








# Matching Guide

**We receive au pairs from around the world on a weekly basis. Our teams are diligently working with au pairs worldwide to help them secure visa appointments as quickly as possible.**

Arrival dates are contingent upon visa approval and passport return, orientation completion and flight availability.

-  **CONNECT** with your placement coordinator and community counselor. Their contact information is located on your APIA host family portal. Placement consultations outside our regular business hours are available upon request, so please request one through your portal. Communicating your needs and preferences with your placement coordinator is highly recommended.
-  **COMPLETE** your host family application by uploading your photos and essay; both items are essential in making your interviewing process productive.
-  **SEARCH** our unlimited database 24/7 and review staff picks from our team. NEW! Check out our WORD SEARCH feature!
-  **INTERVIEW** with individual au pairs by clicking on 'get au pair's contact information' under their profile, then follow up with a personalized email and a **WhatsApp message** to introduce yourself and propose a time to video chat via platform of your choice. If you do not hear back from the au pair within 24-48 hours of the initial contact, please check your spam folder and then alert your placement coordinator. Please review our [Interview Quick Guide](#)
-  **MATCH** with your au pair! Make them an offer in writing or during a live conversation. If the offer is accepted, click on 'match with this au pair' and follow the prompts to commit to your match on your portal. You will be asked to sign the match agreement and pay the match fee for new families and a deposit for returning families. Please note, before your au pair is placed in your home, you will need to complete your host family application and have your interview and host family orientation with your community counselor if you are a new family.

## AFTER YOU MATCH--NEXT STEPS:

- You will receive a match notification by email confirming that your match has been processed.
- Au Pair in America will send your au pair a confirmation email along with visa paperwork.
- Your au pair will work with their local representatives to schedule their embassy appointment.
- Once the embassy appointment is confirmed, your au pair will have an in-person interview with a consular officer.
- When your au pair's visa is granted, they will receive their documents.
- You will receive final confirmation by email with your arrival date and next steps.

Please feel free to reach out to us with any questions- 1-800-928-7247

Thank you!  
The Au Pair in America Placement Team