

FamilyCentral – Louisiana Families Guide

FamilyCentral is an online system by KinderSystems that helps families apply for childcare assistance quickly and easily. Whether you're applying for the first time or renewing your application, everything you need is just a few clicks away. Below are important steps and tips to help you get started and avoid login issues in the future.

Creating Your Account

- A** To apply for subsidy, you must first create an account at: <http://familycentral.ldoecc.com>. For a step-by-step guide on how to create your account, click [HERE](#).

Logging In

- A** To log in, go to <http://familycentral.ldoecc.com> and enter your username and password. For a step-by-step guide on how to log in to your account, click [HERE](#).

If you forget your **password**:

- You can click "**Forgot Password**" and reset it **as long as you remember your username**. This will unlock your account right away, so you do not have to wait 15 minutes for it to unlock.

If you forget your **username**:

- You can contact KinderSystems Support for assistance in retrieving your username.

Locked Out?

- A** If your account becomes locked:
- It will automatically unlock after 15 minutes.
- 💡 Tip:** If you remember your username, you can reset your password anytime using the "Forgot Password" link and skip the 15-minute wait.

Need Help?

For technical help with FamilyCentral:

-  Email: familycentralla@kindersystems.com
-  Call: 1-888-829-9258
-  Hours: Monday–Friday, 7 AM – 9 PM CST

For application inquiries or policy questions:

-  Email: LDECCAP@la.gov