

HOW TO REGISTER FOR AND USE BACKUP CHILDCARE



PURPOSE

This document explains how to schedule backup childcare through Bright Horizons, Mister's employer-paid backup childcare provider.

PROCESS

Step 1: Register with Bright Horizons

You can register online or by phone. Please note that you will need your 7-digit employee ID number to register.

- To register online:
 - Scan the QR code to the right or navigate to clients.brighthouse.com/mistercarwash.
 - Click "Join Today" to verify your eligibility and create a username and password.
- To register by phone:
 - Call 877-242-2737 to speak with a care consultant 24/7.
 - You'll receive a confirmation email with a link to create a personalized username and password.



Step 2: Complete Your Profile

- On the home page, click the *Backup Care* tile under the *Benefits* menu.
- Fill out your employee profile by providing your contact and employment information.
- Add care recipients (i.e., your children) by entering your relationship, care location(s), and health information. Download and complete any required care forms.
- Enable authorized contacts by adding adults (e.g., spouse/partner, grandparent, friend) as emergency contacts and/or authorizing them to pick up care recipients.
- Enter care locations (places where you will typically need care).

Step 3: Schedule Backup Childcare

- You can request up to **5 days of employer-paid backup childcare annually** at nearby childcare centers or in your home. Reservations can be made:
 - Online by visiting clients.brighthouse.com/mistercarwash (or scanning the QR code above) and clicking "Make My First Reservation".
 - By calling 877-242-2737 to speak with a care consultant.