

Find a childcare place - the daycare centre portal

If you would like a place in a daycare centre, you must register your child in the [Kita-Portal](#).

Unfortunately, pre-registration does not mean that every child will get a childcare place. This is often not due to a lack of childcare places, but usually due to a lack of qualified staff.

💡 It is better to make your childcare centre registration by New Year's Eve of the previous year at the latest in order to be "over-punctual".

Important information about the [Kita-Portal](#):

- You must register online for a daycare centre place in the Kita-Portal.
- You will need a valid e-mail address.
Examples: gmail.com, gmx.de, web.de, T-Online.de, Yahoo.de, etc.
💡 **Read your emails every day!**
- The Kita-Portal will send you emails in future (sender: noreply.augsburg@kitaplaner.de).
- If you are accepted for a daycare centre place, the Kita-Portal will send you the information by e-mail.
💡 **You have 10 days to accept the confirmation!**
📱 Here you can find the instructions: [How do I accept the confirmation with my smartphone?](#)
📱 You can find an explanatory video here: [How do I accept a commitment?](#)

Notes on registration

- Is your child between 0-3 years old? Select "**Crèche**"
- For children from 3 years old until they start school, select "**Kindergarten**"
- For children from 1st grade onwards, select "**Hort**"
- For children in the last year of kindergarten (pre-school), there are also "[WelcomeSchools](#)"
- For children aged 2 to 4 who would first like to familiarise themselves with the system of daycare centres in Germany, there are "[WillkommensKitas](#)"
📱 You can find more information about "[WillkommensSchulen and WillkommensKitas](#)" in the app

💡 Children aged 0-3 years are also very suitable for **care by childminders**.

Are you interested? Please get in touch:

@fachberatung.kindertagespflege@augsburg.de

📱 You can find more information on this in the app under [Child day care](#)

When do I have to register my child in the [Kita-Portal](#)?

- The main enrolment period is always January and February of each year.
- We strongly recommend that you specify 01 September of a year as the start date.
Examples:
- **Registration in January and February 2026 for the start date 01.09.2026**

- Registration in January and February 2027 for the start date 01/09/2027
- Registration in January and February 2028 for the start date 01/09/2028

How does registration in the [Kita-Portal](#) work?

You can find lots of information about the [Kita-Portal](#) on the [City of Augsburg website](#)

The Office for Child Daycare has created aids for you. These are explanatory videos and instructions. They will help you to register in the Kita-Portal.

Explanatory videos

The explanatory videos are available in two formats: One format if you watch the video on your smartphone (mobile version). One format if you watch the video on your computer (desktop version).

- How do I create a user account? ([mobile version](#))([desktop version](#))
- How does bookmarking work?([mobile version](#))([desktop version](#))
- How do I accept a commitment? ([Mobile version](#))([Desktop version](#))

Step-by-step instructions on the following topics

- [How do I create a user account with my smartphone?](#)
- [How do I make a reservation for a childcare place using my smartphone?](#)
- [How do I log into the childcare portal on my smartphone?](#)
- [How do I accept the confirmation with my smartphone?](#)

Do you need support with technical questions and problems?

If you have technical problems with the [Kita-Portal](#), please contact the support team. The advisors will help you with technical questions. They will explain how you can create an account or make an entry in the [Kita-Portal](#).

Support | Kita-Portal

@support-kitaportal@augzburg.de

 [+49 \(0\) 82132464215](tel:+49(0)82132464215)

 [+49 \(0\) 82132464218](tel:+49(0)82132464218)

You have registered in the Kita-Portal but have not received a childcare place?

Every child must be registered in the [Kita-Portal](#). You will also receive confirmation of a childcare place via the portal. You did not receive a childcare place in the registration process via the Augsburg [daycare centre](#) portal? Then you can contact the information centre. The counsellors will show you how you can improve your search.

Infostelle | Kita-Portal

@info-kitaplatz@augzburg.de

[☎ +49 \(0\) 8213242999](tel:+49(0)8213242999)

Do you have special problems?

Sometimes it doesn't work out with the daycare centre place because there are special or difficult situations. This may be the case, for example, if your child needs special support because they have a disability. Or if there are misunderstandings between you and the daycare centre management. The clearing centre can help with specific questions. The counsellors will talk to you about where the problems lie. They can also refer you to other centres.

Clearingsstelle

@kitaplatz@augzburg.de

[☎ +49 \(0\) 82132464216](tel:+49(0)82132464216)

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