



The Busy Bees App: Parent Guide

**See the world through
your child's eyes**



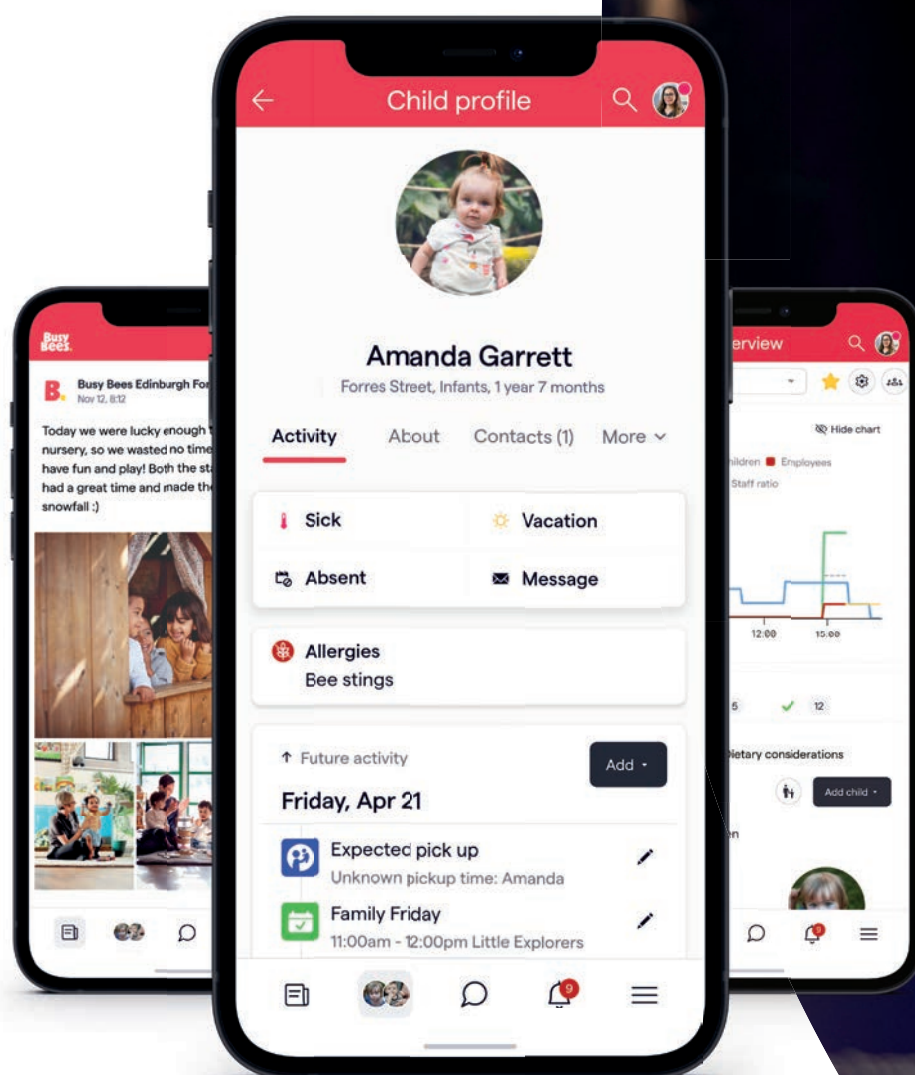
Stay Close to Every Moment

Your child's day is full of little moments that matter.

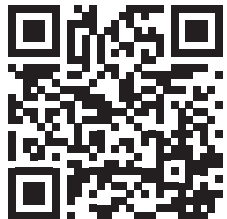
With the Busy Bees App, you can see what they're learning, eating, and enjoying all in one place.

Photos, updates, and milestones are shared directly with you, so you never miss out.

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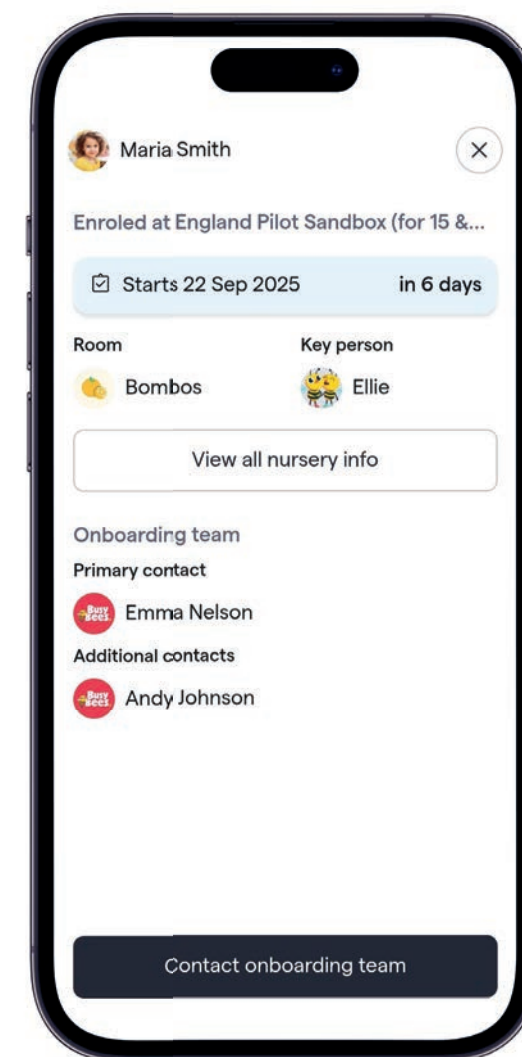
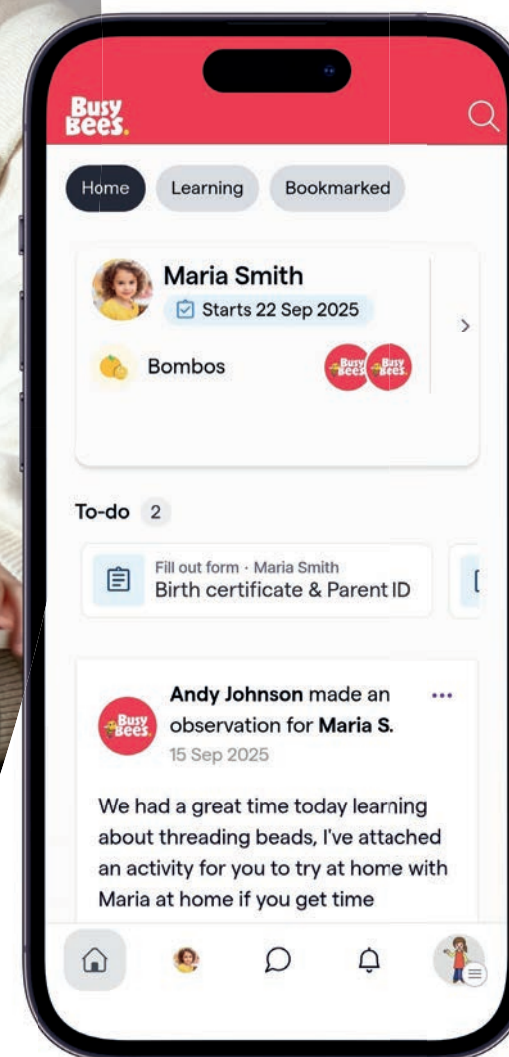
Set Up Before Day One

Before your child begins, the app helps you prepare:

- Explore your nursery and meet the team
- Book settle-in sessions
- Access new starter checklists and return-to-work resources

When you log in, you'll see your child's profile and newsfeed. From here, you can check:

- Start Date Countdown - see how many days until your child starts
- Room Information - view which room they'll be in
- Key Person - meet your child's dedicated carer
- Onboarding Team - see who to contact for support





Tick Off Your To-Dos Early

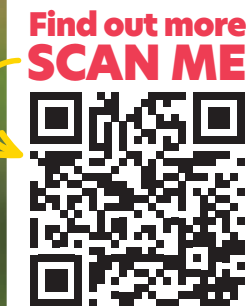
Your nursery may send you tasks to complete before your child starts:

- Find your task list above the newsfeed
- Complete forms such as birth certificates or parent ID
- Look out for email reminders when new tasks are ready

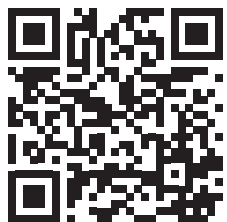
Completing tasks early helps your child settle smoothly.

To-do 2

-  Fill out form · Maria Smith
Birth certificate & Parent ID >
-  Fill out form · Maria Smith
Getting to know you >



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Message Your Nursery in Seconds

Get in contact ✕

Your onboarding team is here to help - just send us a message with your reason for reaching out.

*Replies within 1-2 working days (Mon-Fri).
[Check our FAQs](#) for quick answers.*

Reason *

General inquiry ▾

Message

Looking forward to tomorrow's day out! Do you want me to send Maria in with her own Wellington boots?

Your message will be sent to the nursery onboarding team

Send message

Cancel

< Andy Johnson Actions ▾

Andy Johnson ...
Employee (Bomby)

Hi Katy - we're on an outing tomorrow, can you make sure Maria has warm clothing and a waterproof coat

13:54

Thanks Andy! 🧑🏻

13:55

Last message seen by: Andy

Write a message...

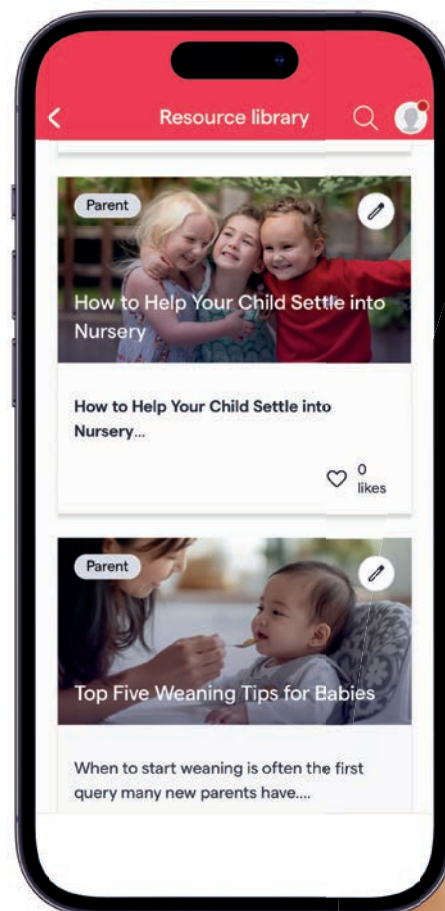
Upload Send ^

- Need to get in touch? Use the Contact Centre button:
- Choose a reason (settling in, billing, general enquiry)
 - Type your message
 - Send securely through the app

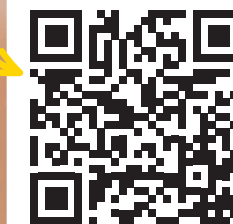
Expert Tips at Your Fingertips

Tap the Learning tab to explore blogs, guides, and podcasts.

Content is tailored to your needs and available anytime.



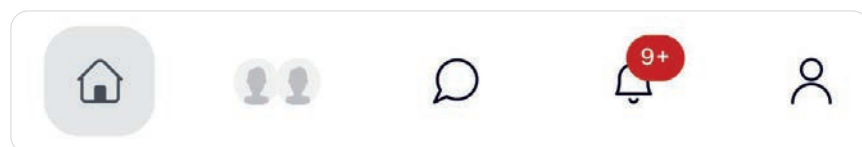
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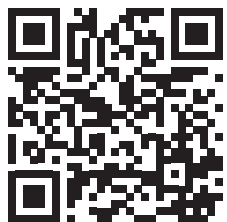
Choose What You Want to Know

Stay updated with important news and special moments:

- Tap the bell icon to view notifications
- Manage preferences under Settings - Notifications and Messaging
- Choose exactly what you want to hear about



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See Their Day Unfold

You'll see daily updates, photos, and observations straight to your app.

The Newsfeed includes:

- Daily updates about your child
- Group and individual photos
- Key dates and announcements

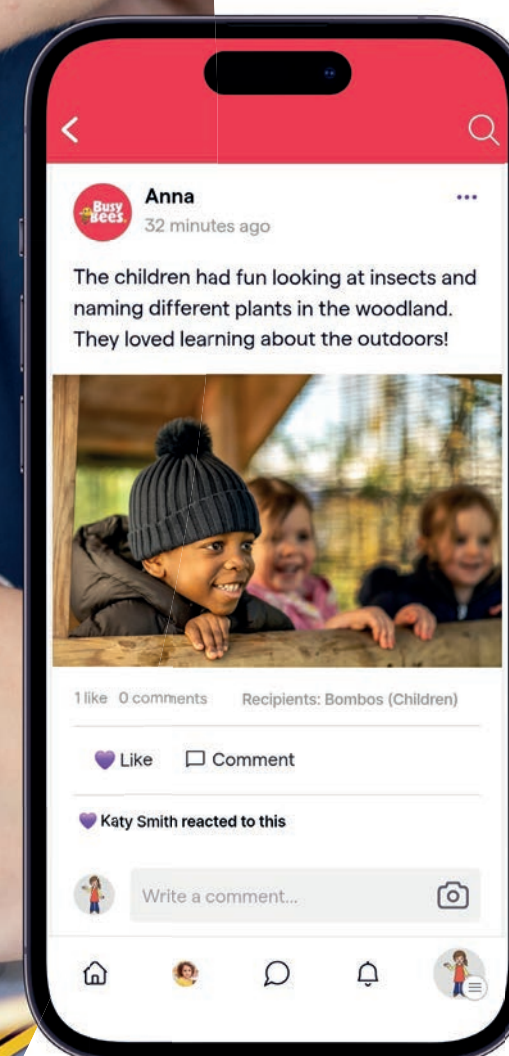
You can:

- Tap the heart to like a post
- Comment with text or photos

Save Every Smile in One Place

Keep all your child's nursery photos in one place:

- Open your Newsfeed
- Tap a photo of your child
- Tap the tag icon to link it to their profile
- View all tagged photos under Profile → More → Photos



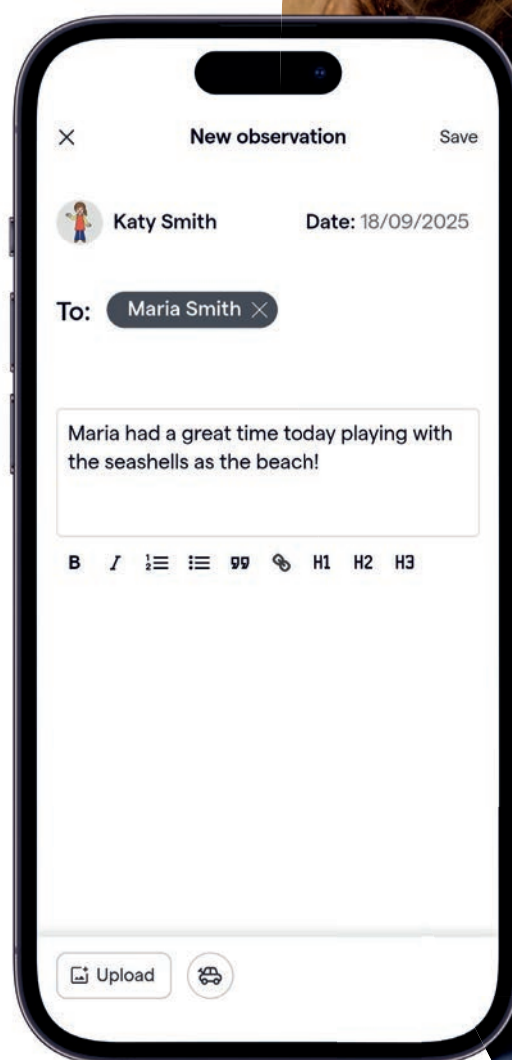


Show Nursery What's Happening at Home

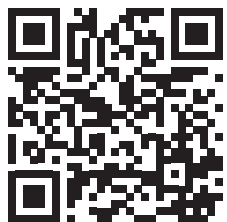
Your child's learning continues outside nursery.

Share their special moments:

- Go to Profile → Journey tab
- Tap New → Observation
- Add text, photos, or videos
- Save as draft or send to your nursery team



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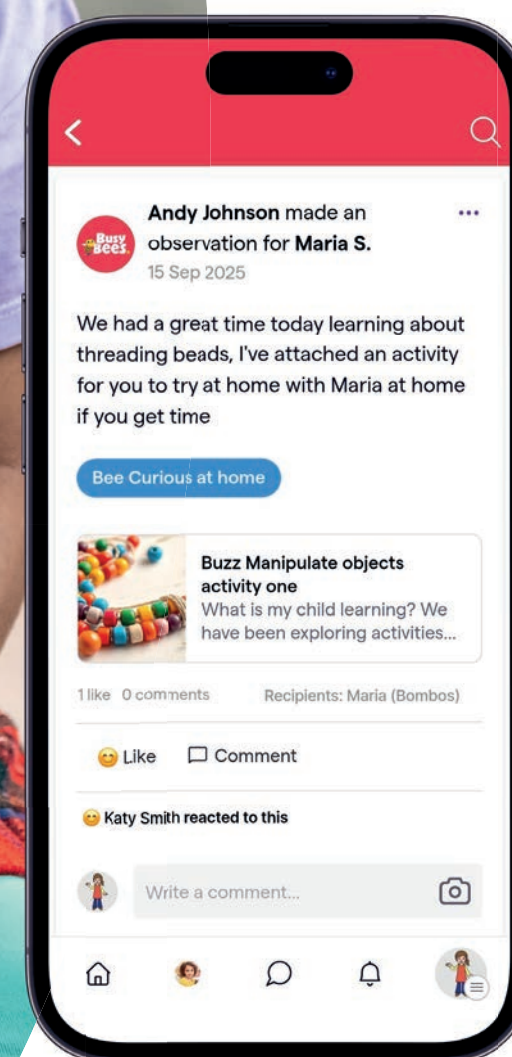


Join In with Their Learning Journey

Our Bee Curious curriculum adapts to your child's interests.

The app helps you join in:

- Open Newsfeed to view activities and skills supported
- Try suggested at-home activities
- Keep it playful and short
- Upload your own photos or notes
- Check regularly for new ideas



Stay Reassured with **Instant Accident Updates**

If a minor accident happens:

- You'll get an instant notification
- Open the full Accident/Incident Report in the app
- Tap to acknowledge you've read it
- Receive a verbal handover at pick-up

Quick, Secure Fee Payments

Manage fees easily:

- Go to Payments in your menu
- Select Add Payment Method
- Enter your details securely and save
- Pay balances directly through the app

Your Questions, Answered

Change your password:

- Go to Profile → Your Settings → Password and PIN
- Enter current and new password, then save

If forgotten:

- Visit app.busybees.com
- Select Forgot password
- Follow the email link to reset

Update parent details:

- Go to Profile → Account Preferences
- Edit name, photo, address, or contact details
- Tap Save profile

Data protection:

- View terms and conditions in the app
- Your address and phone number are optional, but visible to others linked to your child's account if added

More FAQs are available on our [website](#).

Find out more
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