
Babysitter.net — Parent Onboarding & User Guide

How to find caregivers, post unlimited jobs, manage messaging, review profiles, and choose your premium plan.

Official Portal: <https://babysitter.net>

Welcome to Babysitter.net!

This guide explains every section of Babysitter.net from a parent's perspective. It walks you through the entire journey—from initial account creation to posting jobs, browsing sitters, and exchanging secure messages. The integrated visual screenshots correspond directly to the matching layouts found on the live website.

- **Getting Started:** Open <https://babysitter.net> in any web browser. The homepage displays available sitters, outlines how the platform works, and features a language toggle in the top-right corner to easily switch the entire interface between English and Amharic.



1. Creating Your Parent Profile

- From the homepage, click the **"Sign Up"** button and select **"I'm a parent"**. Alternatively, you can click the **"Find a Babysitter"** action button on the homepage to go directly to the registration page.
- Provide your full name, email address, mobile phone number, local ZIP/Postal code, and a secure password. Your mobile number is utilized to verify your account, send real-time text alerts, and award your profile a **Verified Parent Badge**.
- Make sure to check the mandatory consent box. This authorizes our automated system to send you instant SMS and email notifications whenever a babysitter applies to your job post or replies to your messages. Once completed, click **"Create Account"**.

The screenshot shows the 'Create your account' page on the Babysitters Network .net website. The page has a light orange background. At the top, there is a navigation bar with the website logo, a 'Back to home' link, a settings icon, a 'Change Language' button, and 'Sign In' and 'Sign Up' buttons. The main content area is a white card with the title 'Create your account' and a subtitle 'Tell us who you are — you can update details later.' Below this, there are two buttons: 'Parent Find a sitter' (green) and 'Babysitter Get hired' (orange). The form fields include 'Full name' (with a hint 'Full name / اسمك هنا (in English letters)'), 'Email', 'Phone number' (with a hint 'SMS alerts unlock after you verify next' and a placeholder '+1 555 555 5555'), and 'Password' (with a hint 'Minimum 8 characters — letters, numbers, or symbols.'). Below the password field is a checkbox for 'I agree to receive transactional SMS messages from babysitter.net about account activity, including new messages, job matches, and verification codes. Message frequency varies. Message and data rates may apply. See our Privacy Policy and Terms of Service.' At the bottom of the card is a green 'Create account' button.

- **Verifying Your Email Domain:** Check your email inbox for an automated confirmation message from Babysitters Network. Click the unique verification link inside to validate your account. If it does not arrive within a few minutes, check your **Spam/Junk folder**, mark the message as **"Not Spam"** to route future system alerts to your primary inbox, and then click the verification link.

- If you experience delivery issues, return to the homepage, click "**Login**," enter your email address, and click the "**Resend**" link visible at the bottom of the form. Once verified, the system will automatically redirect you straight to your parent dashboard. If it does not redirect automatically, simply navigate to the homepage, click "**Login**," and enter your verified credentials.

Babysitters Network .net [← Back to home](#) [Change Language](#) [Sign In](#) [Sign Up](#)

Welcome back

Sign in to your babysitter.net account.

Email

Password [Forgot password?](#)

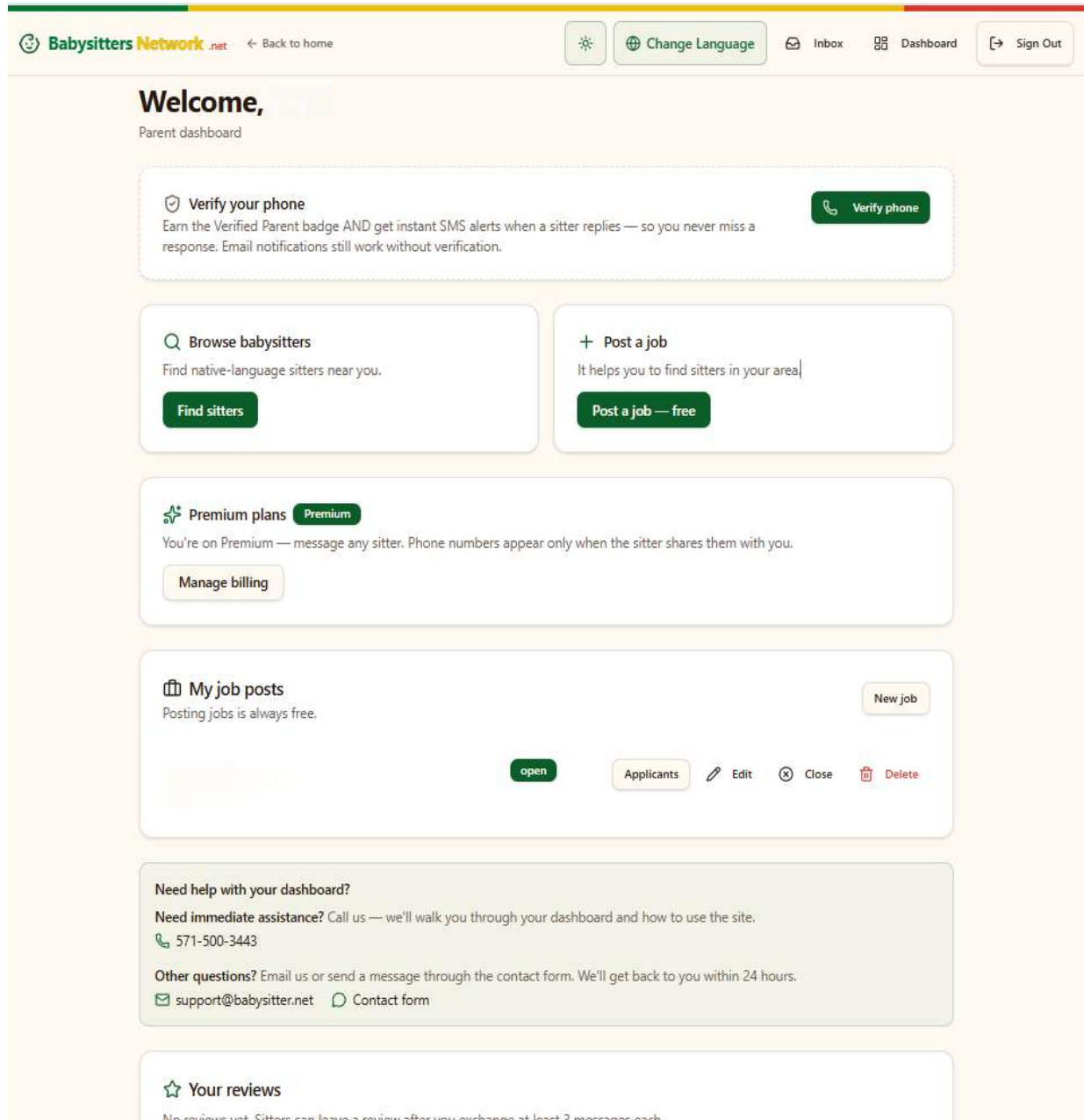
[Sign in](#)

[Didn't get the email in your inbox/spam folders? Resend](#)

New here? [Create an account](#)

2. Exploring Your Parent Dashboard

- Once logged in, you will land directly on your private Parent Dashboard located at `/parent`. This specialized panel serves as your central command center, displaying your Verified Parent status, job posting tools, quick navigation links, active job listings, and received reviews.

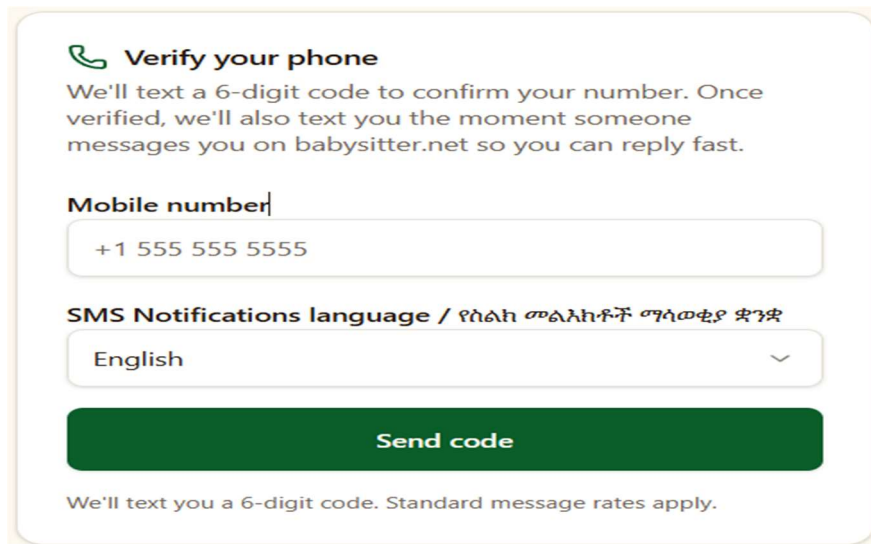


The screenshot displays the 'Babysitters Network .net' Parent Dashboard. The top navigation bar includes a 'Back to home' link, a 'Change Language' button, an 'Inbox' icon, a 'Dashboard' icon, and a 'Sign Out' button. The main content area is titled 'Welcome, Parent dashboard'.

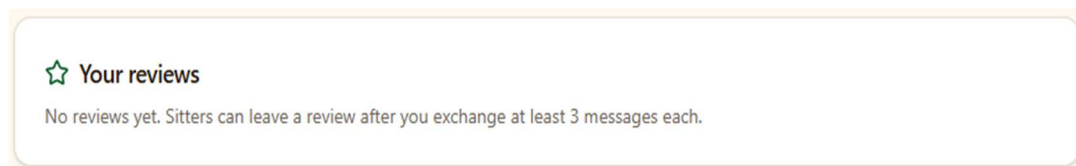
The dashboard features several key sections:

- Verify your phone:** A section with a checkmark icon and a 'Verify phone' button. Text explains that verification earns the Verified Parent badge and provides instant SMS alerts.
- Browse babysitters:** A section with a magnifying glass icon and a 'Find sitters' button. Text states 'Find native-language sitters near you.'
- Post a job:** A section with a plus icon and a 'Post a job — free' button. Text states 'It helps you to find sitters in your area.'
- Premium plans:** A section with a star icon and a 'Premium' badge. Text states 'You're on Premium — message any sitter. Phone numbers appear only when the sitter shares them with you.' A 'Manage billing' button is present.
- My job posts:** A section with a calendar icon and a 'New job' button. Text states 'Posting jobs is always free.' Below this, there is a table with columns for 'open', 'Applicants', 'Edit', 'Close', and 'Delete'.
- Need help with your dashboard?:** A section with a telephone icon and a 'Need immediate assistance?' link. Text provides a phone number (571-500-3443) and an email address (support@babysitter.net). A 'Contact form' link is also present.
- Your reviews:** A section with a star icon. Text states 'No reviews yet. Sitters can leave a review after you exchange at least 3 messages each.'

- **Securing Real-Time SMS Notifications:** Click "**Verify Your Phone**" inside your dashboard, select your preferred language layout, and input your mobile number. The system will instantly send a 6-digit secure SMS verification code to your phone. This verification code expires after exactly 10 minutes. Parents who complete telephone verification earn the Verified Parent badge AND get instant SMS alerts when a sitter replies — so you never miss a response. Email notifications still work without verification.

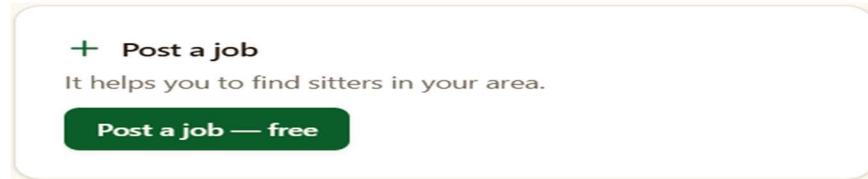
A screenshot of a web form titled "Verify your phone" with a green phone icon. The form explains that a 6-digit SMS code will be sent to confirm the number and that verified users will receive instant SMS alerts. It includes a text input field for the "Mobile number" containing "+1 555 555 5555". Below this is a dropdown menu for "SMS Notifications language" with "English" selected and Amharic text. A large green "Send code" button is at the bottom, followed by a note: "We'll text you a 6-digit code. Standard message rates apply."

- **Managing Your Reviews:** The "**Your Reviews**" card located at the bottom of the dashboard aggregates every star rating and written review submitted by babysitters you have hired or conversed with (minimum of 3 messages exchanged). This transparent rating feed operates identically to the review panels displayed on the babysitters' dashboard.

A screenshot of a card titled "Your reviews" with a green star icon. The card states "No reviews yet. Sitters can leave a review after you exchange at least 3 messages each."

3. Posting Jobs — 100% Free and Unlimited

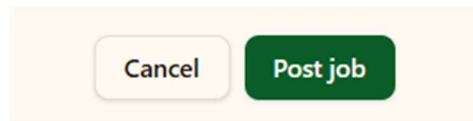
- From your central dashboard, click the **"Post a Job — free"** button, or navigate directly to `/parent/jobs/new` via your web browser.



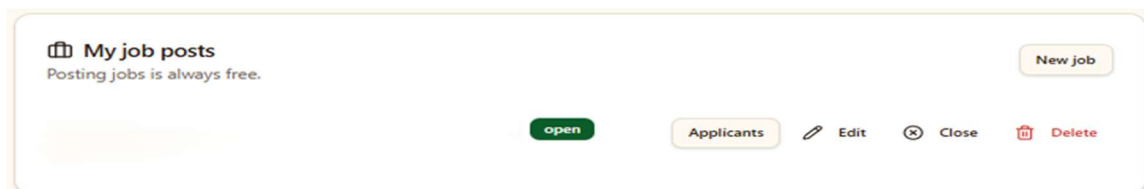
- Input a descriptive job title (e.g., *"Weekend Babysitter for Two Children"*). In the main description field, outline your required schedule (Weekdays, Weekends, Evenings, or Overnight), the number of children, and their ages so caregivers understand the role's scope.
- Complete the remaining data fields, including your target hourly rate, local ZIP/Postal code, preferred city, target start date, and required languages (such as Amharic, Oromo, Tigrinya, Somali, or English).
- Live-In Accommodation Setup:** If you prefer to negotiate a flat salary directly with caregivers, or if you are specifically looking for a **Live-In Nanny/Babysitter**, filling out a strict hourly rate or fixed calendar schedule is completely optional.

A screenshot of the 'Post a job' form on the Babysitters Network website. The form is titled 'Post a job' and includes a sub-header 'Posting is free. Sitters in your city, state/province, or ZIP/postal code who match your languages will see it.' The form is divided into several sections: 'Need help filling this out?' with contact information, 'Job details' with a note to be specific, 'Job title' with a text input field, 'Description' with a text area, 'Country' and 'State' dropdowns, 'City' and 'ZIP code' text input fields, 'Start date' and 'Hours / week' text input fields, 'Max rate (\$)' and 'Rate period' text input fields, 'Budget open for negotiation' checkbox, 'Live-in position' checkbox, and 'Required languages' with checkboxes for Amharic, Oromo, Tigrinya, and Somali.

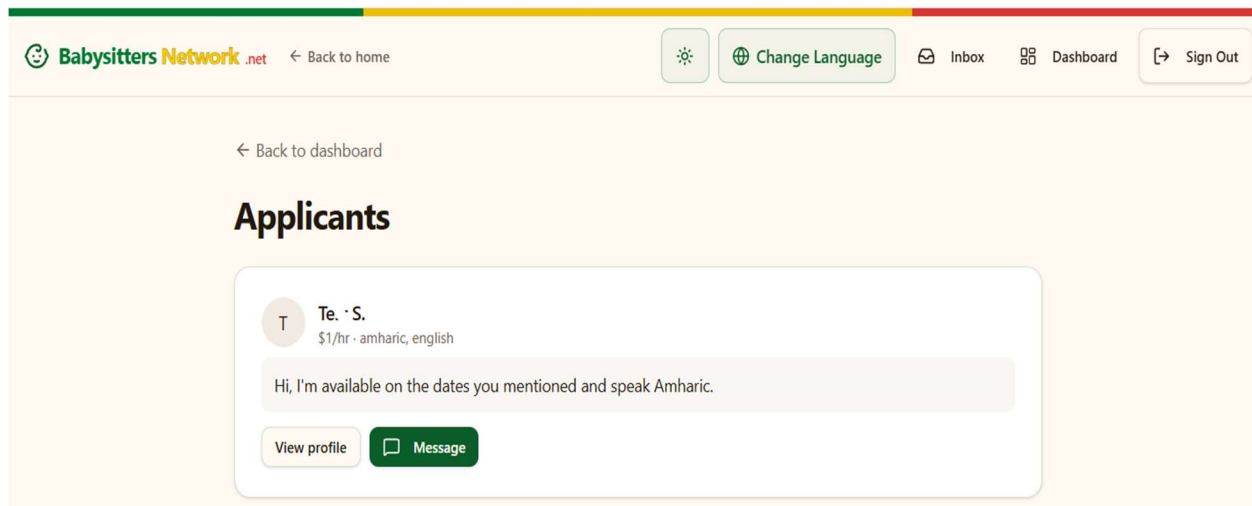
- Click **"Post job"** to take the listing live. Your job post becomes instantly visible to all relevant job seekers on the platform. Simultaneously, our automated notification engine fires instant SMS text messages and email alerts directly to qualified babysitters who live in your specific ZIP/Postal code area and speak your selected languages. Posting jobs on Babysitter.net is 100% free with absolutely no caps on the number of listings you can create.



- From your dashboard, the "My job posts" card lets you edit, pause, or delete any job at any time.



- When sitters apply, the "View profile" button opens each applicant's profile page — showing their requested pay rate, experience, certifications, and background-check verified badges — and lets you start a conversation.



4. Browsing and Filtering for Local Babysitters

- To search for local caregivers manually, navigate to your dashboard and click **"Find Babysitters"** on your **"Browse babysitters"** card.



- Use the search criteria to filter the active directory by local ZIP/Postal code, state/province, city, and spoken languages.

Find a babysitter
Browse verified sitters across the US and Canada. Filter by city, state/province, ZIP/postal code, or required language.

Country United States	State Virginia (VA)	City Seattle
ZIP / Postal 98101 or first 3 digits	Language Amharic	Reset

Maritu Mola Verified
Herndon, VA 20170 Rate: negotiable 3 yrs
Amharic English
በላም ከልጅነቱ ጀምሮ ለማርሻ ለየተናገርቱ ያደግቱ ልምድ ያለኝ የማይቅ ሃኝ።

- Click on any babysitter's profile card to open their public layout. Here, you can review their profile photo, hourly rate preferences, years of childcare experience, specific availability tables, spoken languages, uploaded certificates, personal bios, and past parent reviews.

Babysitters Network .net [Back to home](#) [Change Language](#) [Inbox](#) [Dashboard](#) [Sign Out](#)

[Back to search](#)

Maritu Mola Verified
Herndon, VA 20170 \$1/hr 3 yrs experience

About

በላም ከልጅነቱ ጀምሮ ለማርሻ ለየተናገርቱ ያደግቱ ልምድ ያለኝ የማይቅ ሃኝ።

Languages

Amharic English

Availability

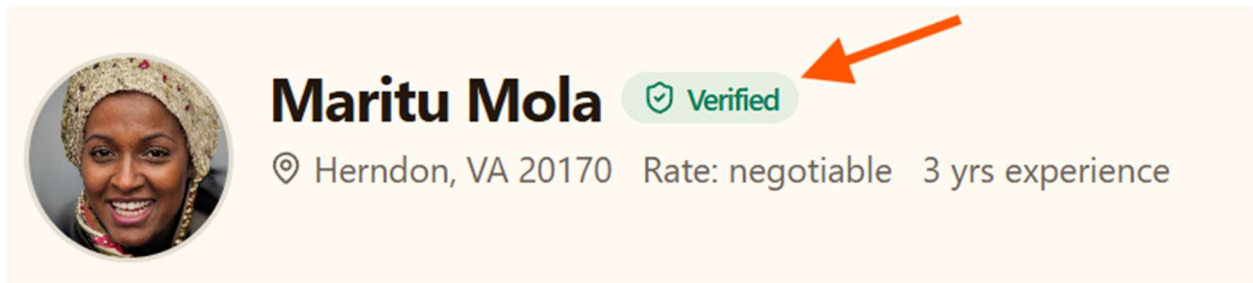
Weekdays Evenings Weekends
Overnight

☐ **Message Maritu**
You can message this sitter. The phone number appears only after the sitter shares it from the chat.

[Open chat](#) Phone hidden — ask in chat

Reviews
No reviews yet
Reviews appear here once parents who messaged this sitter share their experience.

- **The Verified Green Badge:** Pay close attention to the prominent Green Verified Mark. This badge confirms that the babysitter has **either** successfully passed a comprehensive criminal background check through our official screening partners —**National Crime Search (NCS)** for the United States, or **Triton Canada** for Canadian regions within the past 12 months, **or** they have uploaded a valid, unexpired background check or official police clearance document alongside a copy of their government-issued ID which has been personally verified and approved by our Trust and Safety team.



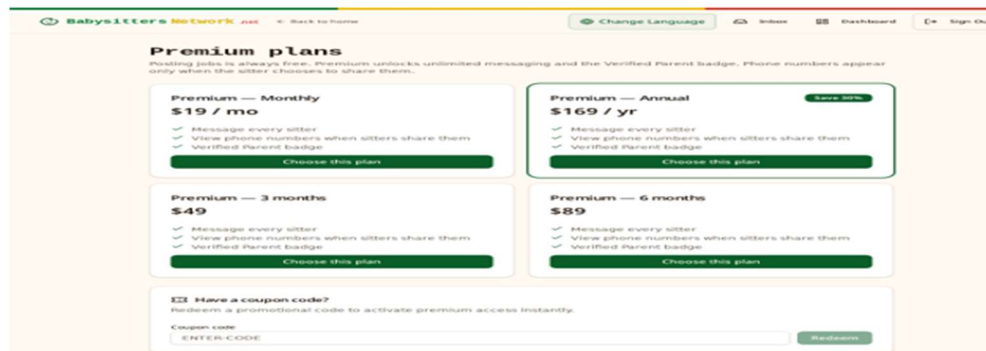
A profile card for a babysitter named Maritu Mola. On the left is a circular profile picture of a smiling woman wearing a headwrap. To the right of the picture is her name 'Maritu Mola' in bold black text. Next to her name is a green badge with a white checkmark icon and the word 'Verified' in white text. An orange arrow points from the top right towards this badge. Below the name and badge, there is a location pin icon followed by the text 'Herndon, VA 20170', and then 'Rate: negotiable' and '3 yrs experience'.

 **Maritu Mola**  Verified

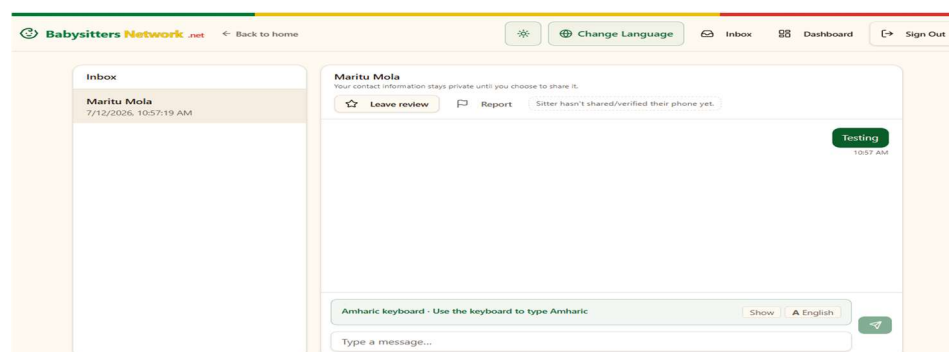
📍 Herndon, VA 20170 Rate: negotiable 3 yrs experience

5. Messaging Caregivers — Free vs. Premium Access

- While any registered parent can browse the public directory and view caregiver profiles for free, the platform's direct messaging and phone number buttons remain securely locked by default. This barrier protects our babysitters from unvetted spam and untrusted solicitations.
- **Three Ways to Unlock Unlimited Messaging:**
 1. **Single Connection:** Make a one-time, flat payment of **\$29** to open a permanent, lifetime chat channel with one specific babysitter.
 2. **Premium Subscription Plans:** Subscribe to our self-renewing Premium Plan for **\$19 per month**. If you choose to pre-pay annually, the price drops to a discounted flat rate of **\$169 per year** (saving you over 25%). This unlocks unlimited messaging with all sitters across the directory.
 3. **Fixed Bundles:** Choose a non-renewing fixed-term pass, offering a discounted **3-month plan for \$49** or a **6-month plan for \$89**. Access these options by clicking "Premium Plans" or visiting `/parent/billing`.

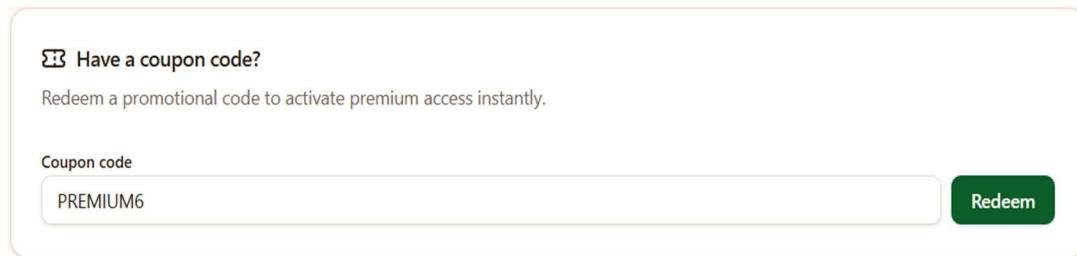


- **Inside the Chat Room:** Once a messaging tier is active, you can chat directly inside our secure platform inbox located at `/inbox`. To protect your family's privacy, babysitters can only see your first name and the initial of your last name (e.g., "Tsedey M.").
- All interactions are kept inside our secure system. To protect community safety, babysitters cannot call your phone or send direct emails to your personal address. If you want to move to a phone call, simply ask the babysitter to click their verified "**Show Phone Number**" button to securely share contact details inside the chat. Avoid posting your personal phone number or home address publicly.



6. Redeeming Coupon Codes

- If you received an official promotional coupon code from one of our community marketing partners, open your billing page at `/parent/billing` and scroll down to the bottom section.
- Locate the module labeled **"Have a Coupon Code?"**. Type your promo code (e.g., `PREMIUM6`) exactly as it appears using **UPPERCASE LETTERS**, then click **"Redeem"**.



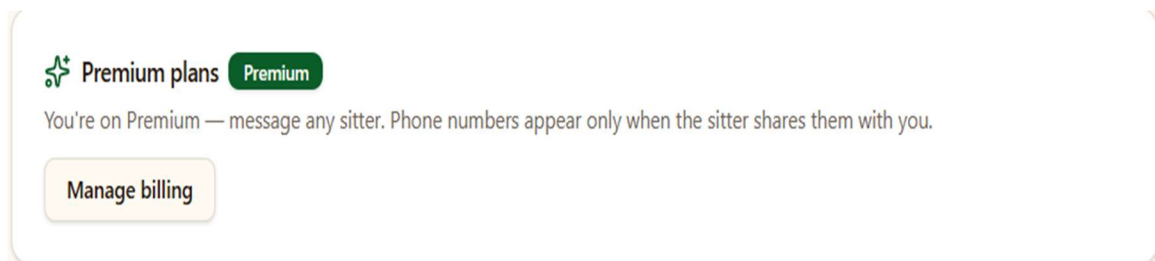
 **Have a coupon code?**

Redeem a promotional code to activate premium access instantly.

Coupon code

Redeem

- The system will process the code, automatically activate your target Premium Tier, and route you back to your parent dashboard (`/parent`). A green confirmation banner stating **"Coupon Applied - You are now on a Premium Plan!"** will display. Your main dashboard button will update to read *"Manage Billing,"* though no active credit card charges will occur under a valid free coupon. Each coupon code is limited to a one-time redemption per parent account.



 **Premium plans** **Premium**

You're on Premium — message any sitter. Phone numbers appear only when the sitter shares them with you.

Manage billing

7. Secure Payment Processing via Stripe

- When you select an onboarding plan from the billing matrix (`/parent/billing`), clicking **"Choose this plan"** routes you directly to Stripe's secure checkout page at `://stripe.com`. Stripe is a trusted global standard for online payment security.
- Input your payment card details into the structured fields. **Babysitter.net never sees, processes, or stores your credit card numbers on our servers.** All credit card handling is isolated within Stripe's encrypted infrastructure.

The screenshot displays the Stripe checkout interface. On the left, the 'Choose a currency:' section shows 'CA\$72.11' and '\$49.00' with a note: 'Exchange rate and fees of your bank may apply'. Below this, the selected plan is 'Premium — 3 months' for '\$49.00'. The right side, under 'Contact information', includes an 'Email' field, a 'Payment method' section with 'Card' selected, and fields for 'Card information' (number, MM / YY, CVC), 'Cardholder name' (Full name on card), and 'Country or region' (Canada). There are also checkboxes for 'Save my information for faster checkout' and 'I agree to the Terms of Service and Refund Policy'. A blue 'Pay' button is at the bottom right.

- Once the transaction successfully clears, Stripe redirects you to our payment confirmation landing page at `/parent/billing?status=success`. A status bar reading **"Confirming your payment..."** will briefly display while our server's sync, and you will be returned to your active dashboard.
- You can cancel an active, recurring monthly subscription at any time by clicking the **"Manage Billing"** button inside your dashboard. Fixed-term passes (3-month or 6-month plans) do not auto-renew and will expire naturally on their own. Our automated notification system will email you a reminder before a fixed plan expires. For details on cancellations, please review our official **Refund Policy** at `/refunds`.

8. Submitting Caregiver Reviews

- Once you have exchanged at least 3 direct messages with a babysitter inside the chat room, a **"Leave a Review"** action button activates inside the conversation layout.
- Click the button to rate your experience with the caregiver on a scale of 1 to 5 stars, and type a short note summarizing their punctuality, care quality, or communication skills. Submitted reviews display on the babysitter's public profile and your parent dashboard once approved.

Maritu Mola

Your contact information stays private until you choose to share it.



Leave review



Report

Sitter hasn't shared/verified their phone yet.

9. Reporting Policy Violations

- If you encounter a profile that displays inappropriate behavior, requests off-platform payments before an interview, or sends abusive messages, open your chat window with that user and click **"Report"**.

Maritu Mola

Your contact information stays private until you choose to share it.



Leave review



Report

Sitter hasn't shared/verified their phone yet.

- Select your reason from the dropdown menu, provide a brief description of the incident, and upload an image screenshot of the offending chat log. Our moderation team reviews all safety flags within 24 hours and immediately bans any accounts found violating community guidelines.

Report this conversation ×

Our team reviews every report. Bad actors are warned, suspended, or banned.

What's going on?

Not willing to communicate inside the in-app messaging ▾

Details (optional)

Add anything that helps us understand what happened.

0 / 500

Screenshots

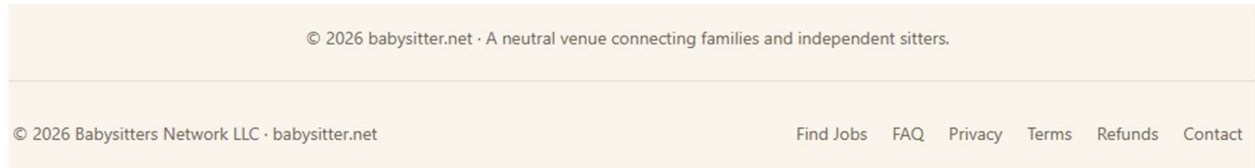
Attach screenshots

PNG, JPG or WEBP — up to 3 images, 5 MB each.

Cancel Send report

10. Community Trust, Legal Policies, and Help Center

- You can access our standard platform legal frameworks and help pages at any time by visiting our **Terms of Service** (/terms), **Privacy Policy** (/privacy), **Frequently Asked Questions** (/faq), and **Refund Policies** (/refunds) links located in the website footer.



- If you have any questions or need help navigating your account, visit our **"Contact Us"** page (/contact) to submit a support ticket straight to our admin team. You can also reach our support desk directly by calling us at **+1 (571) 500-3443**—we are always here to help your family find the perfect care!

A screenshot of the "Contact us" form on the Babysitters Network website. The form is titled "Contact us" and has a subtitle "Questions, feedback, or partnership ideas? Send us a note." Below the subtitle, there is a language selection bar with "Amharic keyboard · Use the keyboard to type Amharic" and buttons for "Show" and "A English". The form contains several input fields: "Name" (with a placeholder "Your name / ስም (in English letters)"), "Email", "Subject", and "Message" (a large text area). At the bottom right of the message field, it says "0/5000". A green "Send message" button is at the bottom of the form.