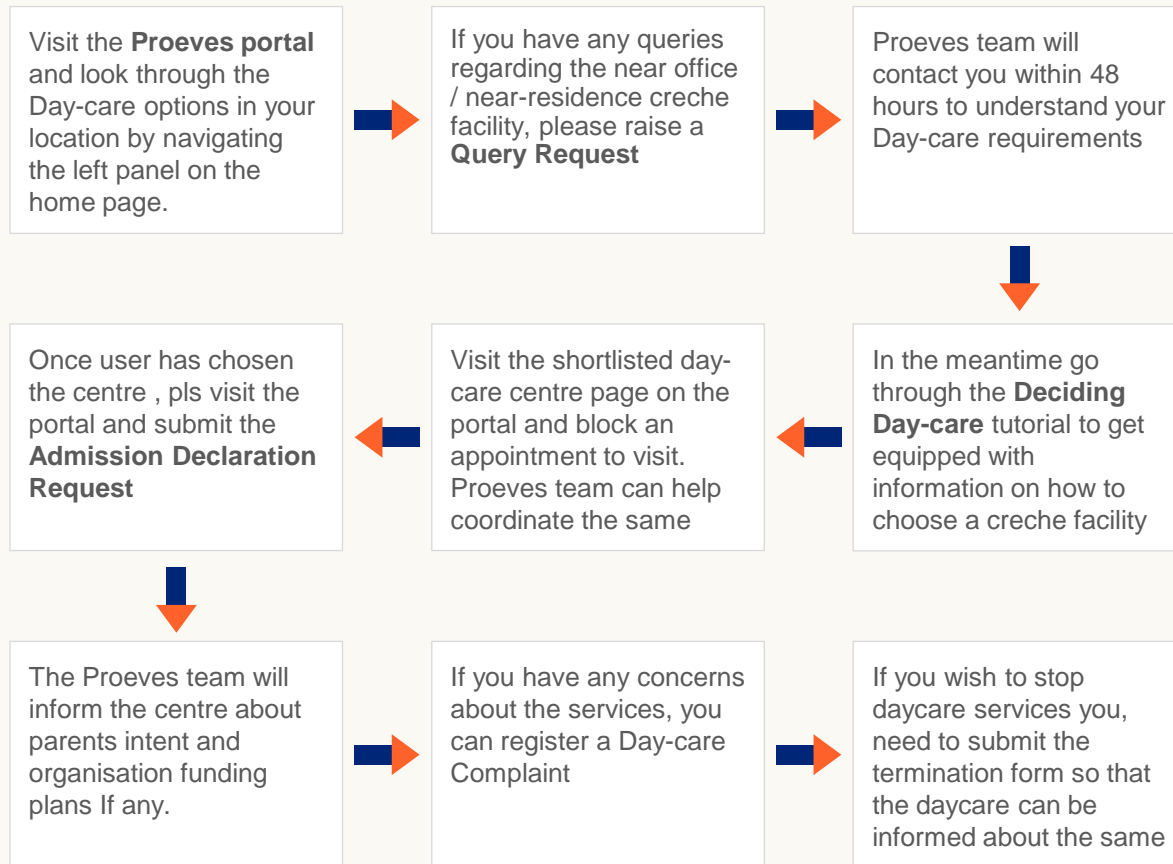


**Optum**

# Daycare Benefit Process Guide



# Childcare Portal – Step-by-step process




RAISE A QUERY REQUEST
DECIDING DAYCARE TUTORIAL
SUBMIT DECLARATION
REGISTER DAYCARE COMPLAINT
SUBMIT TERMINATION FORM

DAYCARE PROGRAMS

- + Noida
- + Hyderabad
- + Bangalore
- + Chennai
- + Gurugram

VIRTUAL PROGRAM/SESSIONS

- Virtual Program by Daycare
- Virtual Skill Camp (4-12 years)
- Career Mentoring by Mentoria



## Welcome to our Childcare portal

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**Virtual Program**

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# Childcare Portal

## Login Process - How to Register?

**REGISTER YOUR EMPLOYEE ID** ✕

Employee ID

Email Id Please fill in this field.

I accept the terms and conditions

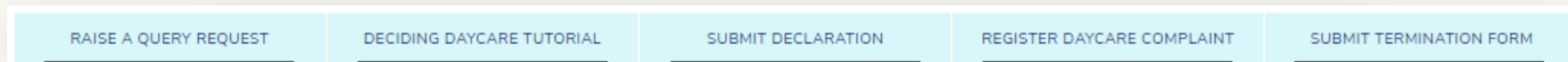
**SUBMIT**

Enter your Employee ID, and Official Email ID. Once entered please submit the request and you will have access to the portal for purpose of browsing, seeking information and raising requests.



# Childcare Portal Home Page

## What are the actions you can perform?



Raise service request by filling up the form

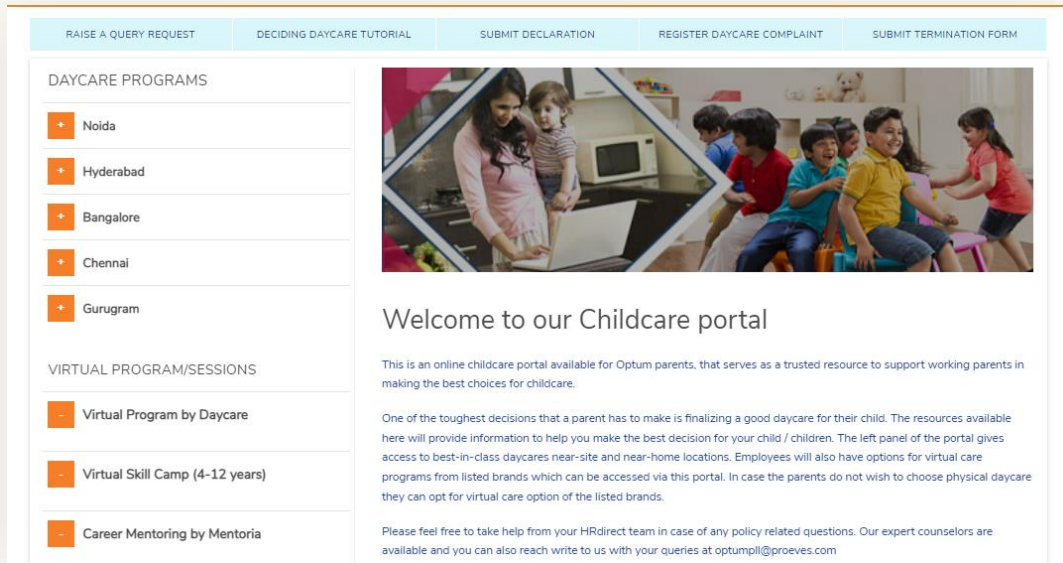
Discovery Support - Early Childhood Care and Education Expert Video on Day care Decision

Start admission process for daycare use by submitting admission declaration form

Submit complaint against daycare

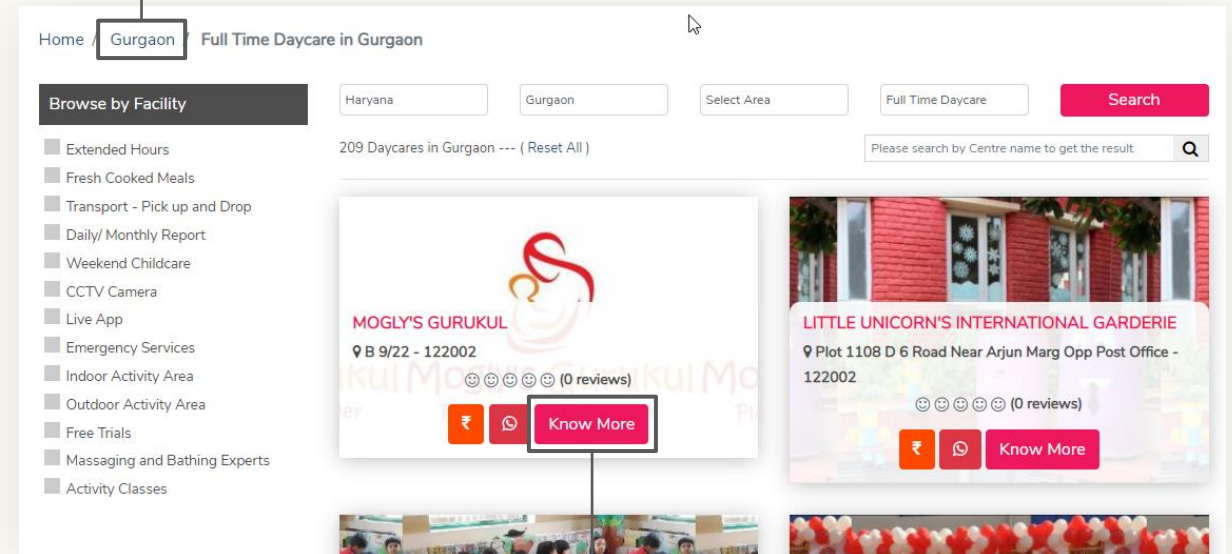
For Exit – Visit the submit termination tab

# Daycare Detailed Page - Access through the Daycare link




Location wise daycare list to explore & choose the best option for your child. Area wise & service wise options available to refine your daycare search further. Click on the tabs on the portal to know more.

Page showing list of day cares for the selected location.



Click on Know More to visit the specific Centre page.

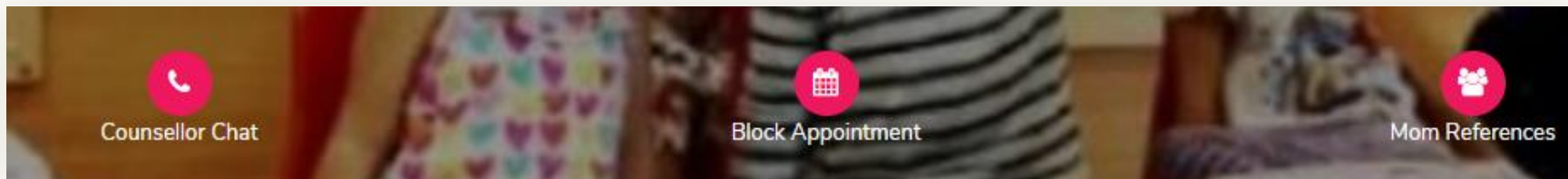
# Daycare Detailed Page – Know More About the Centre



Counsellor Chat      Block Appointment      Mom References      REGISTER FOR DISCOUNT

Services	IPSAA
Preschool	☺☺☺☺☺ (0 reviews)
Full Time Daycare	📍 Ipsaa Day-Care, South City II, W Block, Sector 50, Gurgaon, Sector 50, Gurgaon, Haryana
Half Time Daycare	👤 : SANGEETA MOOKHERJEE 📞 : 7065940000
Assisted Daycare (with nanny)	✉ : info+51@ipsaa.in
On Demand Hourly Daycare	🌐 : https://ipsaa.in/
Flexible Daycare	

Raise a request for a counsellor chat, Raise a Mom reference request or Block Appointment for a visit to a daycare to make an informed choice by using the menu options provided.



Counsellor Chat      Block Appointment      Mom References

# Daycare Detailed Page – Know More About the Centre

The screenshot shows a web interface for raising a query request. The form is titled "RAISE A QUERY REQUEST" and is overlaid on a background page. The background page has a navigation bar with "RAISE A QUERY REQUEST" and "DECIDING C" visible. Below the navigation bar, there are sections for "DAYCARE PROGRAMS" and "VIRTUAL PROGRAM/SESSIONS". The "DAYCARE PROGRAMS" section lists cities: Noida, Hyderabad, Bangalore, Chennai, and Gurugram. The "VIRTUAL PROGRAM/SESSIONS" section lists: Virtual Program by Daycare, Virtual Skill Camp (4-12 years), and Career Mentoring by Mentoria. The "RAISE A QUERY REQUEST" form has the following fields: Name, Mobile number, Email (sukanya@proeves.com), Select Entity (dropdown), Location (dropdown), Choose Query (dropdown), and Daycare name. Below the form, there is a checkbox for "I accept the terms and conditions" and a "SUBMIT" button. The background page also features a photo of children in a classroom and some text about daycare services.

Submit the “Raise a Query Request”, to raise a query on starting daycare service – Physical or Virtual. You can also raise a query to learn about the Virtual skill camp or Career mentoring program.

Users need to fill up the form and submit, post submission, ProEves childcare counsellors will call you to discuss in the next 48 working hours.

# Deciding Daycare Tutorial

RAISE A DAYCARE REQUEST    DECIDING DAYCARE TUTORIAL    SUBMIT DECLARATION    REGISTER DAYCARE COMPLAINT    SUBMIT TERMINATION FORM


## VIDEO TUTORIAL ON DAYCARE DECISION

Daycare is a very important decision for a parent. As a parent you should know how to take this decision – what does it entail – How to evaluate daycares, guidelines to consider and how to manage the transition? Its important to know how other working parents have managed this tough decision. This Video tutorial will help you ease into this decision.

In light of Covid , we have also added Parent Guide on Covid Safety checklist for centres. Check it out [Safety-First-Parents](#)

If you are unable to watch video Please click on link

### Taking the Right Daycare Decision



0:00 / 13:30

The “DECIDING DAYCARE TUTORIAL” tab in header menu, provides you access to tutorial on the Day-care Decision, all that you will need to know to choose the right daycare and deal/manage the day-care relationship



# Submit Admission Declaration Form

**SUBMIT DECLARATION**

If you are an employee and have decided on the childcare program for your child, for purpose of record please fill up the **Declaration form** and upload the scanned signed copy here along with age proof.

Name

Your mobile number

sukanya@proeves.com

Select Entity

Your location

Child Age

Child Name

Daycare Program

Daycare name

Daycare Address

Program name

Declaration form  No file chosen

PNG or PDF only

Age proof of child  No file chosen

PNG or PDF only

I accept the **terms and conditions**

**SUBMIT**

Users need to fill up the declaration form, this is a mandatory form to be filled. Please download the declaration form, sign it and upload here. This needs to be done when the user has decided to go ahead with admission for their child at a centre of their choice – Virtual or Physical Daycare. After receiving this form, the day-care centre will be informed about the parents intent to admit their child and funding details from corporate if applicable. TAT for this upto 48 hrs.

Note: This is a one-time activity at the time of the admission.

# Submit Your Grievance

**REGISTER DAYCARE COMPLAINT** ✕

Your name

Your mobile number

sukanya@proeves.com

Select Entity

Your location

Daycare Program

Daycare name

Address of Daycare

Your complaint

I accept the [terms and conditions](#)

**SUBMIT**

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Register your grievance for the listed daycare through the portal. Users need to fill up the form and highlight their concern in detail. Post submission, ProEves counsellors will speak to the employee and get further details if required and then will take it up with the concerned centre for redressal.

# Exiting Daycare - Submit Termination Form

**SUBMIT TERMINATION FORM** ✕

If you have decided to terminate the virtual program, please fill up the **Termination Form** and attach the scanned signed copy here.

Name

Your mobile number

sukanya@proeves.com

Select Entity

Your location

Child Age

Child Name

Program Terminating

Daycare Name

Daycare Address

Daycare Service

I accept the **terms and conditions**

**SUBMIT**

If the user wishes to stop daycare for their child , they need to submit the termination form so that the daycare can be informed about the same. This is an important step and forms an input for reporting back to the organisation as well. Please ensure you understand and adhere to the exit formalities of the daycare centre.

# Exiting Daycare - Submit Termination Form

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HELP AND SUPPORT

Virtual Program options are also listed on the left panel of the portal home page. To know more about the virtual programs offered by daycares , click on the respective tabs to know about the programs and raise a daycare query request to know more. In case you wish to enroll your child of the virtual daycare program, admission declaration form will need to be filled and uploaded. This page also gives you access to virtual skill camps and career mentoring program. Please click on respective tabs to know more and register for the same.



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**Thank you!**

Please reach out us with your query



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