

Website: portal.little-bird.de

LITTLE BIRD can be used comfortably from home, from your computer, smartphone or tablet at any time. Of course you still have the option to put your inquiry directly to the day-care center.

LITTLE BIRD is a search engine:

At the parents' portal you can easily get well arranged information about the provider of childcare – without commitment and registration.

Put a care request with LITTLE BIRD: After your registration and login at the parents' portal you can request your favored childcare place, also several in parallel. In doing so, it is not important whether the provider of childcare currently has free capacities.

1

Searching

Fill in the query form at the home page and click the button "Search Care".

Different filter options are available:

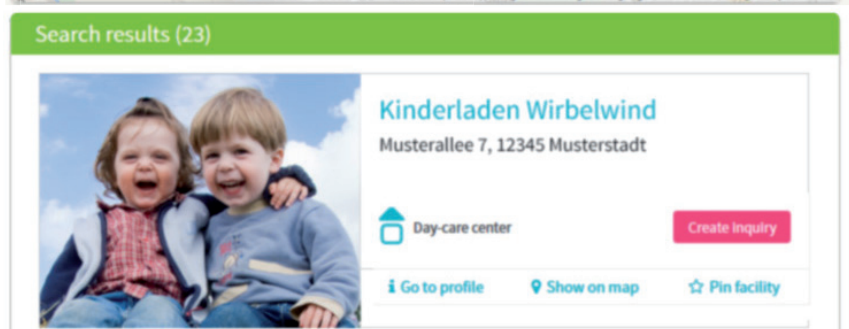
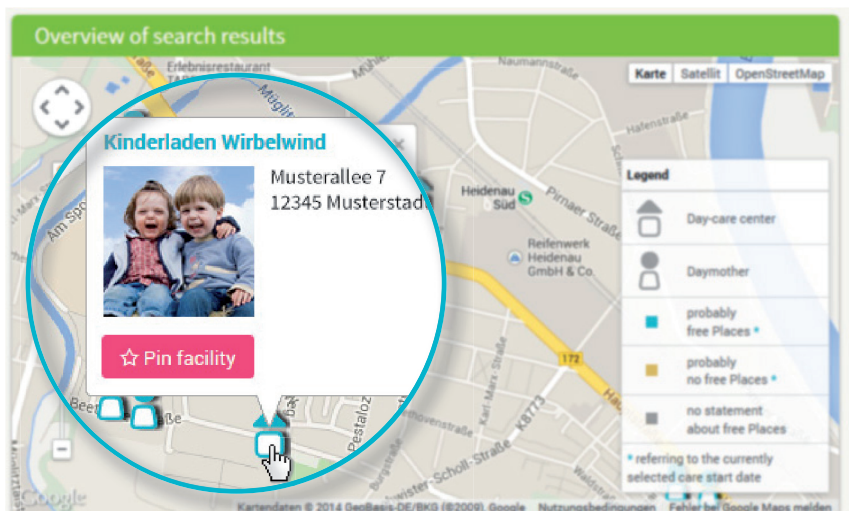
- suitable for age + start of childcare
- name of a special provider of childcare
- exact address (+ area)
- provider of childcare in the school district
- all offers in the local municipality



The results of your search will be shown in an interactive map as icons and in an alphabetically ordered list. By clicking on an icon at the map or on the name of a childcare provider, you get information about:

- size of the childcare facility
- affiliation of the holder
- opening hours
- offered types of childcare
- educational concept

Attention: you have to be registered to use "memorize facility", look at step 2.



2

Registration

Clicking on “Register” at the navigation bar takes you to a one-time entry of your personal data, to install your user profile.

- Cookies and JavaScript have to be activated in the browser
- choose user name and password (at least 8 signs, 1 capital letter and 1 small letter)
- fill out all of the fields (please pay particular attention to indicate your correct e-mail address, because you will get a confirmation e-mail after your registration)
- confirm declaration of use and data privacy statement
- click “Register”
- retrieve and confirm confirmation e-mail in your private mailbox
- sign in with user name and password

Now you are able to:

- memorize childcare facilities
- save your search
- make your childcare request



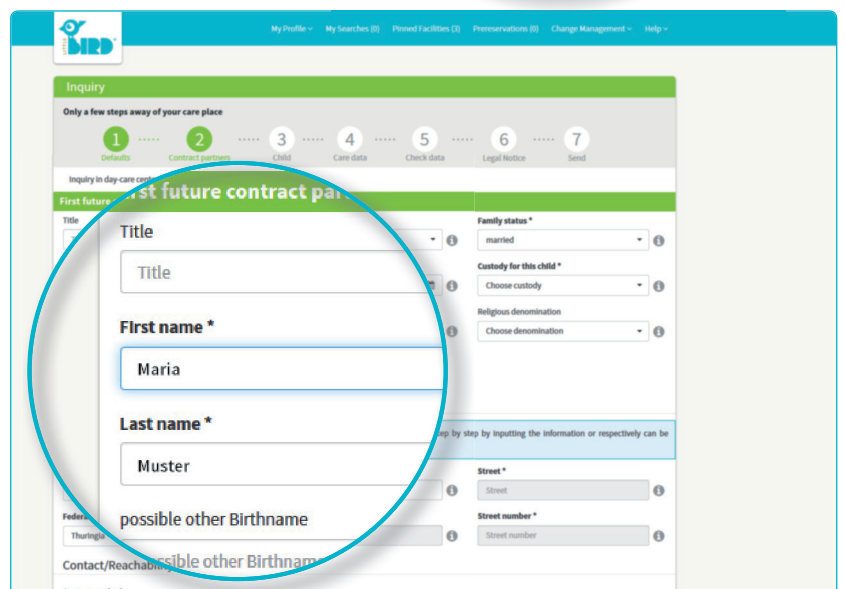
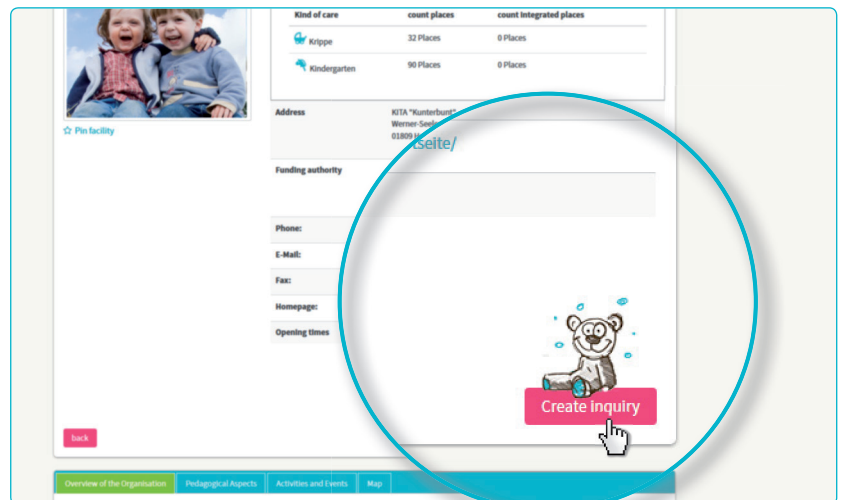
3

Creating a childcare request

Clicking the button “Create inquiry” will take you to an input form to fill in your personal information.

- all entries labeled with * are mandatory (information about person having the custody/parents/subsequent co-contractor, child and need of childcare)
- optional: specify priorities
- send inquiry: with your entered dates the provider of childcare will be informed about your interest in childcare
- this process can be repeated for further childcare facilities

If you would like to create a template of your dates, which you can use for further inquiries, you have to accept the data storage.



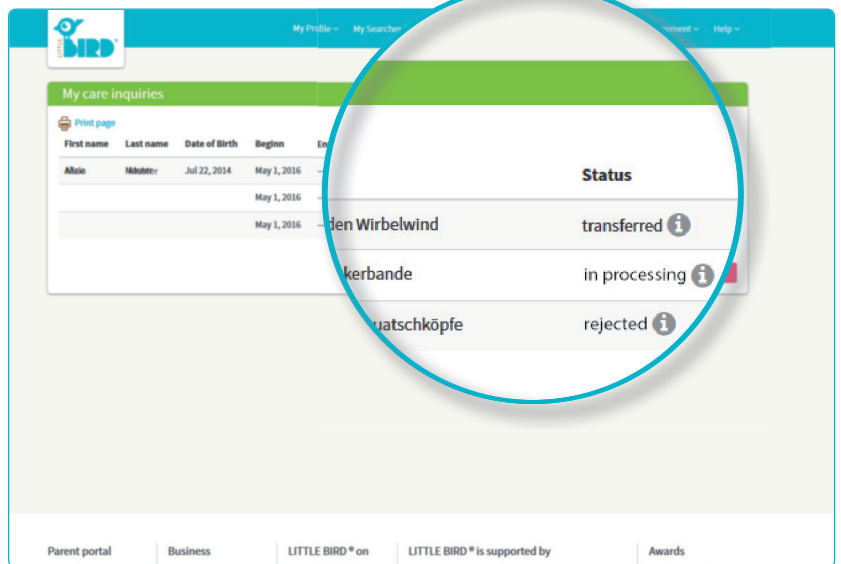
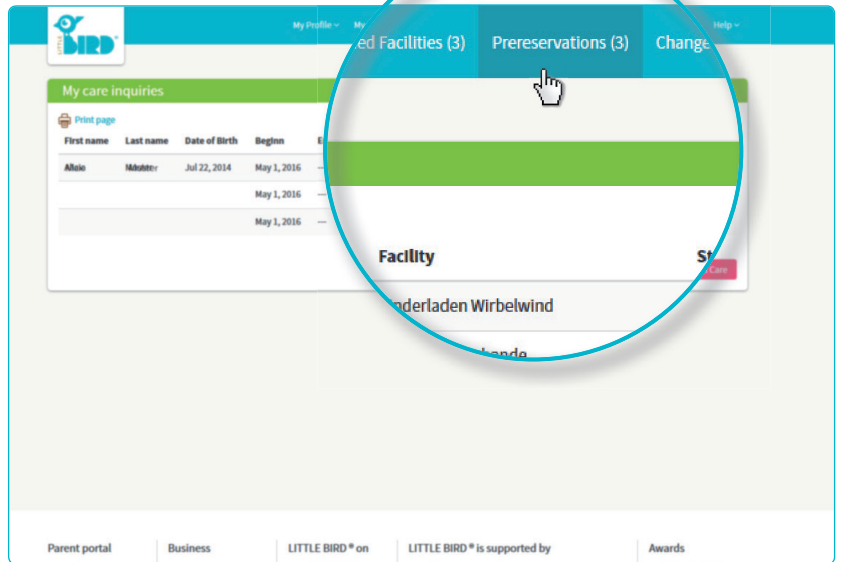
4

Waiting for response

Waiting for response on the part of each provider of childcare:

- You can find all of your sent requests at the button “Prereservations” on the navigation bar.
- Your request(s) was (were) sent securely to each provider of childcare.
- The requested provider of childcare will answer you individually (this could be in the short term or may take some time).

Attention: Childcare places will be allocated by the provider of childcare themselves. LITTLE BIRD has no influence on it.



5

Response

Option 1

- **Invitation to personal dialogue:** if a personal conversation has not taken place yet.
- **Care place is offered:** parents have to accept or refuse the care place in a given time. **Until then all other requests are inactive.**
- **Commitment by parents:** care place is reserved bindingly, all of the other requests are automatically inactive.
- **Contract**

Option 2

- **Invitation to personal dialogue:** if a personal conversation has not taken place yet.
- **Care place is offered:** parents have to accept or refuse the care place in a given time. **Until then all other requests are inactive.**
- **Refusal by parents:** after your refusal to the offer, this request will be deactivated in the system. All of the other requests will be reactivated.
- Parents can make a new childcare request and/or wait for response of further providers of childcare.

Option 3

- The provider of childcare has no free capacities and refuses the request well-founded.
- **Refusal by childcare provider:** parents are able to make a new request to another favored childcare facility and/or to wait for response of other childcare providers.