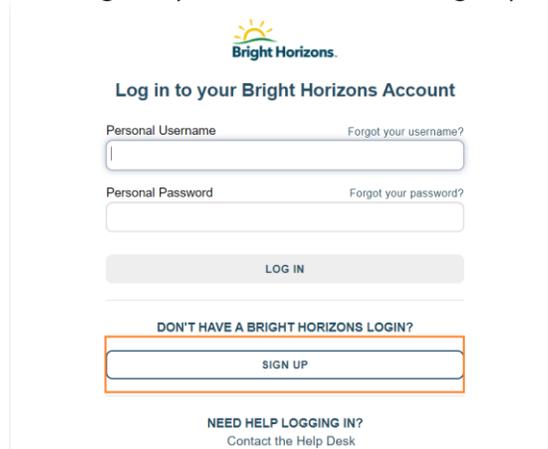


## Bright Horizons – First Time Registration Guide

1. To access the new Bright Horizons EdAssist Solutions portal, click [HERE](#). When accessing the site for the first time, you will need to register your account. Select “Sign Up.”

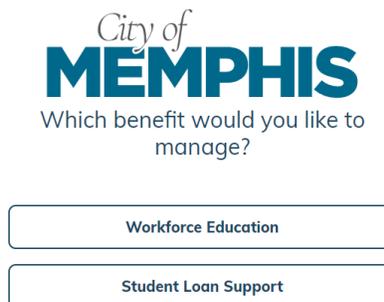


2. At initial registration only, you will be prompted to enter an Employer Username and Password. Enter the following information when you are registering.

Employer Username: **City of Memphis**

Employer Password: **Memphis901!**

3. Upon successful verification of the employer username and password, you will be brought to the registration page to enter your information. Once you enter your information and create a unique username and password, click “Register.” Information on the registration page must match with what we have for your record including first name, last name, work email, and employee ID.
  - **This registration process is only needed the first time logging in.**
4. After logging in, you will be brought to the City of Memphis home page. If you are eligible for both tuition and loan repay benefits, you will have to select the appropriate tile.
  - Workforce Education = Tuition Reimbursement and Deferred Direct Bill
  - Student Loan Support = Student Loan Repayment



5. **Important Note:** If you are re-enrolling in the Student Loan Repayment program, for the best experience, we recommend that you set your monthly payment request to a recurring status. On Step 1 of your loan application, make sure to link to your loan account.

### Loan Servicer

**Servicer Lookup**  
A loan servicer may be holding multiple loans. You will add one of those

Loan Servicer  
ACME Loan Servicing X

[I don't see my loan servicer](#)

[LINK YOUR ONLINE ACCOUNT](#) [CONTINUE](#) [Cancel](#)

When you get to Step 3 of your loan application, make sure that the default “Monthly Recurring” option is selected in the “Request Frequency” field. You should enter \$50 as your “Request Amount.”

**Would you like Demo Site to start contributing to this loan now?**

Yes  No, save this loan for later

Request Frequency  
Monthly Recurring ▼  
Monthly Recurring  
One Time

Request Amount  
\$ 50.00

[CONTINUE](#)

### Additional Questions?

If you need additional support, please contact the Bright Horizons EdAssist Solutions team using one of the following methods:

- **Live Chat** – The fastest way to get information is to use the Live Chat feature. Live Chat is available Monday through Friday 8am – 3pm CT. Click Get Live Help to start a chat with a support representative.
- **Support Ticket** – Submit a support ticket 24/7 with your questions. You will receive a response via email within 1-3 business days.
- **Contact center** – Call (833) 211-2701 Monday through Friday 7am – 7pm CT.