# USER MANUAL CHILD DAYCARE REGISTRATION FORM

User manual for the specialised service in the citizen service portal

#### Child daycare registration form

#### Please follow these 5 steps to submit your child daycare registration form:

Register (PLEASE FOLLOW INSTRUCTIONS!) Please don't forget or lose your login credentials!

Log in to your citizen account <u>HERE</u> (link to BSP login page)

Don't have a citizen account? Create your personal citizen account (free of charge) HERE. (link to BSP login page)

Please specify your preferred daycare facilities, in descending order

Enter your data

Submit the requirement form

Receive confirmation of your registration in your BSP mailbox (PDF)

A direct transmission of personal data via e-mail is prohibited for reasons of data protection. Therefore, you will need to retrieve all information sent to you from your personal mailbox in the citizen service portal.

Tipp: You want your child to have the best daycare experience. Please inform yourself about eligible daycare facilities BEFORE you send the registration form!

#### Please make sure to refer to the mandatory FAQs pertaining to the daycare registration process.

Every registration that is received by the deadline for the registration period for the next upcoming daycare period will be allotted in compliance with the criteria of the daycare provider's service terms and regulations. Please note that only registrations received via the child daycare registration form can be considered.

In case you wish to register your child for daycare services outside the official registration period, please use this portal for the registration process. Please note that in this case, your registration will be reviewed and you will be offered a proposal for child daycare services within the legally defined period. In this case, the registration's receipt date will not be of relevance!

Do you require assistance? Please use the HELP SECTION.

For questions regarding the CITIZEN ACCOUNT, please e-mail Buergerservice-Portal@akdb.de

# Troubleshooting / Questions

Issue/Question	Solution
I can select daycare facilities, but I can only add them to my list of favourites. It seem I can't do anything else beyond this point.	<ul> <li>Are you signed in to the citizen service portal with your citizen account?</li> <li>CITIZEN ACCOUNT HEPLDESK ① 0800 / 25 53 222-63</li> </ul>
I am not able to select my favourite daycare facility	The facility you chose is not a member of the online registration process. Please contact the person in charge at the community.
I have selected a daycare facility, but I can't proceed any further. Why can I not just choose a single facility?	Have you selected the minimum number of facilities? As a general rule, every child is entitled to a daycare spot, but not to a specific facility. Please refer to the FAQs.
It says "technical error" in the screen.	<ul> <li>The internet connection was interrupted.</li> <li>You were inactive for too long.</li> <li>If the problem persists after several attempts, please report the issue to the citizen service portal helpdesk. 0 0800 / 25 53 222-63</li> </ul>
The registration confirmation says "Data record already exists".	<ul> <li>The database permits for ONE registration only.</li> <li>You have tried to sign up for the citizen service portal via multiple communities. This is not possible.</li> </ul>
The registration screen says "The data has been rejected by the database".	Please check your input for mistakes, such as special characters in the house number or invalid characters in your personal data. Please try again to enter the data correctly.
Where can I see my messages about my daycare spot?	■ In you CITIZEN ACCOUNT'S MAILBOX! Please log in with your user credentials.
Where can I change my priorities?	A change of priorities is only possible IN EXCEPTIONAL CASES and requires contacting your community!

# Logging in to the citizen service portal



Logging in to the citizen service portal

Log in to your user account in the top right corner of the screen. Click

Don't have a citizen account yet? Sign up here free of charge. You will need a user name and password.

Don't have an account yet? – Please refer to the citizen account user manual

After successful confirmation, you're ready to make COMPLETE use of the specialised service.

Afterwards, click the next step in the bottom right margin of the screen.

#### Daycare facility spot



#### After successful registration

Log in to your user account in the top right corner of the screen. Next, please select "Daycare facility spot/KITAPLATZ".

Afterwards, click the next step in the bottom right margin of the screen.

#### Data protection disclaimer

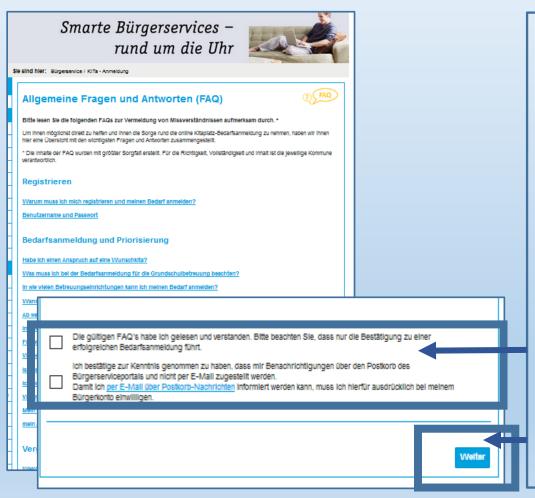


After logging into your citizen account, please select "Daycare facility spot".

Click to view the data protection disclaimer. Please acknowledge the data protection disclaimer. Click the checkbox and then click "proceed".

CAUTION: When navigating the daycare registration form, please always use the "go back" and "proceed" buttons on the webpage. Do not use your browser's navigation buttons (back or next in the browser bar) as this might disrupt the form completions process, depending on the browser version, requiring you to start the "daycare facility spot" process over again

#### FAQ – Questions regarding the daycare registration form



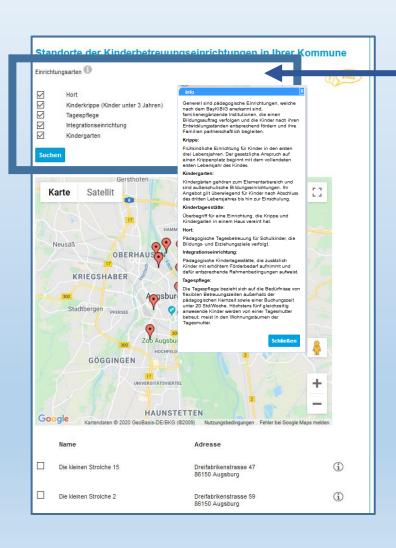
In order to help you successfully complete the daycare registration form, we must provide you with information about these proceedings.

The community is responsible for the contents. Please confirm that you have read und understood the FAQs.

Your citizen account's mailbox will provide you with a notification inform you about the process again. Please confirm that you have read the notification by ticking the checkbox.

Then click "proceed".

#### Daycare facility locations



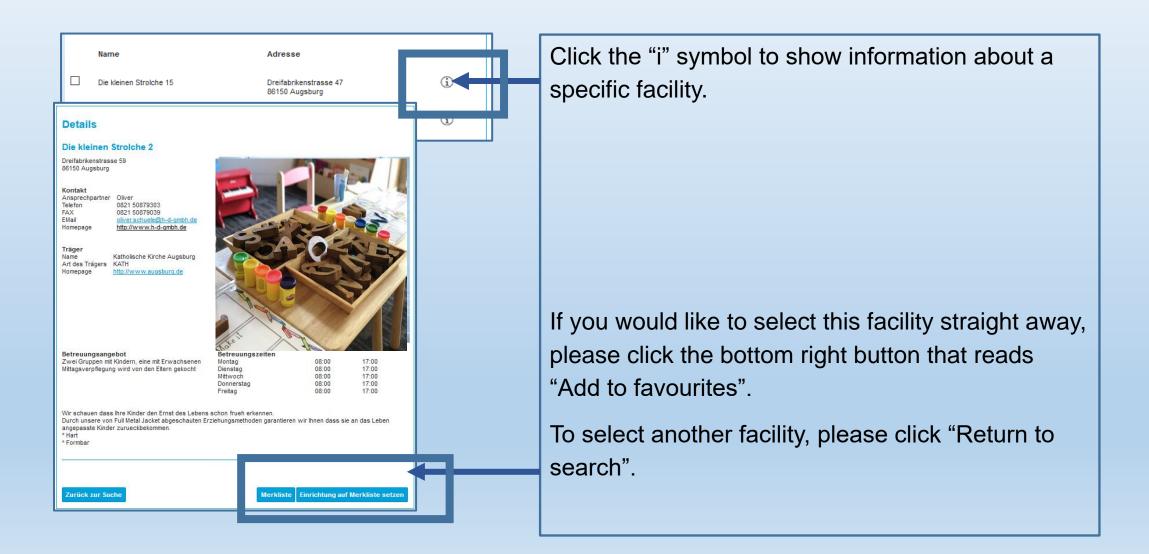
Daycare facility locations

You can see the locations of the daycare facilities in the screen.

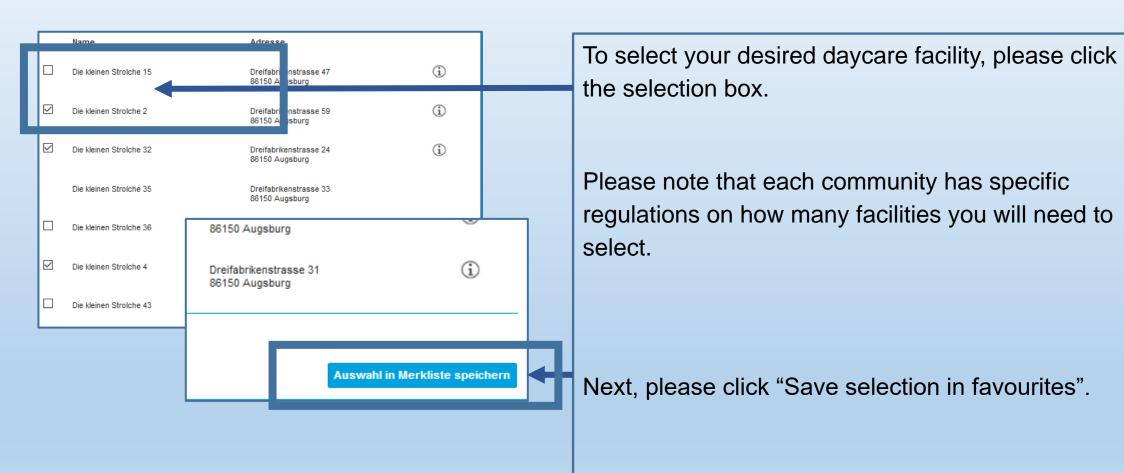
Clicking the "i" symbol will give you additional information about each facility.

This will help you find the best type of daycare facility for your child.

#### Details about daycare facilities



#### Selecting the daycare facilities



#### Creating your favourites



Prioritise the daycare facilities using the arrow symbols.

1. = Favourite 1

2. = Favourite 2

X = Delete facility

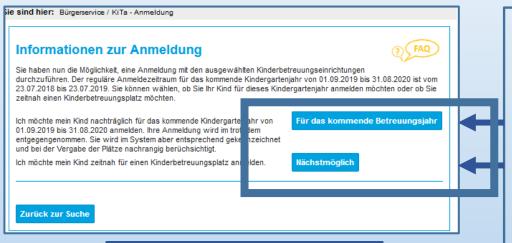
Please note that each community has specific regulations on how many facilities you will need to select

Caution: You will not be able to proceed to the next step until you have selected the minimum number of facilities required!

Then click "Submit daycare registration form".

You can also download your "List of favourites".

#### Daycare registration period



Annelder Kind Betreuung Geschwister Weitere Daten

Abschluss

Ausgewählte Einrichtungen für die Bedarfsanmeldung

Ausgewählte Einrichtungen für die Bedarfsanmeldung

Präferenz Name Adress Details Sortieren

1. Die kleinen Stroiche 2 Dreifabrikenstrasse 59 86159 Augsburg

2. Die kleinen Stroiche 32 Dreifabrikenstrasse 24 86150 Augsburg him //www.h-d-smibh.de

3. Die kleinen Stroiche 4 Dreifabrikenstrasse 25 86150 Augsburg

Tel: 0821 50879303 obere schuselight-d-smibh.de

1. Die kleinen Stroiche 32 Dreifabrikenstrasse 24 86150 Augsburg

Tel: 0821 50879303 obere schuselight-d-smibh.de

When registering for daycare, you can choose the period you wish to register for.

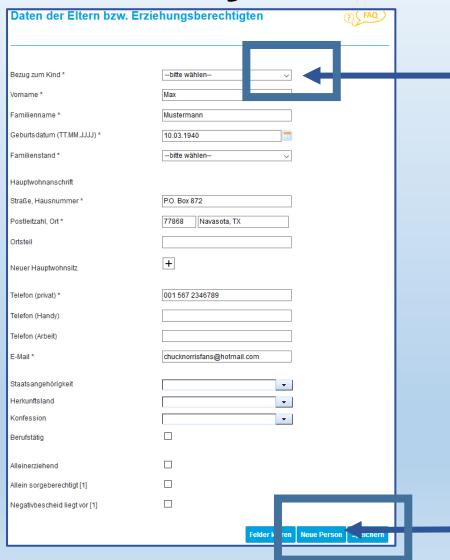
The community defines the official period for an upcoming daycare year.

To register your child for the ongoing daycare year, please click "as soon as possible". This refers to the ongoing daycare year.

Outside the daycare period as defined by the community, you will be able to register for the ongoing daycare year ONLY.

Afterwards, you can revise your wish list as needed. Next, click "Proceed".

# Primary carer data



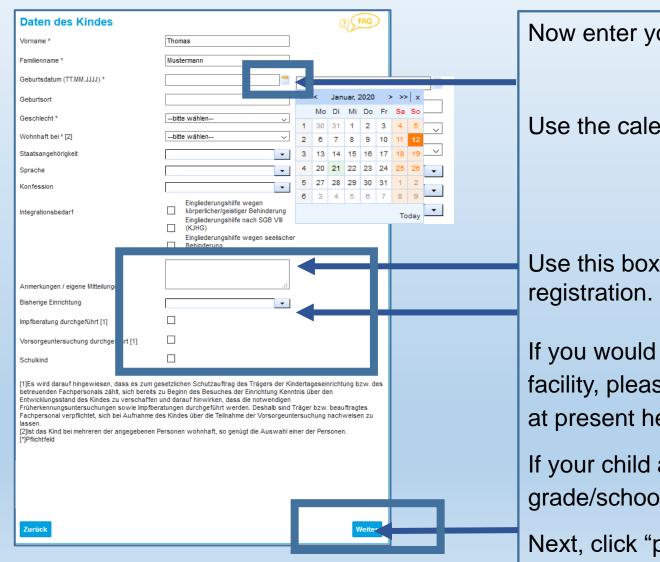
Now, enter your data. Use the arrows in the dropdown menu to make your selection.

Please note that you can only state a single reference person if you hold sole custody of your child!

This situation requires a document of proof (primary carers = mother, father, parent, legal guardian...)

To specify another reference person, please click "New person" and enter the data

#### Child's data



Now enter your child's required data.

Use the calendar to state your child's date of birth.

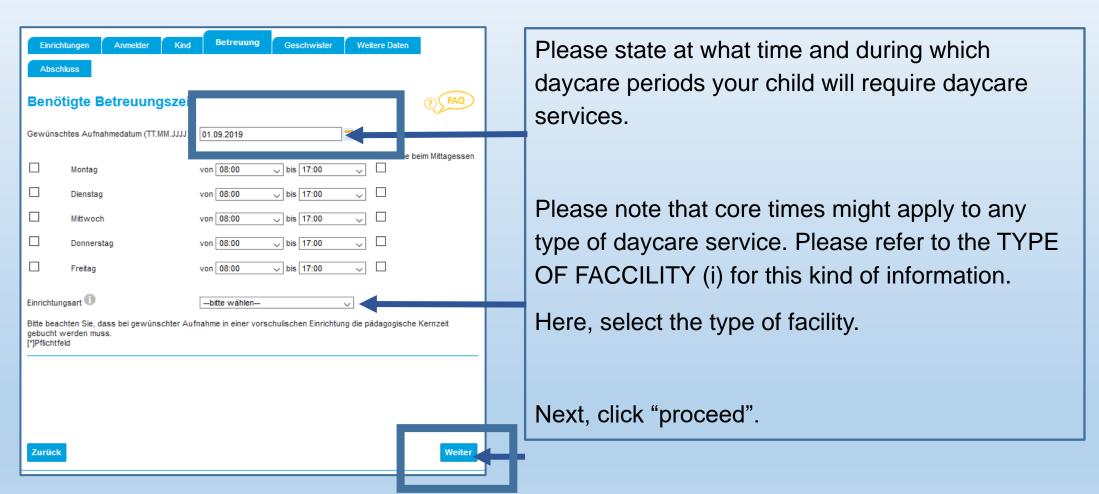
Use this box to provide comments regarding your

If you would like to change your child's daycare facility, please state the facility your child attends at present here.

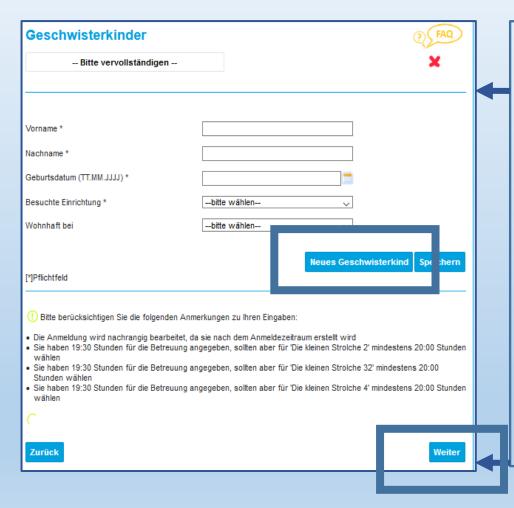
If your child attends school, you can specify the grade/school here.

Next, click "proceed".

### Specify the daycare period



# Siblings



You can state siblings by clicking "sibling".

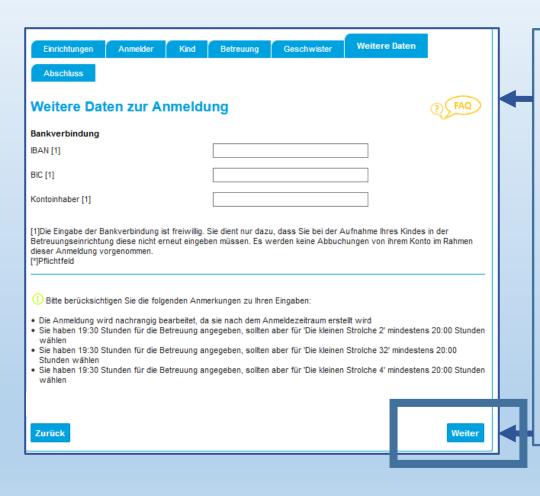
Click "X" to delete your input.

Please enter the required data here.

In the bottom section, you'll find information about your registration. This will inform you if the daycare times stated by you are outside the official opening hours of the facilities. Please note that it will not always be possible to take the desired daycare time into account in the spot allocation!

Next, click "proceed".

#### Additional data and information



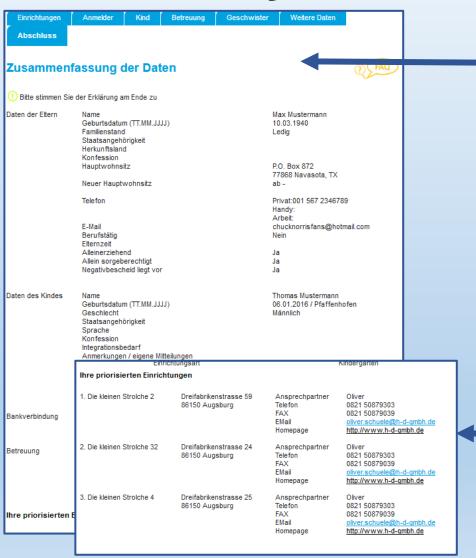
In the next step, you may opt to provide your bank details. This will not affect the allocation of your daycare spot.

You may skip this step if you choose so.

In the bottom section, you'll find information about your registration. This will inform you if the daycare times stated by you are outside the official opening hours of the facilities. Please note that it will not always be possible to take the desired daycare time into account in the spot allocation!

Next, click "proceed".

### **Summary and submission**



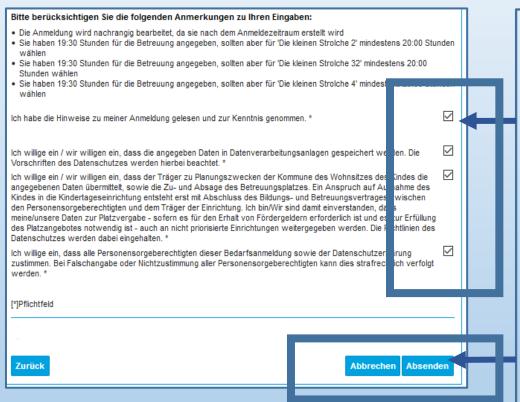
You can now revise your data.

Please check your data carefully. NO MODIFICATION of the data will be possible after submitting the form.

Please note that this submission does not constitute a binding reservation of your registration.

Please make sure to check your priorities as well

### **Summary and submission**

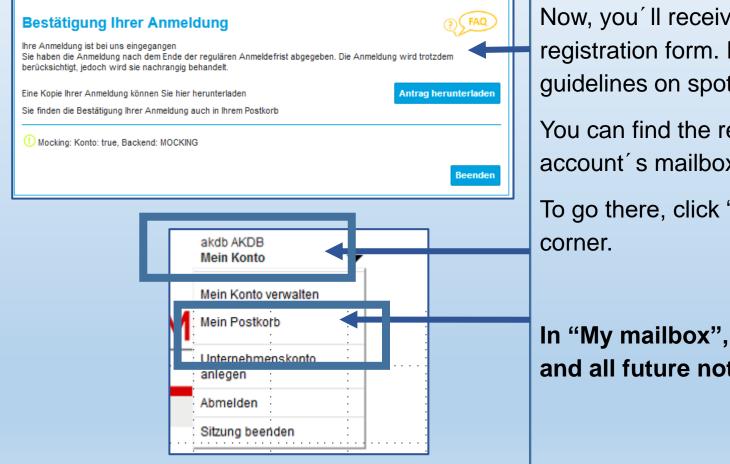


Please confirm all notifications. To do so, click the checkbox and confirm.

If you would like to modify any data, you can do so (use the "back" button). **NO MODIFICATIONS** can be made after submitting the form!

Complete your registration process by clicking "submit".

## Confirmation of your registration form



Now, you'll receive the confirmation of your registration form. Please note your community's guidelines on spot allocation.

You can find the request form in your citizen account's mailbox.

To go there, click "My account" in the top right corner.

In "My mailbox", you'll find the confirmation and all future notifications!