



My Florida Schools Frequently Asked Questions from Early Learning and Child Care Providers

What is My Florida Schools?

In response to Florida House Bill (HB) 1, which was signed into law by Governor Ron DeSantis in 2023, the Florida Department of Education (FDOE) has launched a user-friendly online platform supporting child care and early learning providers and K-12 public and private schools. My Florida Schools allows child care and early learning providers to customize their program listings, allowing parents and families to discover and learn more about their options. It grows programs and increases provider enrollments by improving the visibility and accessibility of about 12,000 early learning and child care programs and 10,000 K-12 schools across Florida.

How can I sign up and access my account on My Florida Schools?

The FDOE uses its registry of early learning and child care providers to send email invitations to claim listings on My Florida Schools. To sign up for access, click the link in the email sent from the FDOE. The link will take you to My Florida Schools, where you can claim your provider listing. If you have not received that email or you receive an error message while signing up, you can verify your contact information with the FDOE Division of Early Learning by contacting FDOE directly at myfloridaschools@FLDOE.org. You can also find a step-by-step Provider Handbook guiding you through the steps at [My Florida Schools](#).

Is there a fee for creating a program listing on the My Florida Schools?

No, My Florida Schools is entirely free for providers. You can claim your listing, manage your account, and edit your listing at no cost.

How do I know my program's information is secure?

We prioritize the security of your data and adhere to stringent data protection regulations. My Florida Schools employs advanced encryption and security protocols to safeguard all information. Families and providers can rest assured that FDOE complies with all federal regulations regarding student information security.



Can I update my program's information after I get started?

Yes, you can update your program's information at any time. After logging into your account, you can edit listing details, including hours of operation, program offerings, languages offered, and more. Because some of your program's information is pre-populated with data provided by FDOE Division of Early Learning, you may need to log in and update some information in the [Early Learning Provider Portal](#). Once your updated information is submitted, it will be reviewed and approved by your local Early Learning Coalition.

How will parents find my program through My Florida Schools?

After you claim and customize your program listing, parents and families can find you through a robust search function. The site features advanced search features to help parents and families find programs based on location, services offered, and other criteria. You can boost your program's visibility by providing detailed information in your listing and making sure it's always up to date.

What if I decide not to customize my listing?

If you decide not to customize your listing, your program will still be discoverable in parent searches, especially when parents filter by location. But remember, the more you customize your listing, the more easily families will be able to find you.

What kind of information can I include on my program's listing?

In addition to basic information like contact information, operating hours, and location, you can include details about your program's philosophy, types of care and education you provide, and federal or state programs you might participate in. You can now add photos to bring your listing to life — including a banner image and shots of your program in action. The more detailed your listing, the better parents will be able to make informed decisions.

Tour Requests

Q: How do families request a tour of my program? Families can click the "Request a tour" button directly on your program profile. The request comes to you instantly.

Q: Can I control whether parents book tours instantly or send a request first? Yes. You can choose between two modes: request-only (every tour requires your approval before it's confirmed) or availability-based (parents can self-book into time slots you've pre-set).



Q: Where do I manage incoming tour requests? The My Florida Schools Provider Portal includes a dedicated provider view that shows all pending tour requests and upcoming confirmed tours in one place. From there you can approve, decline, or reschedule tours as needed.

Q: Will families automatically be notified when I confirm a tour? Yes. Once you confirm, the family receives an automated email and SMS text confirmation. They also receive reminders before the tour.

Q: What happens if I miss a tour request? Tour requests stay in your inbox until you act on them, and you'll receive notification reminders to help you stay on track.

Parent Reviews

Q: How do reviews of my program get collected? Parents who have engaged with your program through the finder are automatically invited to leave a review, so feedback comes from real prospective and enrolled families.

Q: Will I know when someone leaves a review? Yes. You'll receive an email notification any time a new review is posted on your profile.

Q: Where will reviews appear on my profile? Your profile will display an overall star rating along with individual parent reviews, so families browsing can see real feedback.

Q: Are there guidelines parents have to follow when leaving a review? Yes. Review guidelines are shown to parents before they submit, which helps keep feedback constructive and relevant.

Q: Can I respond to or flag a review? Yes. Review guidelines help maintain quality but if something violates them, you can flag it for review. from your dashboard.

Provider-Family Messaging

Q: How can families contact me through the platform? Families can message you directly through secure, two-way messaging — no need to share personal phone numbers or emails.

Q: How will I know when a family sends me a message? You'll receive a notification any time a new message comes in, so you can respond promptly.

Q: Where do I see and reply to messages? The My Florida Schools Provider Portal includes an inbox-style messaging view that shows all your conversations with families in one place.



Q: Is messaging private and secure? Yes. All messages are sent through a secure channel within the platform.

Q: Can I keep a record of conversations with families? Yes — your inbox keeps a history of every conversation, so you can refer back any time.

Do I have to be a center or school to have a My Florida Schools listing?

My Florida Schools is available to *all* early learning and child care providers in Florida who are registered with the FDOE Division of Early Learning, including in-home and individual providers.

Is My Florida Schools only available to early learning or child care providers?

No, My Florida Schools is also open to providers, centers, and schools offering before- or after-school and summer care programs to elementary and middle school students if they have a Provider profile with the Division of Early Learning.

Where can I get support if I have questions or need help?

If you need help or have any questions about using the platform, you can find video tutorials at [My Florida Schools](#) or contact our support team at myfloridaschools@FLDOE.org. We're here to support you and provide resources to help you get started and manage your listing for the best possible results.