

Add a New Contact

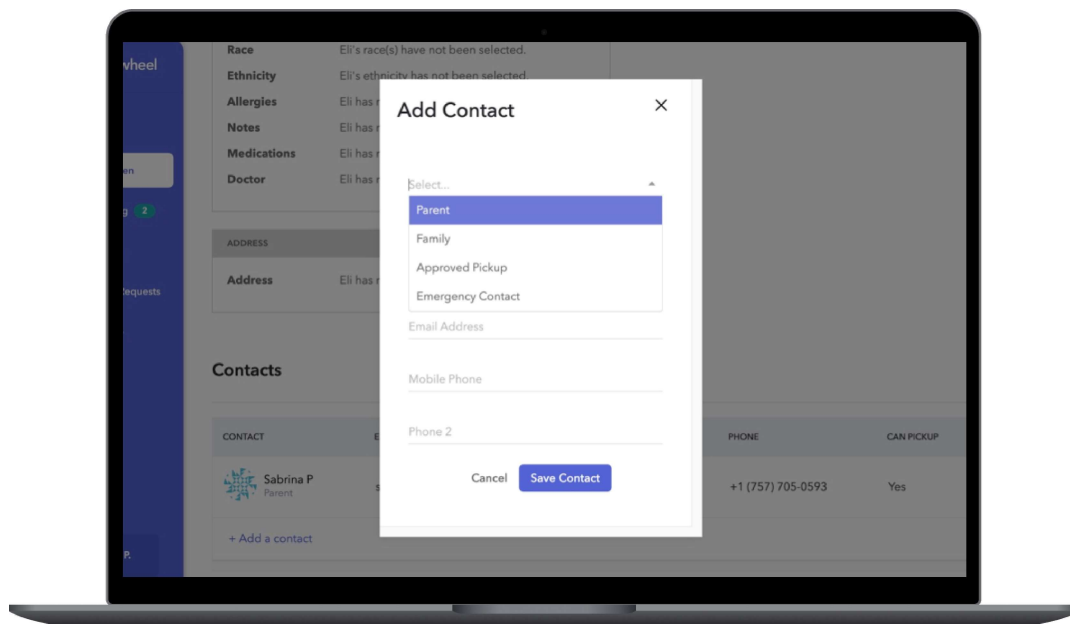
Student Contacts that have been added as the Parent contact type with the ability to edit a student's profile can add student contacts from the web or mobile app. Adding a new contact will allow that individual to immediately [create a brightwheel account](#) and be associated with that specific student. The provider **will not** be alerted when a new contact is added, it's important to also communicate with the provider if there are any changes to the list of people who are approved to pick up a student.

Add a Contact on the Web

1. Click on **My Children** from the left-hand menu
2. Select the desired student's account by clicking on their name
3. Scroll down to the Contacts section and click **Add Contact**
4. Select the appropriate **Contact Type** from the dropdown menu

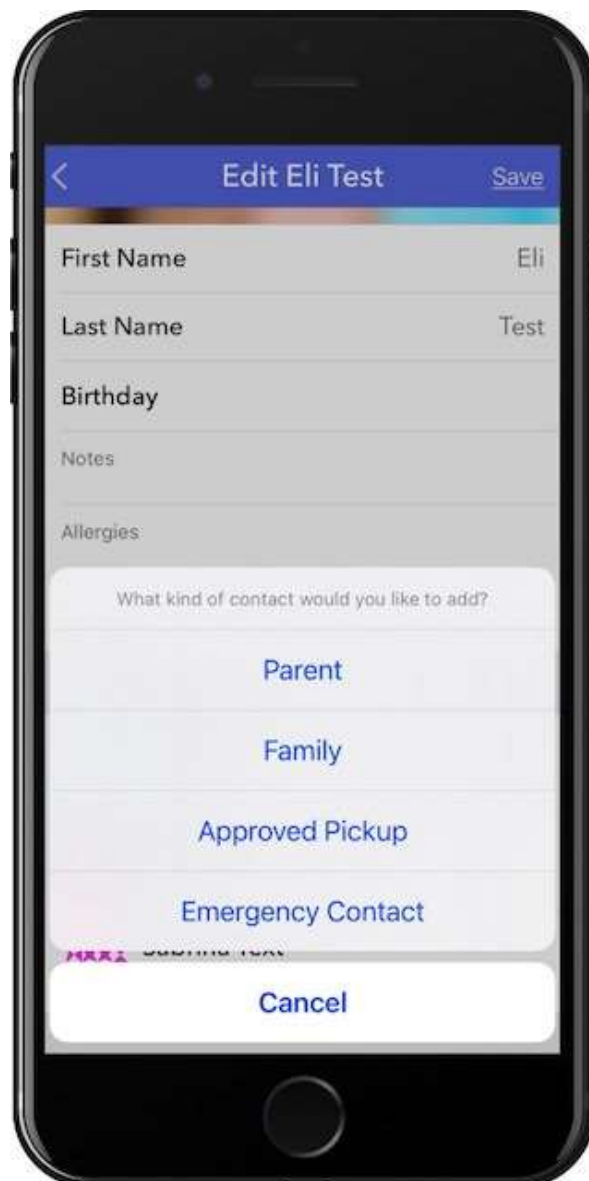
Please Note: For specifics on Contact Types and their access levels, review the appropriate section below in this article!

5. Add the new contact's information & click **Save Contact**
6. Choose to send an invitation to join brightwheel now or at a later date



Add a Contact on Mobile

1. Open your student's profile by tapping on their name
2. Tap the **Pencil icon** to edit on android or **Profile** on iOS
3. Scroll down to locate the Contacts section
4. Click the **+** sign
5. Select the 'Contact Type'
6. Fill in the 'Personal Details' and 'Account Info'
7. When finished, click **Save**



Contacts and Access

Each student contact type has a different level of access to a student's profile and brightwheel features.

Parents

- Can see all updates in the Daily Feed
- Can access all Billing and Payment information
- Can edit the student's profile information
- Can send messages to the childcare provider, and receive messages in a thread shared between all staff members and Parent contacts associated with the student
- Can add or remove other contacts from the student's profile (*depending on the provider's settings*)

Family

- Can see all updates in the Daily Feed
- Can send messages to the school, but **cannot** receive messages or see sent/received messages.
- **Can** access all Billing and Payment information (if added as a payer)
- **Cannot** add or remove other adults from the student's profile
- **Cannot** edit student's profile information

Approved Pick-ups

- Can check the student in/out
- **Cannot see** updates in the Daily Feed
- **Can** access all Billing and Payment information (if added as a payer)
- **Cannot** add or remove other adults from the student's profile
- **Cannot** edit student's profile information
- **Cannot** send/receive messages.

Emergency Contact

- Is the only Contact Type that does not get an invitation to join brightwheel upon being added and cannot create an account
- Has no access to the student's profile within brightwheel. This is simply a reference for contact information.