

My Florida Schools Frequently Asked Questions from Early Learning Parents and Caregivers

What is My Florida Schools, and how can I use it to find child care services?

My Florida Schools is a platform that allows early learning providers, child care providers, and K-12 public and private schools to showcase their programs online. You can use My Florida Schools to search and discover various early learning and child care options available in your area, including child care centers, family child care homes, and public schools with early learning programs. When you view a child care program's page, you can learn about program details and unique offerings, connect with the provider, or book a tour of their facility. You can also find helpful training videos here <https://www.FLDOE.org/myfloridaschools/searchel>.

How will I find the right early learning or child care program for my child through My Florida Schools?

My Florida Schools features advanced search options that allow you to filter programs by location, services offered, Voluntary Prekindergarten (VPK) participation, ages served, program type, and several other criteria. This helps you find the best program for your child's needs. You can conduct multiple searches with varied filter options or simply view all early learning and child care options in your area.

How do I sign up to access and explore early learning and child care programs on My Florida Schools?

You can explore programs and contact providers via your personal email account directly without creating an account by visiting the My Florida Schools homepage at <https://www.FLDOE.org/myfloridaschools/searchel>. If you would like to schedule tours or highlight favorite programs, you will need to create an account. Your account can be created by entering your email address, choosing a password, and entering some basic information about your child and early learning or child care needs: age, start date, schedule, etc. Once you have created your account, you can log in any time to check for tour updates or view and compare your favorited list of early learning and child care programs.

How much does it cost to use My Florida Schools to find early learning and child care services?

My Florida Schools is free for everyone.

What information should I look for when exploring programs on My Florida Schools?

All children and families are different, and so are their early learning and child care needs. My Florida Schools aims to show you a variety of options in your area and allows you to search and filter the things that are most important to your own family. When you are exploring programs, you can review their philosophy and curriculum information, program photos, hours, daily schedule, and the types of education and care the facility or program provides. This information will help you make an informed decision about the early learning and child care options in your area.

Tour Scheduling

Q: Do I have to create an account to schedule a tour? Yes. You must create an account to schedule a tour and highlight favorite programs. By creating an account you'll also have easy access to all your provider messages.

Q: How do I schedule a tour with a program I'm interested in? Click the "Request a tour" button on the program's profile and choose a time that works for you.

Q: Will I know right away if my tour is confirmed? It depends on the provider. Some programs offer instant booking based on their availability, and others review each request before confirming. Either way, you'll get confirmation (via email and SMS text message) as soon as the tour is set.

Q: Will I get reminders before my tour? Yes. You'll receive automated email and SMS text message confirmations when your tour is booked, plus reminders so you don't forget.

Q: Can I reschedule or cancel a tour? Yes — you can manage your tour from the confirmation message or your account in the My Florida Schools portal.

Q: What if a provider doesn't respond to my tour request? You'll be notified of any updates. If you don't hear back in a reasonable time, you can message the provider directly for an update or select a different program.

Parent Reviews

Q: Who can leave a review for a program? Parents who have engaged with a program through the finder are invited to share their experience.

Q: What kind of feedback should I include in a review? You'll see review guidelines before submitting to help you write feedback that's helpful for other families — things like your experience, touring, communication, and the child care environment.

Q: How do reviews help me choose a program? Each program shows an overall star rating plus individual reviews from other parents, giving you a fuller picture before you reach out.

Q: Is my review public? Yes — reviews are displayed on the provider's profile to help other families make informed decisions.

Q: What if my experience was negative? We encourage honest, constructive feedback. All reviews must follow our Review Guidelines, which outline what's appropriate to share and help ensure reviews are respectful, factual, and useful to other families.

Q: Will the provider know I left a review? Providers are notified when new reviews are posted on their profile. Your review will include your first name and last initial.

Provider-Family Messaging

Q: How do I contact a provider I'm interested in? You can send a secure message to the provider directly through the platform, without exchanging personal contact information up front.

Q: Will the provider know I messaged them? Yes. Providers are notified as soon as you send a message so they can respond.

Q: Where do I see replies from providers? In your account, you'll have an inbox-style view that keeps all your conversations with providers organized in one place.

Q: How long do messages remain in my inbox? Messages in your inbox are stored indefinitely — there is no automatic expiration or deletion. Your messages will remain accessible as long as your account is active.

Q: Is my conversation with a provider private? Yes. Messages are exchanged through a secure, two-way channel within the platform.

Q: Will I get notified when a provider replies? Yes — you'll receive an email and SMS text message notification any time a provider sends you a new message



Can I update my profile information on My Florida Schools after signing up?

Yes, you can update details at any time by logging into your account on My Florida Schools and editing your profile. From your account dashboard, you will be able to update your contact information, desired start date for early learning or child care, ideal schedule, etc.

How secure is my child's information when using My Florida Schools?

The Florida Department of Education prioritizes data security. My Florida Schools maintains rigorous data encryption and security protocols. Additionally, the Florida Department of Education complies with federal laws regarding personally identifiable student information. You can learn more about FDOE's policies and federal laws protecting student and family privacy [here](#). You will only need to provide personal details if you create an account. You can conduct searches and compare programs without creating an account.

Is the early learning search on My Florida Schools only for families with children under the age of 5?

No! The early learning search can be used to explore before- and after-school options and summer programs for elementary and middle school-aged children.

What if my family qualifies for federal or state assistance?

My Florida Schools search filters will help you find providers that will take subsidized payments through the School Readiness program and Head Start or Early Head Start. You can also search for providers who participate in food programs and offer transportation.

My child has special needs. Can I still use My Florida Schools to find early learning and child care options?

Yes! You can filter your search to find providers who can support your child's special needs. You can also contact providers and tour centers or homes for more information.

If you need assistance or have any questions about using My Florida Schools, you can find helpful videos here <https://www.FLDOE.org/myfloridaschools/searchel> or contact us at myfloridaschools@FLDOE.org.