



The telephone service milestones

The telephone service is reserved for parents who cannot make a Government Authentication Service account to register their child for the Childcare Services Registration Portal. First, determine whether you are eligible by visiting the [Government Authentication Service website](#) or by calling Services Québec at 1-877-644-4545 for assistance. Please note that you must contact one of the Services Québec agents before heading to any of this agency's offices.



Before using the telephone service

If your child was not registered for La Place 0-5 and you are signing up for the Childcare Services Registration Portal for the first time:

- ✓ Consult the [map of educational childcare services](#) and write down the names of the providers that interest you.
- ✓ Pay special attention to the admission priorities for CPEs and subsidized day care centres, as your child might be eligible for them.
- ✓ Set your preferred childcare admission date for your child.
- ✓ Make sure you have the civil registry registration number (NIREC) at hand. This number is on your child's birth certificate.

If your child was registered for La Place 0-5:

- ✓ The first call must be made by the person who was the account holder for La Place 0-5 before it closed. The second authorized parent for La Place 0-5 cannot be the one to make the call.
- ✓ You will need to have following information at hand so that an agent can find your file and authenticate you:
 - The answer to your La Place 0-5 security question
 - Your child's La Place 0-5 registration confirmation number

You will need to be able to access the inbox for the email associated with your La Place 0-5 account. An agent will verify your identity by emailing you a security code at this address. This email address cannot be changed by a parent who has not been authenticated.



After calling

✓ **Check your email often.**

You will receive important notifications about your registration from the portal.

Contact the Ministère de la Famille's customer service to:

- Make changes to your account, such as adding or removing a childcare service
- Register a new child
- Update your contact information
- Find out your child's rank indicator, which is updated each month
- Get any other information about your admission requests

✓ **Look for a space that's right for you:**

- You will receive an email notification if your child is referred to a CPE or a subsidized day care centre. The childcare service will contact you directly through your chosen method of communication.
- You can also directly contact any private non-subsidized day care centres or home educational childcare providers that interest you.

Contact the Ministère de la Famille's Customer Relations Centre

Toll-free: 1-855-336-8568

**Monday, Tuesday, Wednesday and Friday,
8:30 a.m. to 4:30 p.m.**

Thursday, 10 a.m. to 4:30 p.m.

- If you have a question about the Childcare Services Registration Portal, press 1.
- If you are a parent and do not have a health insurance card (which you need to create a Government Authentication Service account and access the portal), press 1.
- If an agent has not yet created an account for you, press 1.
- If an agent has already created an account and you wish to make changes or get information, press 2.