Early Tree

EARLY TREE SUPPORT · GUIDE

Parent portal and app

Your child at nursery, messages, invoices and payments

EARLY TREE VERSION
2026.11

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FOR
Parents and carers

ONLINE
help.earlytree.co.uk

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Screenshots show a fictional nursery and people.

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Parent portal and app: your child at nursery, messages, invoices and payments.
These steps match Early Tree 2026.11; for another version, see help.earlytree.co.uk.

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Reading the screenshots. The orange numbers 1 on a picture match the numbers in the step text, and an orange box marks the part of the screen a step is about. Every guide is also online, with search, at help.earlytree.co.uk.

PARENT PORTAL AND APP

Parent portal: your child at nursery

WHO IT'S FOR	WHERE TO FIND IT	TIME
Parents and carers	**Home**	A few minutes

Purpose

The parent portal is where you see your child's day, read and acknowledge accident reports, give consent for medicines, message the nursery and pay your bill. This guide is written for parents; nursery staff can share it.

Before you start

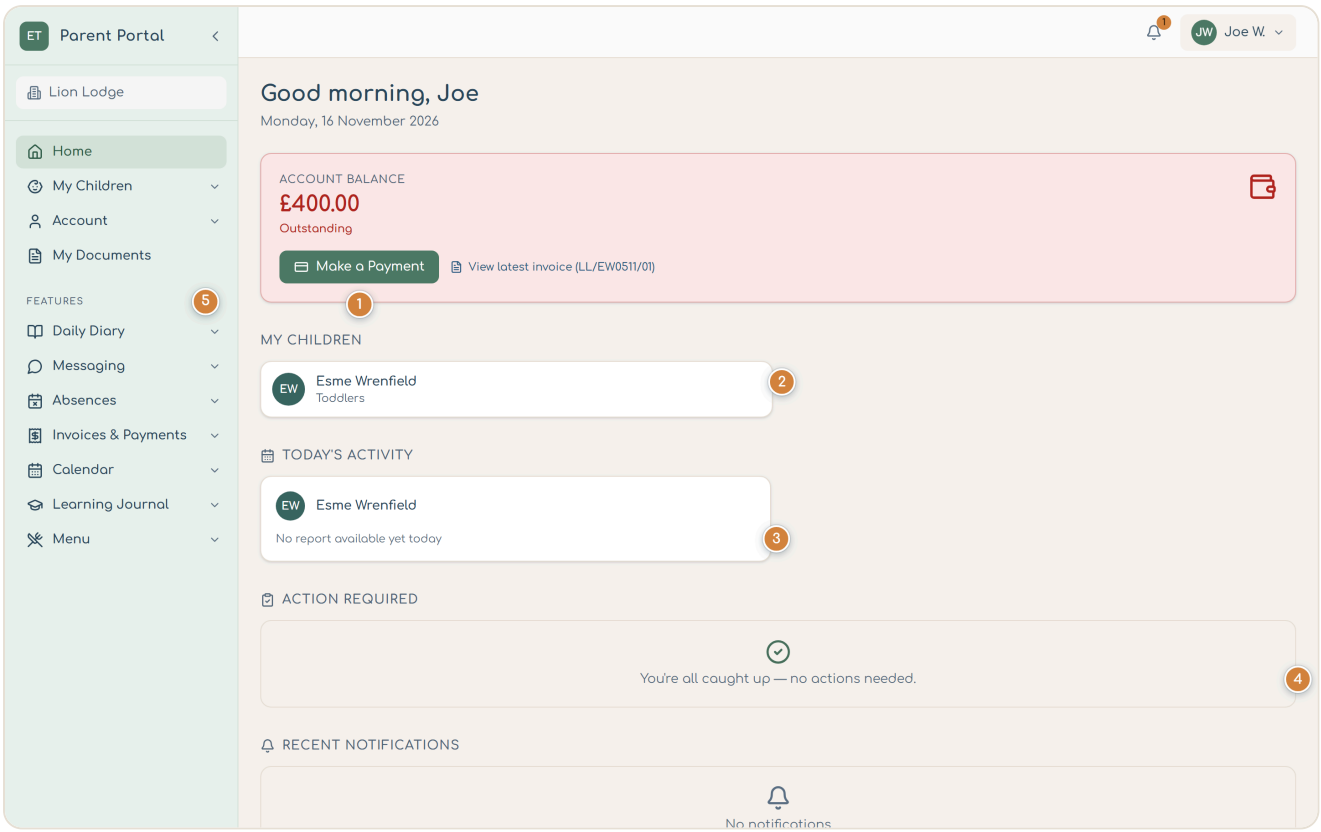
- Your nursery invites you. You sign in with **Early Tree ID**, using the email address the nursery has for you.
- Your nursery chooses which features it uses. A feature it doesn't use shows a lock in the menu.

Sign in

1. Go to **my.earlytree.co.uk**, or open the **Early Tree** parent app and select **Sign in with Early Tree ID**.
2. Enter your **Email** and **Password**, and select **Sign In**. If you've forgotten your password, select **Forgotten password?**.

The home page

1. **Account balance** shows what you owe. Select **Make a Payment** 1 to pay, or view your latest invoice.
2. **My Children** 2 opens each child's page.
3. **Today's Activity** 3 counts today's meals, activities, sleeps and photos once staff publish the diary.
4. **Action Required** 4 lists anything waiting for you, such as finishing onboarding or signing a funding agreement.
5. The features your nursery uses are under **Features** 5: Daily Diary, Messaging, Absences, Invoices & Payments, Calendar, Learning Journal and Menu.

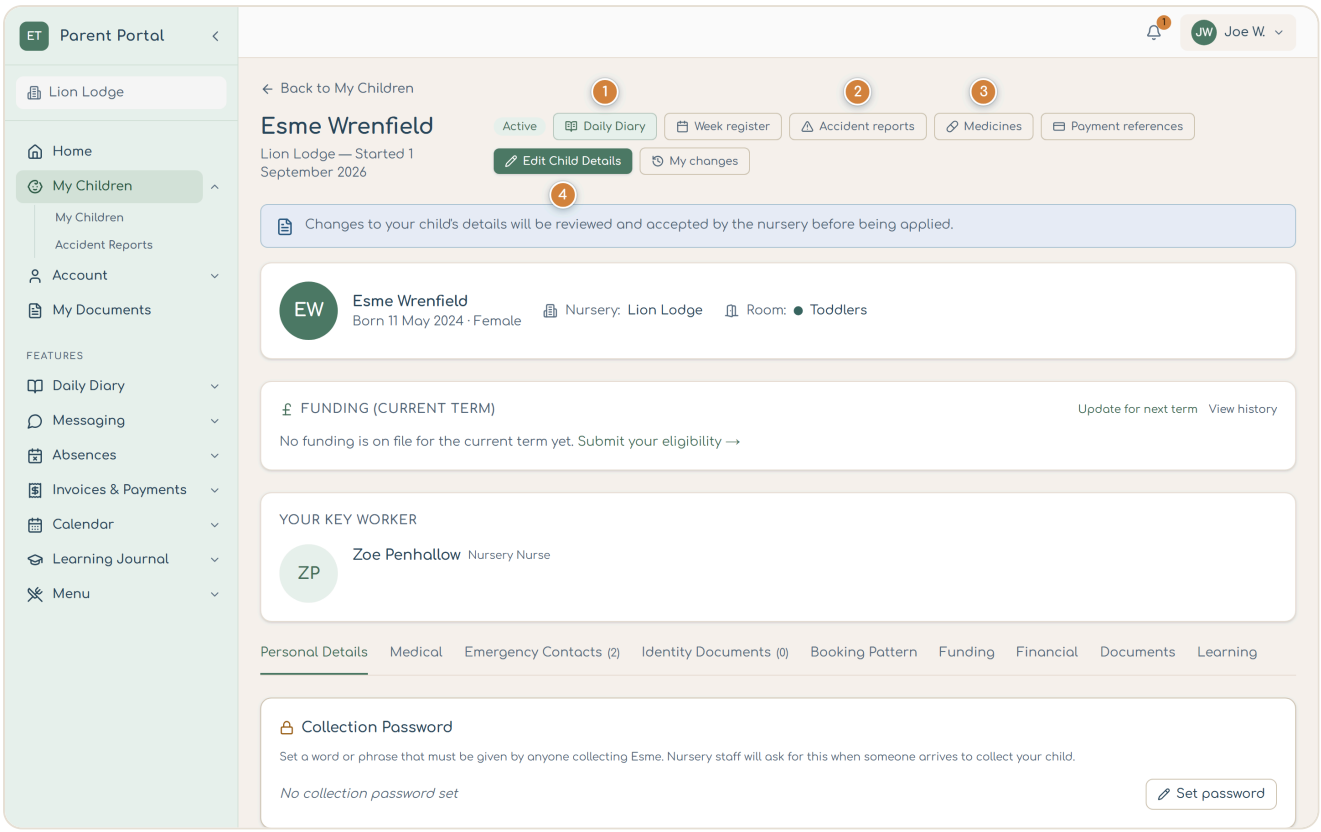


The parent portal home page.

Your child's page

Open **My Children**, then your child.

1. **Daily Diary** 1 shows the day's meals, sleeps, nappies, activities and photos.
2. **Accident reports** 2: the nursery tells you about any accident, injury or first aid the same day, or as soon as reasonably practicable (EYFS paragraph 3.78). Open the report, tick **I acknowledge receipt of this accident report**, sign if you'd like to, and select **Acknowledge**. You can download the report or ask a question about it.
3. **Medicines** 3: the nursery only gives a medicine you've given written permission for, and tells you the same day each time it's given (EYFS paragraph 3.62). To give consent, tick **I give my written consent**, type your full name and select **Give consent**. You can also **Add a medicine**, **Withdraw consent**, and read and acknowledge each dose.
4. **Edit Child Details** 4 sends changes to the nursery. They're applied once the nursery accepts them; **My changes** shows where they are.



Your child's page.

You can also set a **collection password** on your child's page: a word or phrase anyone collecting your child must give.

The Early Tree app

The parent app has the same features: **Home**, **Children**, **Learning**, **Payments** and **Messages** along the bottom, and **Share a moment** to send the nursery a photo. Under **Account and security** you can lock the app with a PIN or your fingerprint or face.

Common problems

A feature has a lock.
Your nursery doesn't use it. Ask the nursery.

Today's diary is empty.
Staff publish the diary during or at the end of the day. Check again later.

My changes haven't appeared.
The nursery reviews changes first. Open **My changes** to see if they're waiting.

Related guides

- Messages and notifications
- Invoices and payments

PARENT PORTAL AND APP

Parent portal: messages and notifications

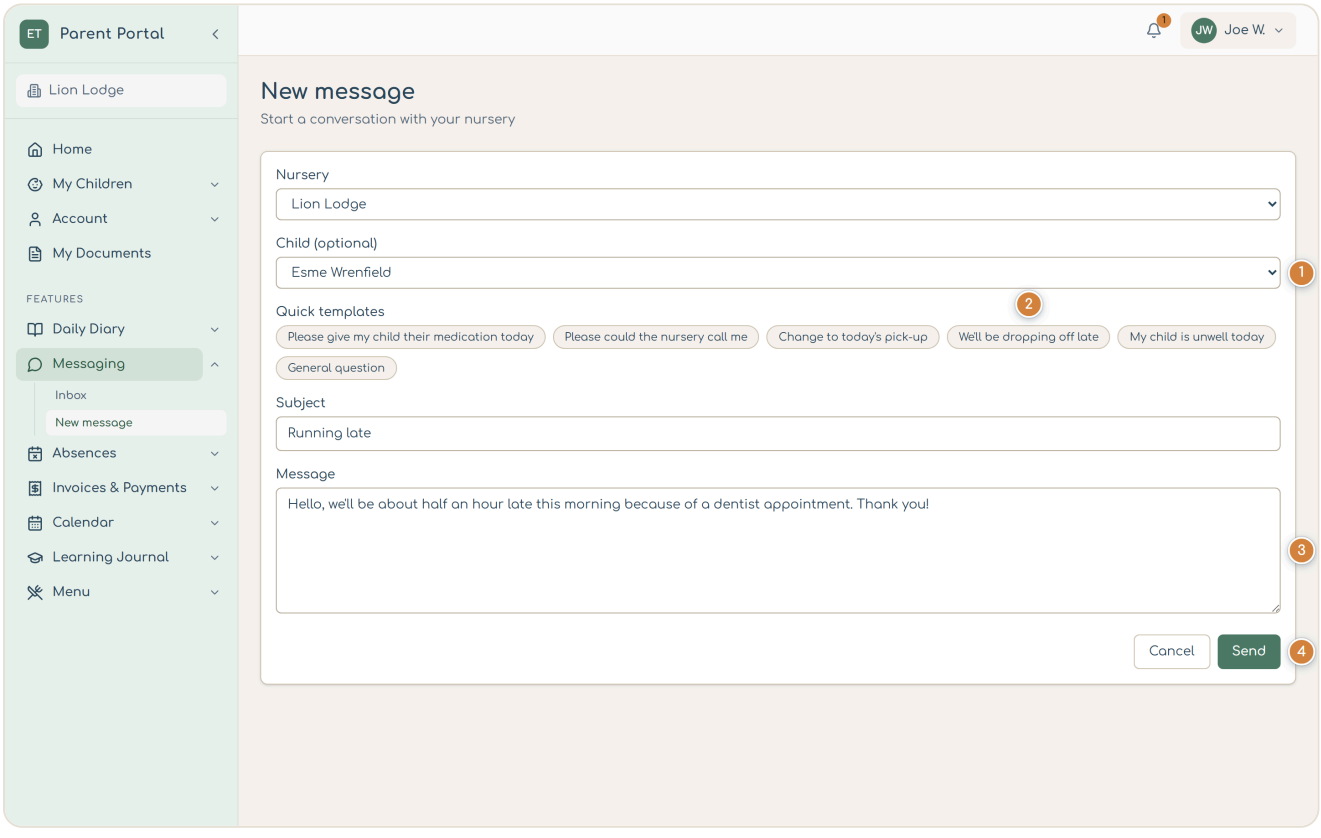
WHO IT'S FOR	WHERE TO FIND IT	TIME
Parents and carers	**Messaging** › **New message**	A minute

Purpose

Message the nursery securely, and choose how the nursery reaches you.

Send a message

1. Select **Messaging**, then **New message**.
2. Choose the **Nursery**, and the **Child** 1 if it's about one of your children.
3. Pick a **Quick template** 2, such as **We'll be dropping off late** or **My child is unwell today**, or write your own **Subject**.
4. Write your **Message** 3 and select **Send** 4.



Sending the nursery a message.

Replies appear under **Messaging**. You can attach a photo or document to a reply.

> URGENT?
>
> For anything urgent about your child's safety or health, phone the nursery. A message may not be read straight away.

Choose your notifications

1. Open **Account**, then **Notifications**.
2. For each kind of notification, choose whether you get it in the portal, by email or by text. Items with a lock can't be turned off: security emails, and accidents and safeguarding always reach you.
3. Set **quiet hours** if you'd rather not be disturbed overnight, and choose whether emails come as they happen or as a daily or weekly summary.
4. Select **Save notification settings**.

Text messages only work if your nursery has set them up. The portal tells you if push notifications or text messages aren't available yet.

Related guides

- Your child at nursery
- Invoices and payments

PARENT PORTAL AND APP

Parent portal: invoices and payments

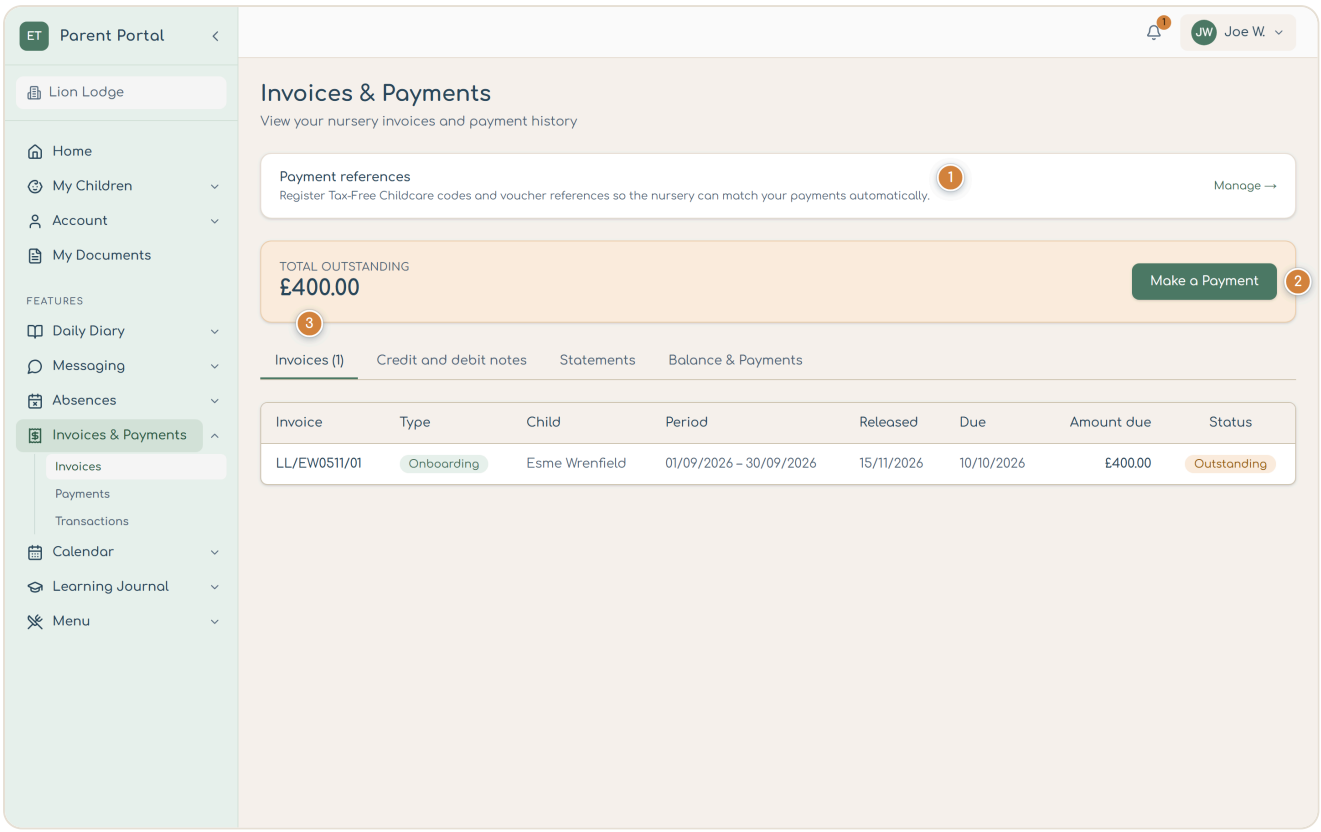
WHO IT'S FOR	WHERE TO FIND IT	TIME
Parents and carers	**Invoices & Payments** › **Invoices**	A few minutes

Purpose

See what you owe and why, pay online, and make sure the nursery can match your Tax-Free Childcare and voucher payments.

Your invoices

1. Select **Invoices & Payments**.
2. Add your **Payment references** 1 (your Tax-Free Childcare reference and any childcare voucher references) so the nursery can match those payments to your account automatically.
3. **Total outstanding** shows what you owe. Select **Make a Payment** 2 to pay by card.
4. The **Invoices** tab 3 lists your invoices, newest first. Select one to see its lines. **Credit and debit notes** show any adjustments after the month, for example for extra sessions; **Statements** and **Balance & Payments** show your account over time.



Invoices and payments.

Pay online

1. Select **Make a Payment**.
2. Choose **Pay full outstanding balance**, **Pay latest invoice** or **Pay a custom amount**.
3. Select **Continue to payment**, enter your card details and select **Pay**.
4. **Payment Successful** confirms it; the payment appears under **Balance & Payments**.

Common problems

My Tax-Free Childcare payment isn't showing.
Check your reference under **Payment references**; the nursery matches payments by it. Payments can take a few days to arrive.

An invoice looks wrong.
Message the nursery from **Messaging**, quoting the invoice number.

Related guides

- Your child at nursery
- Messages and notifications