.2326



Maria Uribe, Secretary
Secretary@stalbansharlingen.org



Alicia Forshage, Assistant Head of School
AForshage@stalbansharlingen.org



[Brightwheel help](#)



BRIGHTWHEEL

FREQUENTLY ASKED QUESTIONS

BILLING AND PAYMENTS

How can I add/update my payment information?

Payment information can only be updated by payers using the Brightwheel site or app and cannot be updated by anyone on the Admin team.

Website

- Click Payments
- Select Payment Settings
- Select Add Payment Method

Mobile App

- Tap the 3 lines in the top left corner
- Select payments, then Payment Settings
- Select Add Payment Method

How can I find out what an invoice is for and what charges are included?

You can view any charges, fees, payments, and credits (including partial credits) by opening the invoice.

Website

- Click Payments on the sidebar
- Select the desired child to view their invoices and payments
- Select the invoice in question to view charges, fees, discounts, and credits

Mobile App

- Scroll down to the School Payments section and select View Account
- Select the desired child, then scroll down to see all the invoices
- Select the invoice in question to view charges, fees, discounts, and credits

Can I submit payments without an open invoice?

Making payments without an unpaid or partially paid invoice is strongly discouraged. Payments should only be made on Brightwheel if there is a charge on your child's account.

How does Auto Pay work?

Billing autopay functions much like other automated payment systems and will charge the default payment method for the full balance due on the due date of each invoice or statement. It's important to note that there can be multiple payment methods on file, but autopay will always trigger using the **default** payment method. Please keep this in mind if you have Auto Pay selected as the Admin Team is not able to stop payments. In the event that there are insufficient funds available when a payment is made, you may incur a fee from your financial institution as well as a \$30 fee from the school in accordance with the enrollment agreement.

Can I stop or reverse a payment?

Unfortunately, no. If you have made a payment that is currently 'Pending/Processing' the charge cannot be cancelled/stopped. The payment must reflect a status of 'Paid' for any action to be taken. If you need a refund, you must contact [Christina Uribe](#) via email. Online refunds may take 5-10 business days to be processed back to your online payment method.

Who should I contact if I have questions?



956.428.2326



Christina Uribe, Business Manager
businessmanager@stalbansharlingen.org



[Brightwheel Billing Help](#)