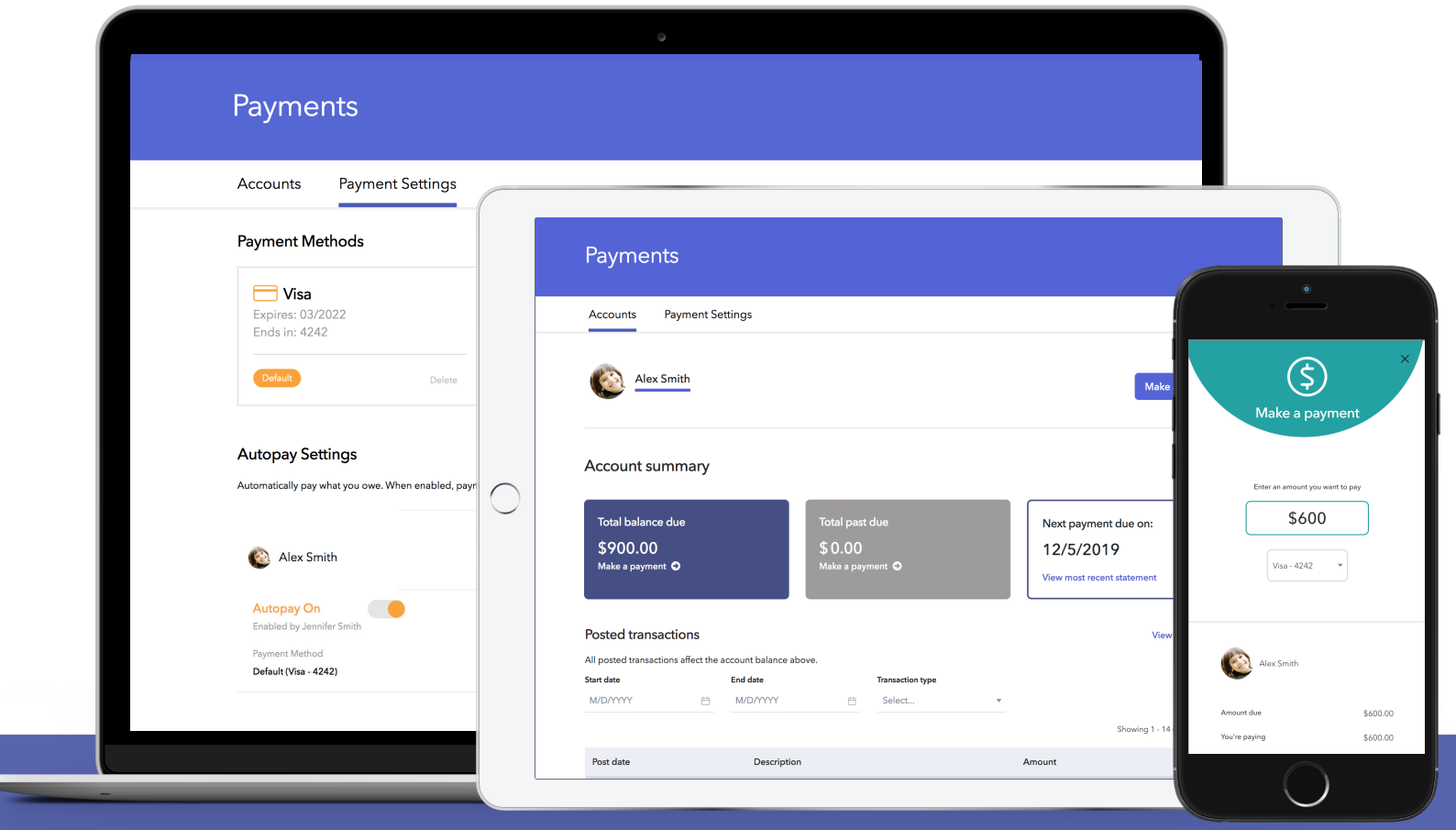
brightwheel billing



Parent Setup Guide

Table of Contents

Billing Setup for Parents..... 1

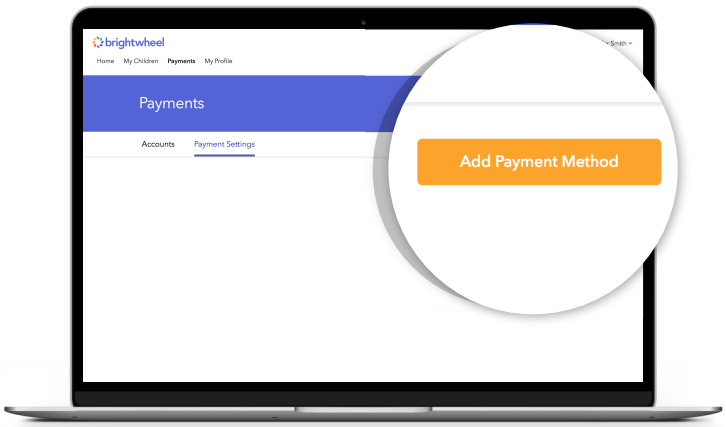
Understanding Billing Accounts..... 2

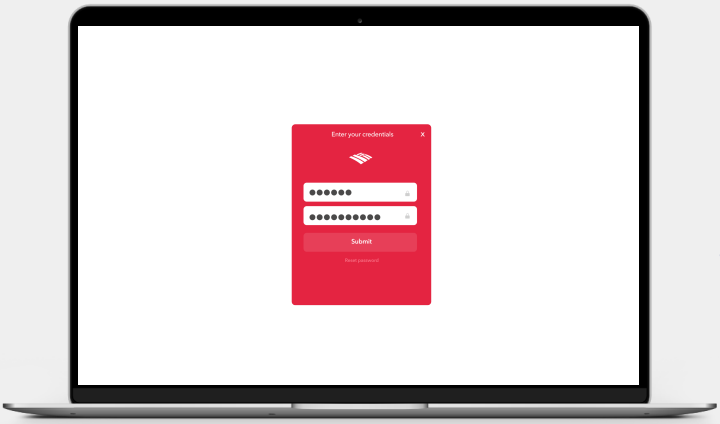
Frequently Asked Questions..... 3

Billing setup for Parents

1

Click the **Add Payment Method** button under the Payment settings tab on the brightwheel website.





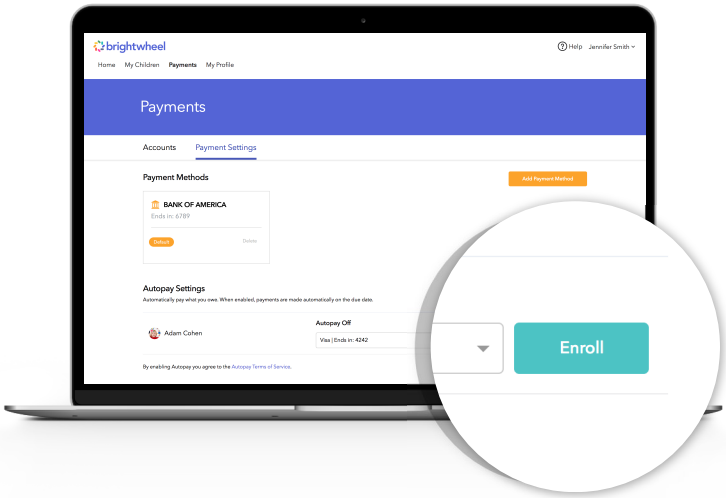
2

Then enter your **credit card** or **banking** information and verify your account if needed.

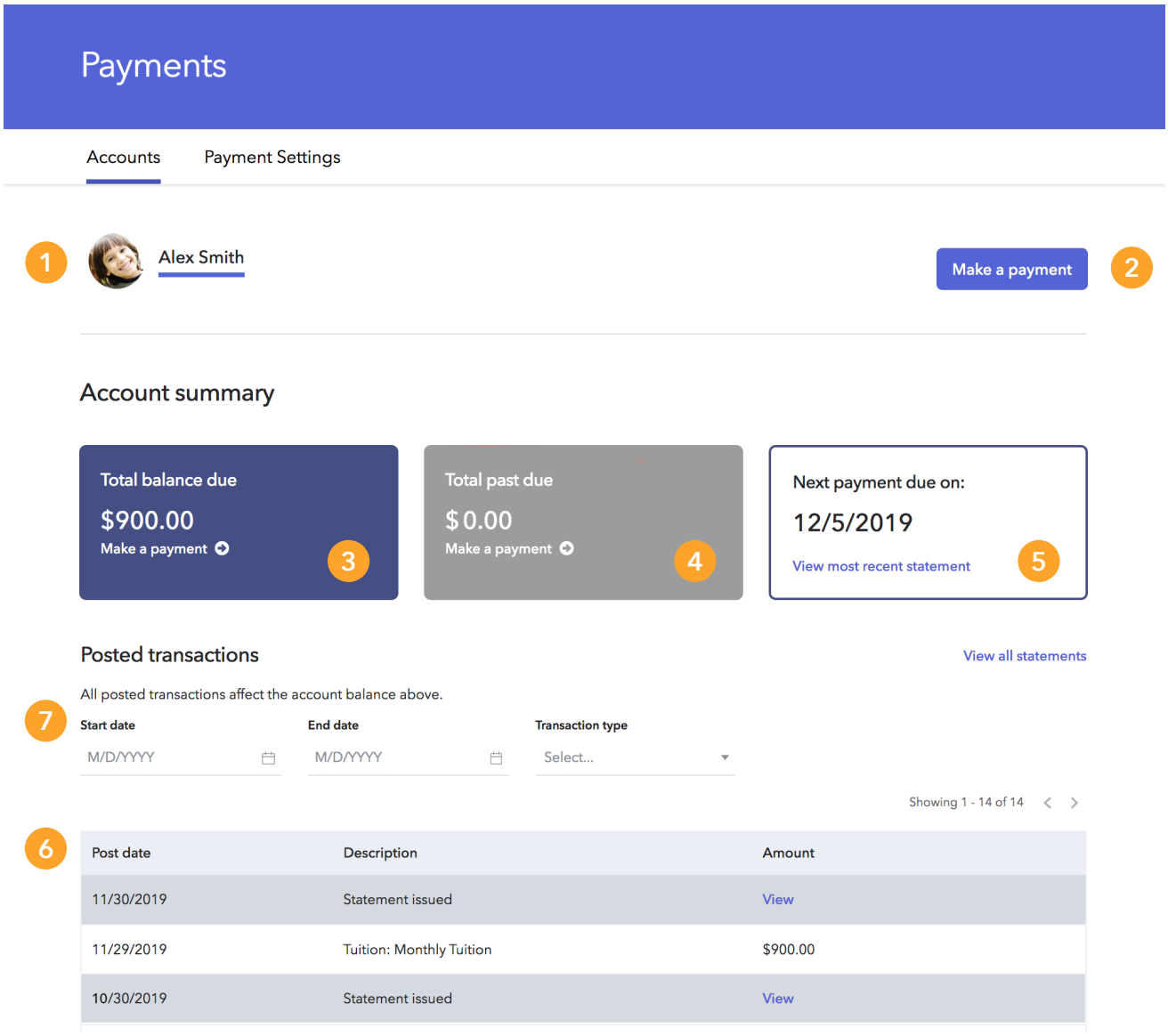
please note micro-deposit verification can take up to 48 hours

3

Begin paying bills. **Optionally enroll in Autopay** to pay future bills **automatically.**



Understanding Billing Accounts



1. Your child
2. Click here to make payment
3. The amount you currently owe. If this tile is green it means you have over-paid (you have an account credit).
4. The amount currently past due.
5. Click here to view your most recent statement.
6. All of your recent transactions - for statements, you can click "view" on the right to see the full statement.
7. Filters so you can search your history for a specific date range or transaction type. The results will show up below.

Frequently Asked Questions

How do I add or remove a payment method?

To ***add a payment method*** go to the payments section of your brightwheel account and under the Payments setting tab click the Add payment button. You can then choose to enter your bank account or credit card. Repeat this process for additional payment methods.
To ***remove a payment method*** under the Payments settings tab you'll see your connected payment methods. Under each you will see a "Delete" button. Click it to delete the payment method. If you need further assistance removing your payment method, please email the brightwheel support team at help@mybrightwheel.com

What is Autopay?

Autopay is brightwheel's automatic payment feature for parents.If you enroll in Autopay your statements will be automatically paid from the payment method you have on file. You'll never have to worry about late payments or remember to log in again! **Please note:** all bills sent before autopay is enabled will need to be payment manually.

How do I enroll in Autopay or change payment methods?

On the Payment Settings tab of your brightwheel account you'll see the Autopay settings towards the bottom of your screen. Select your peferred payment method from the drop down menu, then click the Enroll button.
To ***change the payment method used for Autopay***, click the Autopay toggle on the right-side of the page and toggle it to off. Then select the alternative payment method you'd like to use for Autopay from the drop-down menu and click the Enroll button again.

What are Micro-deposits

Micro-deposits are a way to verify your payment method when you enter your account details maually. Micro deposits are small transactions between $0.01 - $0.99 that are deposited into your bank account. These amounts are used to verify your payment method in brightwheel. Once deposited into your account you will be asked to enter the exact amounts you received in order to verify your payment method.

How do I know my payment was successful

Once you make a payment it will be pending until it is posted. Once posted it will appear under the Posted Transactions section of your account summary. If the payment was unsuccessful, you will see the reason in the description, for example to "failed" or "do not honor." Please reach out to your financial institution for further information. If you have additional questions reach out to support team at help@mybrightwheel.com