

[kinderbetreuung-essen.little-bird.de](http://kinderbetreuung-essen.little-bird.de)

LITTLE BIRD can be operated very conveniently at any time from the computer, smartphone or tablet.

Of course you always also have the option of asking questions on care in a children's day-care facility or at the Familienpunkt (family advisory centre). Advice sessions and

registration for places in child day care is still carried out via professional associations.

Sorry, but registration for nannies is not possible via the portal.

1

## Search

Enter your child's date of birth in the search screen on the start page as well as when you want care to start and click on "search care".

There is a choice of several filters:

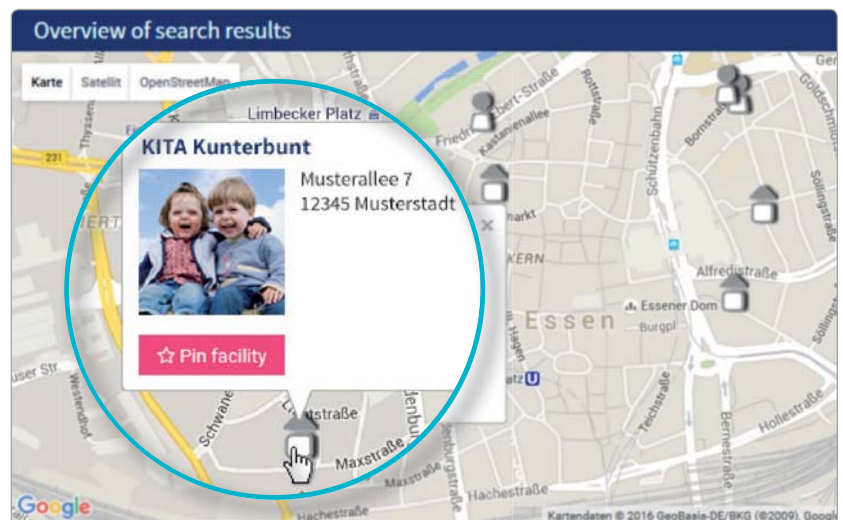
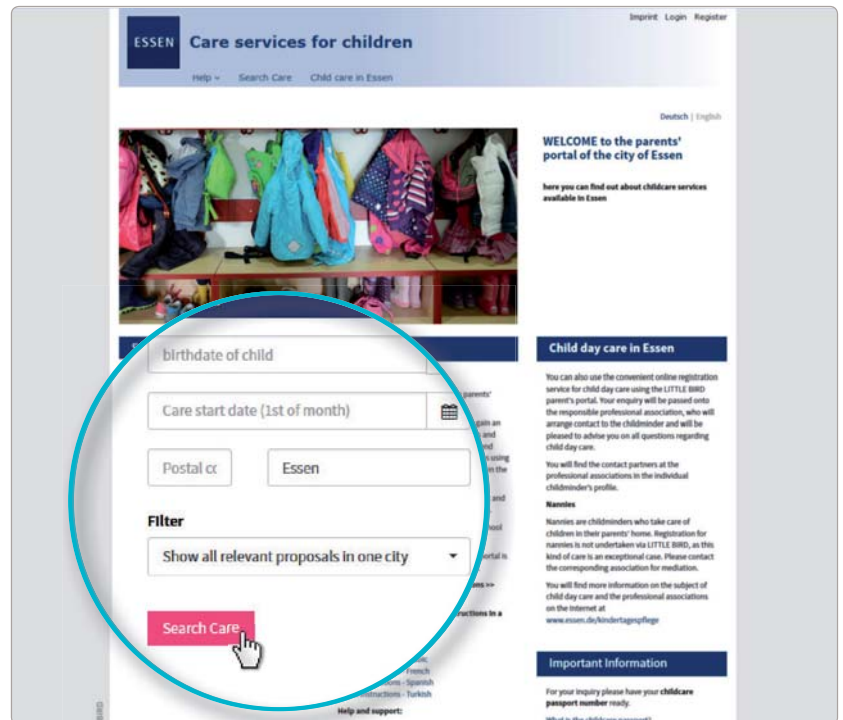
- Age appropriate + start of care
- Name of a certain care provider
- Exact address (+ area)
- All offers in a community

Search results are indicated as symbols on an interactive card and in an alphabetical list.

You will receive more information about the respective child day-care facility/child day care once you have clicked the mouse on the symbol on the card and the name of the care provider or "go to profile" on the list such as

- Professional membership of provider
- Opening times
- The types of care on offer
- Pedagogical concepts

**Note:** You must register first for the "Pin facility" function - see step 2



## 2

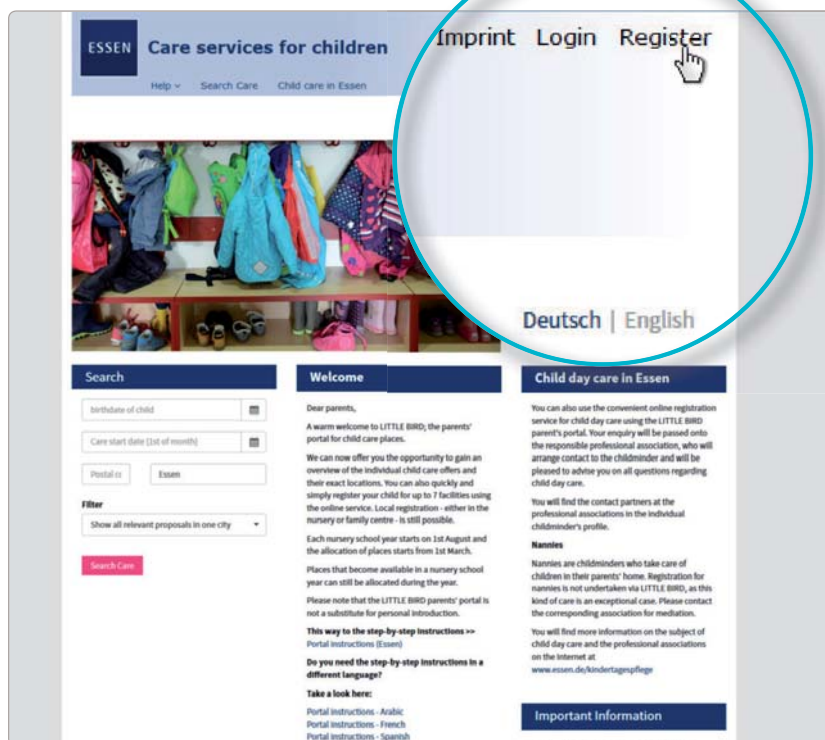
### Registration

Click the mouse on the "Register" box in the navigation to enter your personal data and set up a user profile.

- Cookies und JavaScript must be activated in the browser
- Select the user name and password (minimum 8 symbols, 1 capital and 1 lower case letter)
- Fill in all fields (please ensure you enter your e-mail address correctly, as you will receive a confirmation e-mail once you have completed the registration)
- Confirm user and data protection declaration
- Click on "Register"
- Open the confirmation e-mail in your private inbox and confirm
- Log in with user name and password ("Login" field in the navigation)

Now you can:

- Save the care provider
- Save your search
- Make care enquiries

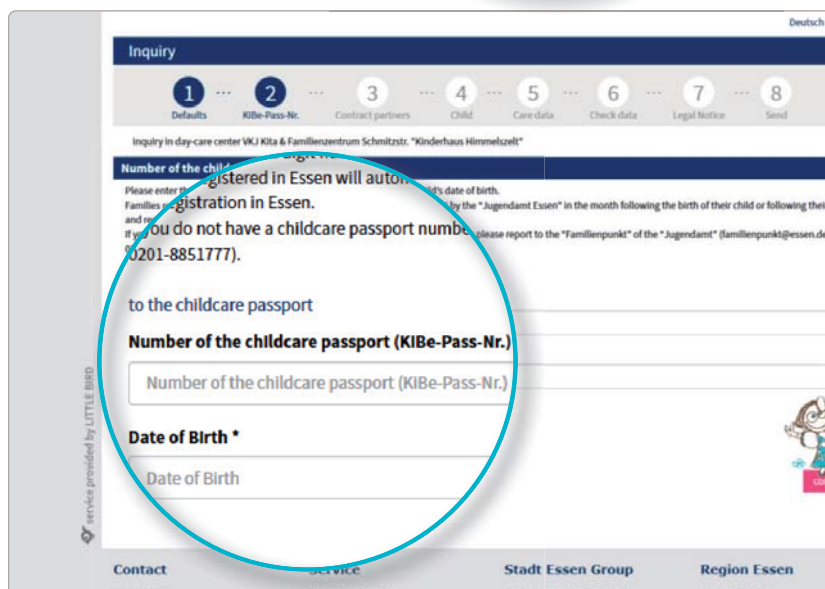
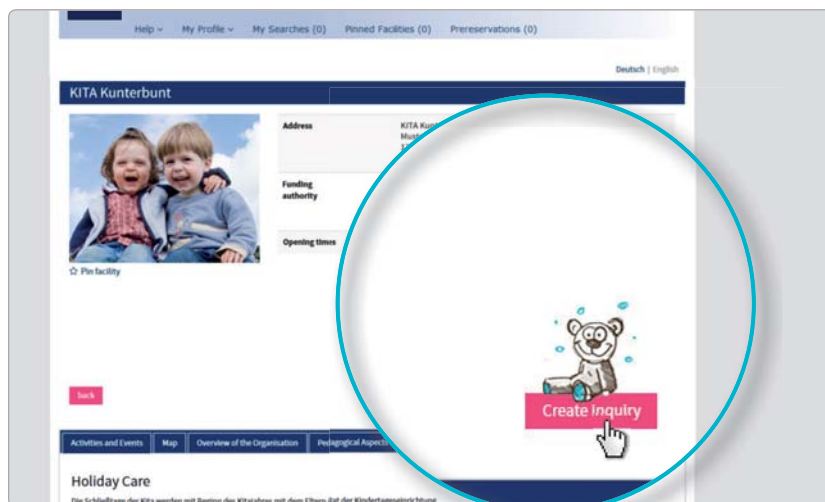


## 3

### Making Care Enquiries

Click on the "Create inquiry" button to reach to your data input screen.

- First enter the 5 digit childcare pass number (KiBe-Pass-Nr.) and your child's date of birth
- Click on "continue".
- All entries with \* are obligatory fields.
- Please always complete these fields.
- You can prioritise individual centres/child minders as options.
- This is possible for up to 7 registrations per child.



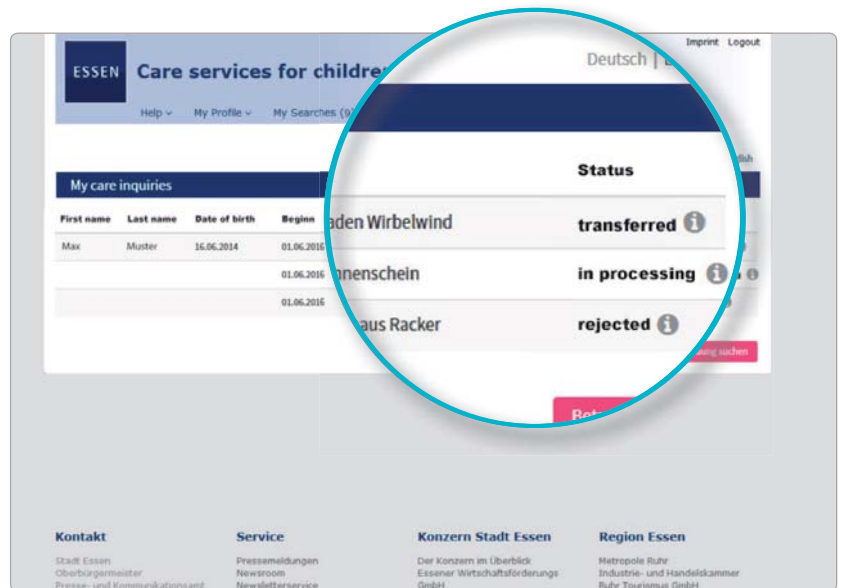
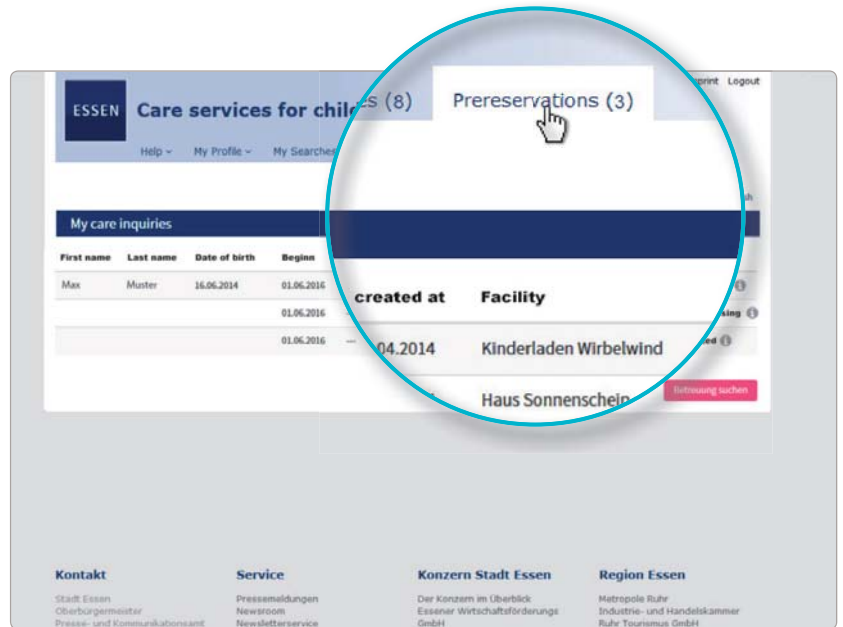
# 4

## Waiting for a reply

**Waiting for a reply from the respective care provider:**

- Having sent your enquiry, they appear with the relevant up-to-date status under "Prereservations" in the navigation bar.
- Your care enquiry/enquiries has/have been safely sent to the relevant care provider.
- The requested care providers will reply to you individually (this can happen immediately or take some time). Please be patient.

**Please note:** Care providers determine the allocation of places; LITTLE BIRD has no say in this.



# 5

## Reply

### Option 1

- **Invitation to get to know each other:** If a personal meeting has not taken place yet.
- **Offer of a place:** You must accept or decline the place within a given time (usually 14 days). **All other enquiries are inactive until then.**
- **Acceptance:** The place is reserved and all other enquiries are automatically inactive.
- **Contract**

### Option 2

- **Invitation to get to know each other:** If a personal meeting has not taken place yet.
- **Offer of a place:** You must accept or decline the place within a given time (usually 14 days). **All other enquiries are inactive until then.**
- **Declined:** This enquiry will be deactivated once you have declined the offer of a place and all others are activated once again.
- You can make a new, additional enquiry and/or wait for a reply to a request already made for child day-care facilities/ child day care.

### Option 3

- The children's day care centre/child minder has no spare places in the foreseeable future and declines the enquiry for a place, giving a reason.
- **Refusal:** You can make a new enquiry to another facility and/or wait for a reply to a request already made for child day-care facilities/ child day care.