

We hope that you find the transition to the new Parent Portal an easy process. One major change is to the procedure for requesting a schedule change, drop-in or withdrawal: simply complete the appropriate request via our Parent Portal and you will not need to send an email to our Registration Desk.

You are now able to view invoices and payment information on your View Family Page.

On the 1st of every month you will receive an email with a link to the Parent Portal. You will need to log into your account to view this information and make a payment with either your Visa, Discover, or MasterCard. You will no longer need to call into the Administration Office to provide your credit card information.

If you are currently enrolled in our Autopay Program, there is nothing more you need to do. This process has not changed and we will continue to process your payments each month in accordance with that agreement.

You are still welcome to pay by check by mailing it to Trumbull Loves Children, 2 Corporate Drive, Suite 207, Trumbull, CT 06611 or by dropping it off at your TLC Center.

Please read through all of the instructions below before accessing the Parent Portal.

**If your child(ren) is currently enrolled in a TLC program and you wish to access the TLC Parent Portal:**

Step 1: Go to the TLC website: [www.tlctrumbull.com](http://www.tlctrumbull.com) and click on Parent Portal.

Step 2: Enter your **primary email address** that you used in the previous system.

- If you do not remember your primary email address, please send an email to [registration@tlctrumbull.com](mailto:registration@tlctrumbull.com) to request it. DO NOT create a new one.

Step 3: Enter a password.

- Your password is your last name typed in lower case letters. Please note, once on the View Family Page, you can change your password by clicking on My Account Tab at the top of the page. If you have forgotten your password, click on the Forgot Your Password link and follow the instructions.

Step 4: Click Log In to be brought to the View Family page where you can view pricing, register for a TLC program, make changes to family information, request changes to your child(ren) current registration(s), view invoices, and make payments.

**If your child(ren) is currently enrolled in a TLC Program and want to register for an upcoming TLC program:**

Step 1: Follow Steps 1-4 listed above.

Step 2: On the View Family Page, scroll down to the Children Section and ensure that your children are listed. If your child is not listed, you will need to Add Child.

Step 3: Click on the Register for a TLC Program tab in the upper right-hand corner. At this point, you will need to complete the boxes listed under the System Information.

- If registering for multiple programs for a child, i.e. before-school and after-school, select before-school as your first program and when completed, click on Add Another Program to register for the after-school program.
- If you are registering your child(ren) for TLC Camp, please note that you will need to select Add Another Program for each week that you wish to register.
- If you are enrolling multiple children in a TLC program, click on Add Another Program and complete the System Information.

Step 4: Complete the remaining questions, enter your electronic signature, and click Submit.

Step 5: You will receive a confirmation email. You can now view your submitted registration(s) under View Family Page.

**If you are a new TLC family, please use the following instructions to access the TLC Parent Portal and register a child:**

Step 1. Go to the TLC website: [www.tlctrumbull.com](http://www.tlctrumbull.com).

Step 2: Click on the Parent Portal.

Step 3: Click on Sign Up.

Step 4: Enter the required information to create a Family Account and click submit.

Step 5: You will receive an email to verify your account.

Step 6: Log into the TLC Parent Portal with the email address and password you provided.

Step 7: You will be guided through the process to complete the required information and then you will be able to create a registration for your child.

- If registering for multiple programs for a child, i.e. before school and after school, select before school as your first program and when complete, click on Add Another Program to register for the after school program.
- If you are registering your child(ren) for TLC Camp, please note that you will need to select Add Another Program for each week that you wish to register.
- If you are registering multiple children in a TLC program, click on Add Another Program and complete the System Information.

Step 8: Complete the questions, enter your electronic signature, and click submit. You will receive a confirmation email. You can now view your submitted registration(s) and family information under View Family Page.

If you have any questions please feel free to contact us at 203-452-9626 ext 106.

Thank you,

TLC Administration