

Your Work+Family Space

Accessing the Portal



Agenda

Let's Get Started

How to access Work+Family Space

Back-Up Care

How to register, care options available

Practical Support

What is available? A brief overview of key services and resources

Questions?



Let's Get Started



<https://www.myfamilycare.co.uk/Adobe>

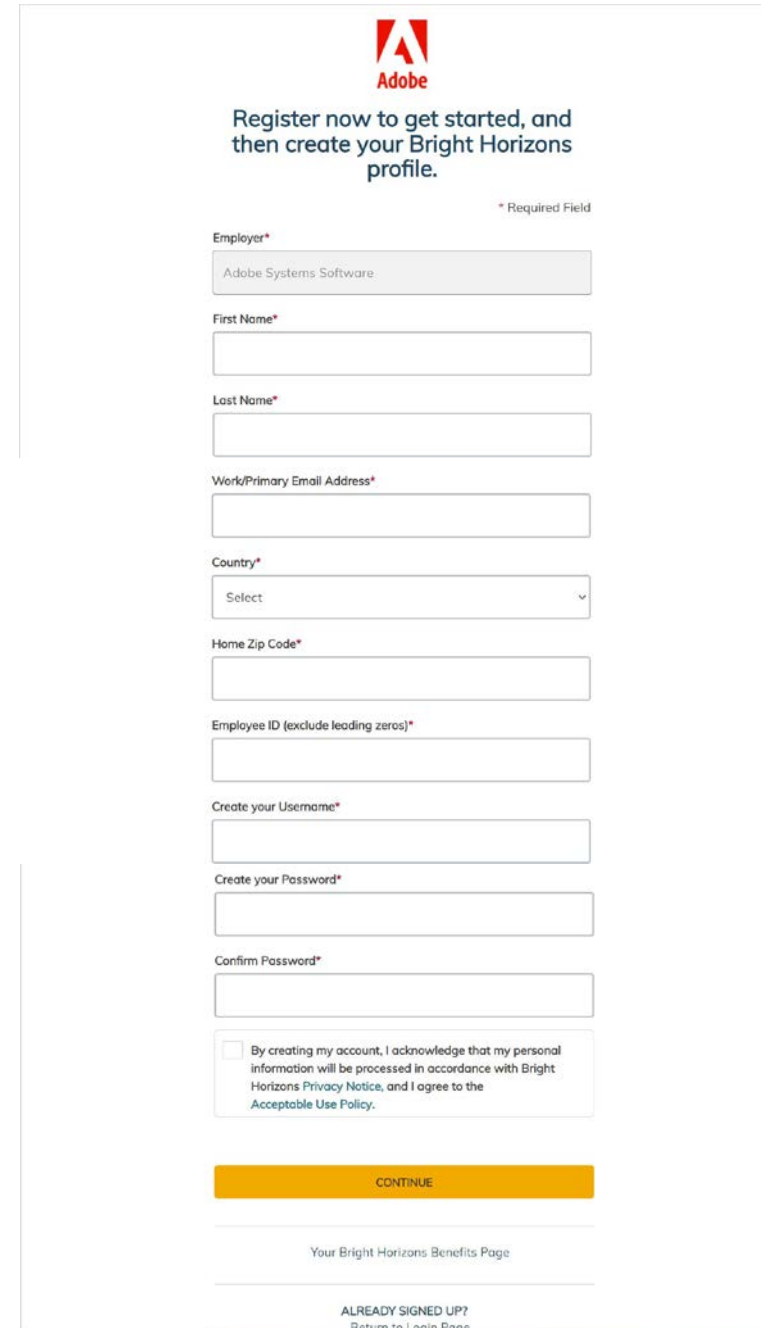


Registering for Work+Family Space

Add your name, postcode and
email address.

You will need you Employee ID
(omitting any leading zero's)

Then create your own unique
Username and Password and
'Register.'



The screenshot shows the Adobe Bright Horizons registration page. At the top is the Adobe logo. Below it, the text reads: "Register now to get started, and then create your Bright Horizons profile." To the right of this text is a small asterisk and the text "* Required Field". The form consists of several input fields: "Employer*" (with "Adobe Systems Software" entered), "First Name*", "Last Name*", "Work/Primary Email Address*", "Country*" (a dropdown menu with "Select" and a downward arrow), "Home Zip Code*", "Employee ID (exclude leading zeros)*", "Create your Username*", "Create your Password*", and "Confirm Password*". Below these fields is a checkbox with the text: "By creating my account, I acknowledge that my personal information will be processed in accordance with Bright Horizons Privacy Notice, and I agree to the Acceptable Use Policy." At the bottom of the form is a large orange button labeled "CONTINUE". Below the button is a link: "Your Bright Horizons Benefits Page". At the very bottom, there is a link: "ALREADY SIGNED UP? Return to Login Page".

Adobe

Register now to get started, and then create your Bright Horizons profile.

* Required Field

Employer*

Adobe Systems Software

First Name*

Last Name*

Work/Primary Email Address*

Country*

Select

Home Zip Code*

Employee ID (exclude leading zeros)*

Create your Username*

Create your Password*

Confirm Password*

☐ By creating my account, I acknowledge that my personal information will be processed in accordance with Bright Horizons Privacy Notice, and I agree to the Acceptable Use Policy.

CONTINUE

Your Bright Horizons Benefits Page

ALREADY SIGNED UP?
Return to Login Page

Registering for Work+Family Space

Your Life Stages

Your details are safe with us

1

2

















3

4

5

Tell us about you and your family

Please select **all** the Life Stages relevant to you and your family. This allows us to show you the most useful content, and send you the most relevant newsletters. We've pre-ticked "Work+You" - we think it's handy for everyone!

 Planning for Parenthood		 11+ to Teens	
 The Early Years (0-3)		 Work+You	
 Pre-School		 Ageing Parents	
 Primary School		 Eldercare	

You and your work

☐ Are you responsible for managing people who combine work+family?

Previous

Next

Next you will be asked to select your life stages. These selections determine the newsletters you receive and also the content displayed on your dashboard.

Screen may vary from this example

Content Tailored to You

The screenshot shows the Adobe Work+Family Space dashboard. The top navigation bar includes 'Home', 'Back-Up Childcare', 'Back-Up Adultcare', 'Ongoing Care', and 'Knowledge Centre'. A search bar is located on the right. The left sidebar shows the 'My Life Stages' menu with '11+ to Teens' selected. The main content area features a 'Virtual Tutoring' section with a 'Buy Tutoring Credits' button, an 'Explore Learning' section, and a 'BUBBLE' section. Below these are three image-based tiles: 'Virtual Tutoring', 'Back-Up Adultcare', and 'Bubble: Babysitters & More'. At the bottom, there are two more tiles: 'On Our Minds' and 'Helping Your Early Teen with Social Overwhelm'.

By choosing life stages, dashboards and newsletters are tailored to each individual

The screenshot shows the Adobe Work+Family Space dashboard for a user in the 'The Early Years (0-3)' life stage. The top navigation bar is the same as the first screenshot. The left sidebar shows 'The Early Years (0-3)' selected. The main content area features a 'Back-Up Adultcare' section with a 'Book adultcare' button, a 'Be prepared' section, and a 'Start Booking' button. Below these are three image-based tiles: 'Toolkit for Managers', 'Speak to an Expert', and 'Webinars'. At the bottom, there are two more tiles: 'On Our Minds' and 'Helping Your Early Teen with Social Overwhelm'.



Your Back-Up Care Options

Click on Book Back-Up Care -

Book Back-Up Care

← → ↻

myfamilycare.co.uk/adobe

🔗

🌟

📄

⚙️

👤

⋮

Work+Family Space | Adobe

✕

+

⌵

⌵

📄

✕

JB Admin Login | My Account

Work+Family Space

Search 🔍

WORK+FAMILY SPACE

Home Back-Up Childcare

You are here: Home > Dashboard

My Dashboard

Benefit Overview

My Topics

My Life Stages

Planning for Parenthood +

The Early Years (0-3) ✓

Pre-School +

Primary School +

11+ to Teens +

Start a new reservation with

Bright Horizons Back-Up Care

Your safety net when regular care plans are disrupted, and you still need to work. Providing you with trusted temporary care.

Now available: Virtual Tutoring sessions led through a live online learning platform that engages your child.

Please note: Back-Up Care will open in a new window, and you will still be logged in. Once your family profile is complete, you can make and review booking reservations.

Bright Horizons Back-Up Care and Work+Family Space (WFS) are both part of the Bright Horizons Family Solutions Group.


Continue to Back-Up Care

Bright Horizons.
we look forward

Registering for Back-Up Care

Bright Horizons | Log In

bhlogin.brighthorizons.com/?clientguid=D0D42F15-3C4E-ED11-A856-005056994C8E&benefitid=3&fsTargetId=0&isMobile=False

 **Bright Horizons.**

[Sign Up](#)

Find Trusted Care Providers for All Your Needs


High quality education and child care, trusted by parents and organizations around the world, made to fit the way people learn, live and work today.

Username

Password

[Log in](#)

Forgot [username](#) or [password](#)?
[Contact the help desk](#)



Register using
the UN & PW
created on
registration

Creating Your Profile

Make sure to complete all 4 sections on your profile

- Employee Profile
- Care Recipients
- Authorised Contact
- Locations

Your care profile is complete! Make your first reservation now.

 EMPLOYEE PROFILE 	 CARE RECIPIENTS 	 AUTHORISED CONTACTS 	 LOCATIONS 
---	--	--	---

[Make My First Reservation](#)

Back-Up Care – 15 Days per employee



Back-Up Childcare – Nurseries and Holiday Clubs

- Babies through to school-age care (3 months – 17 years)
- Hours that fit parents workdays
- Holiday Clubs
 - ✓ School holiday club sessions when your regular care is unavailable
 - ✓ Outdoor Activity Camps such as Barracudas, SuperCamps, Kings Camps and many others



Back-Up Childcare – Nannies & Childminders

- Nationwide providers
- Available for well and mildly ill children
- Quality Assured
 - ✓ Comprehensive background checks and screening
 - ✓ CPR and First Aid training



Back-Up Adult/Elder Care – In-home Care Providers

- Nationwide providers
- Care for any adult family member
 - ✓ Spouse/partners, adult children, parents, grandparents and in-laws
- For a wide variety of needs
 - ✓ Companion care, recovery care for mild illness or operations



Virtual 1:1 Tutoring

You can now use your Back-Up Care subsidy allowance for **1:1 Maths and English** virtual tuition sessions, delivered by Explore Learning, an award-winning tutoring provider in Maths and English.

What is included?

For Children

- ✓ Maths and/or English tuition individualised to their unique needs also **11+ & GCSE Maths**
- ✓ Access to additional virtual and archived lessons, reading lists & resources to support learning at home
- ✓ Recognition of progress awards

For Parents

- ✓ 24/7 access to your child's programme via Navigator, an online parent portal
- ✓ View your child's progress, track the skills they are mastering and the learning goals they are achieving
- ✓ Tutor feedback after every session

One day of back-up care can be exchanged for 4 hours of virtual tutoring



Maths and English tuition



11 Plus and Entrance Exam tuition



GCSE Maths tuition

Our Adult/Elder Care Network..

Bright Horizons contracts directly with reputable agencies and this is by invitation only.

To join our network, Bright Horizons requires specific criteria, such as:

- Appropriate insurance coverage
- Robust recruitment and vetting procedures including Disclosure and Barring Service checks
- Training programmes that include first aid certification
- Health and safety practice
- Environmental health outcomes
- First aid certification

Once selected, providers are contracted directly with Bright Horizons



What you need to know!

Q: What happens when I book in-home adult care?

A: The in-home adult care agency has to undertake a home assessment prior to care taking place, as set out by Government regulatory agencies (Care Quality Commission or equivalent).

- There for two reasons; assess the level of care required and to do a health and safety check on the premises.
- Home assessments can be arranged within a few hours but may take a few days to schedule and must be performed by a Manager from the staffing agency.
- No employee contribution is charged for the assessment.
- The assessment is typically valid for 3 months unless your adult dependant's circumstances have changed.
- We will always endeavour to have the in-home care worker who has been booked to provide your care call you prior to the start of your booking.



What you need to know!

A Typical Care Assessment Process for Adult Back Up Care Services

Before your adult back up care service starts the Care Manager Team confirms your care plan with you along with:

- The name of your CAREGiver.
- How to contact during office hours and outside office hours.

As well as building your care plan with you Care Managers ensure your CAREGivers deliver the plan to high standards. Care Managers are also available for advice and information, and will coach and support your CAREGiver team.

Building your care plan includes:

- Understanding medical needs, next of kin contacts and your personal history.
- Briefing CAREGivers on client specific needs and providing bespoke training, as required.
- Confirming arrival times, duties, and responsibilities of CAREGivers.
- Safety assessment of any person transfer and safety assessment of the working environment. Please note, back up care services can only be provided after the Care Manager team have approved the home as safe to work in.

Care Managers are available via video or mobile to work with you confirming your care plan. For safety assessments, a home visit is required. This happens prior to the service starting, and can occur on the day the service starts.



ADDITIONAL SUPPORT & RESOURCES



Speak to an Expert – Support and Solutions



Speak to an Expert

"I didn't expect anything when I signed up for this but it has made me cry and happy with the knowledge that I have this benefit I can use for free. "

100% of respondents strongly agreed/agreed that "Access to the service makes me feel valued by my employer"

- **Challenges of combining work and family:**
 - How to share responsibilities
 - Finding the best stress free routines for you and your children
 - Balancing parent, teacher, carer
- **Help with the challenges of adult/elder care such as:**
 - Getting help at home
 - How to find the right type of care
 - Benefits & support
 - Respite & care home information
- **Making childcare choices:**
 - Where to start looking and questions to ask
 - Childcare employment issues
 - Support with interviewing and employing a nanny
- **Calls take place during our office working hours (7:30am to 7:00pm, Monday to Friday). You arrange the time most convenient to you.**
- **All calls are completely confidential.**



Ongoing Care — Expert help in your search for permanent childcare or eldercare



Ongoing Childcare



Ongoing Adultcare

"The service made me feel much more confident that I know what to look for in a nursery or childminder and will hopefully mean that I make the right choice which will make my working life easier."

- **Your childcare choices**

- Advice on how to find a nursery, nanny, childminder, au pair, after school care, or other childcare
- Interview tips for in-home carers
- Advice on visiting a childcare setting

- **Your adult/eldercare choices**

- How to choose the right care for you
- Discuss the different options available
- Support navigating the care maze
- Explaining what state benefits and support and likely costs

- **Our consultants:**

- Understand issues, challenges and potential pitfalls in choosing and finding care
- Provide information and advice to support in your search for appropriate care

All calls are completely confidential

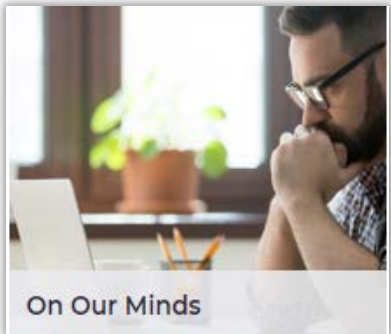


I need practical support, what else can I access?



Exclusive offers and education content from our educational partners

- Tutoring and education content based from Key Stage 1
- Courses and tuition available in Maths, Science, English and many more as well as life skills that promote social and emotional wellbeing



A collection of news stories and other articles

- Search by Life Stages (Planning for Parenthood, Pre-School, Work+You, Eldercare, Ageing Parents)
- Select topics based on life stages (Activities for Kids, Communication at Home, Being a Carer, Dementia, Flexible Working)



Practical and interactive events

- Join live sessions throughout the year on varying topics (Worklife Balance, Wellbeing, Childcare, Eldercare)
- All sessions available On Demand – download and listen or share with family & friends (Working Through Covid, Infertility & Miscarriage, Understanding Anxiety)



BUBBLE

The No.1 childcare app to help with the Work+Family juggle.

Bubble can help if you need a sitter to care for children, household help or someone to walk your dog whilst you are busy with whatever life throws at you.

Access to Bubble is part of your Bright Horizons benefit, and care is paid for directly by you

Why Use Bubble?

- Huge Savings: Free Bubble Plus subscription
- Hassle free: No booking or cancellation fees
- Recommended: Read honest parent reviews
- Easy booking: Convenient and quick for ad-hoc or regular sits
- Verified: All sitters pass identity and background checks
- Cashless payment: Pay cashless in a tap at the end of your sit



Offers & Academic Supports



Nurseries & Holiday Camps

Waived registration fees at Bright Horizons nurseries and discounts at nationwide holiday clubs



Award Winning Nanny Payroll Service

Exclusive discount off your first years NannyTax payroll subscription fee.



Bubble

Free access to babysitters, home help & pet-sitters to suit your family needs – paid for by you, when you need it.



Permanent Nanny Care Support

Discount on your first in-home permanent nanny placement with Tinies.



Adult Care Support

Discounts available on care packages to suit your family's needs.



Academic Supports

Exclusive offers on tutoring and life skills support and



Summary – Back Up Care & Supports



Back-Up Care

Care for your child and adult dependants should your regular care not be available.

**15 days per
employee fully
subsidised by
Adobe***

* Subject to Benefit In Kind Tax



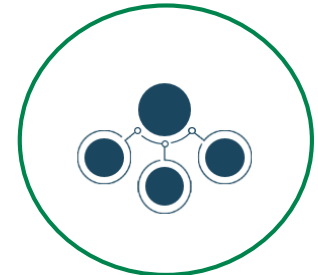
Speak to an Expert
Confidential service on all
aspects of Work+Family
life



Resource Room
Blogs, Webinars, advice
on self care, parenting,
adult care and more.



Offers & Discounts
Offers include regular
childcare, adult care and
tuition support



Ongoing Care
We will help you find a nursery,
nanny or give advice on
permanent elder care



Bubble
Ad-hoc childcare, pet-sitting and
housekeeping

Thank You!
