



Parent Web Portal User Guide

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Getting Started

Welcome to Smartcare! This guide is to assist you with using the Smartcare Parent Web Portal.

Upon enrollment in your childcare center you will receive a confirmation email with a link to set up your password and PIN. If you did not receive your confirmation email, please contact your childcare center.

Log In to Your Account

1. Open your browser and go to <https://my.smartcare.com>.
2. Enter your email and password.
3. Click **Login**. Your Profile opens by default.

Reset Your Password

1. On the Login screen, click **Forgot Password?**
2. Follow the prompts to reset your password.

Log Out

1. Click the Parent drop-down menu under your name in the top left and select **Logout**.

Change Your Password

1. Click **Settings** in the left menu. The Settings screen opens.
2. Click **Change Password** at the top menu.
3. Enter your current password.
4. Enter your new password and then enter it again to confirm.
5. Click **Save Changes**.

Technical Support

Access the User Guide

1. Log in to Smartcare and scroll to the bottom of any window.
2. Click **User Guide** in the footer.
3. Click **Download now!**

Report a Technical Problem

1. Click the ladybug icon at the bottom of the left menu. A box appears on the right.
2. Click **Continue**. If you experience problems, click **Download the Extension** instead.
3. Enter your email and a description of the problem.
4. Click **Submit**.

Email Feedback and Include Attachments

1. Click **Settings** in the left menu. The About window opens.
2. Click **Support** at the top menu.
3. Enter your email, a subject and your message.
4. Click the paperclip icon to add an attachment or screen shot if desired.
5. Select a tracking description from the Tracking drop-down menu if desired.
6. Click **Send Feedback**.

Contact Us

Phone: 1-844-SMARTER

Email: support@smartcare.com

Using Parent Web Portal

Timeline

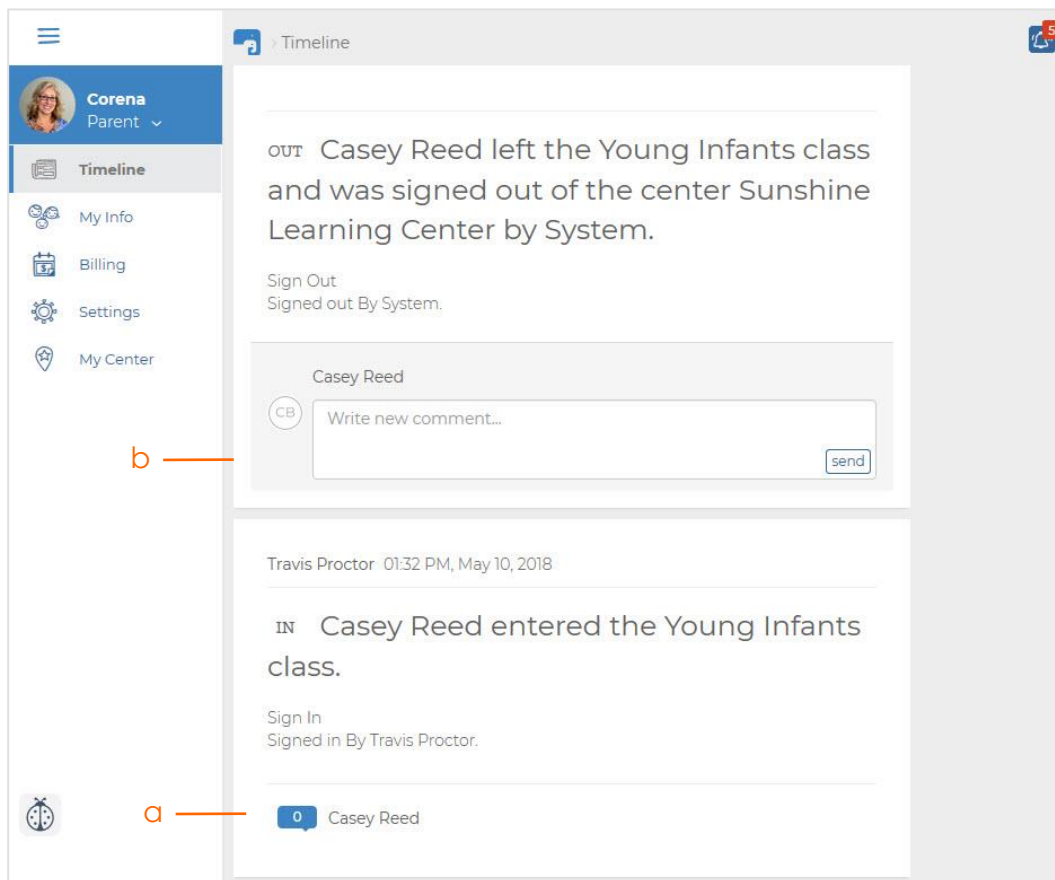
Timeline entries give you insight into what the children at your center are doing throughout the day, such as meals, incidents, medication, or milestones. Entries are made by childcare staff.

Reading Timeline Entries

1. Click **Timeline** in the left menu. The Timeline window opens.
2. Scroll to review timeline entries.

Reply to an Entry

1. Click the Message icon under the timeline entry (a).
2. Enter a comment and click **Send** (b).

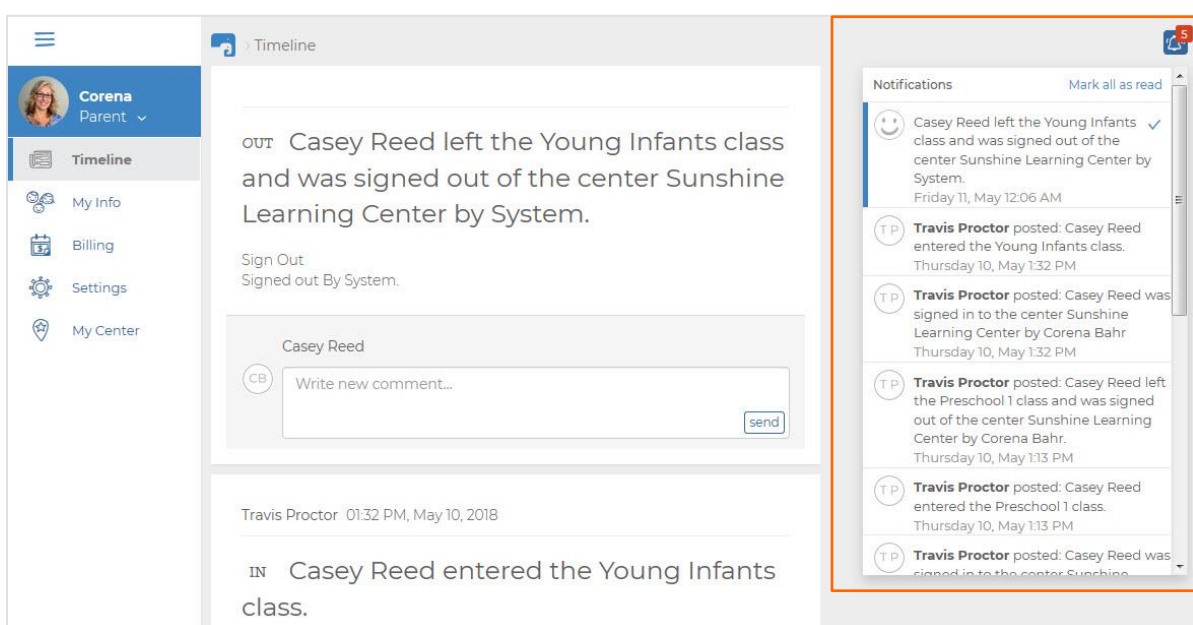


Notifications

Notifications let you know that timeline entries have been made from the childcare staff and are ready for your review. Notifications show as a red icon above the Bell icon and are accessible from any Smartcare page you have open. You can set which notifications you prefer to be made aware of.

Review Notifications

1. Click **the Bell icon** in the top right of the window. The Notifications window opens.
2. Scroll to review notifications.



Mark a Notification as Read

1. Click **the Bell icon** in the top right of the window. The Notifications window opens.
2. Click the checkmark to the right of the notification to mark it as read.

Set Notifications Preferences

1. Click **Settings** in the left menu. The About window opens.
2. Click **Notification Preferences** at the top menu.
3. Select which notifications you want to receive.

My Info

Edit Personal Information

1. Click **My Info** in the left menu. Your Profile opens.
2. Click on a field and enter the information.
3. Changes are automatically saved.

Add Profile Photo

1. Click **My Info** in the left menu. Your Profile opens.
2. Click **Add Photo** and follow the prompts.

View Kiosk Access PIN

1. Click **My Info** in the left menu. Your Profile opens.
2. Click **Show Pin** to see your personal Kiosk access PIN.

Note: If your center has switched from an 8-digit PIN to a 4-digit PIN, your 4-digit PIN is the last four digits of your 8-digit PIN.

Billing

Review Billing Statement

1. Click **Billing** in the left menu. The Billing window opens.
2. Scroll to review your account summary and a list of statements.
3. Click on a statement date to open and view details.

Setup Payment Method

1. Click **Billing** in the left menu. The Billing window opens.
2. Click **Edit Payment Method**.
3. Select **Credit Card** or **Bank Account** and enter the required information.
4. Select **Use the default payment method** if desired.
5. Click **Save Changes**.

Change Payment Method

1. Click **Billing** in the left menu. The Billing window opens.
2. Click **Edit Payment Method**.
 - a. To Delete Payment Method: Click on the payment method in the list and click **Delete Now**.
 - b. To Edit Payment Information: Click on the payment method in the list, make your updates, and click **Save Changes**.
 - c. To Add a Payment Method: Click **Add a Payment Method**, enter the required information and click **Save Changes**.

Make a Payment

1. Click **Billing** in the left menu. The Billing window opens.
2. Click **Pay Now** and follow the prompts to process payment.

Turn On Autopay

1. Click **Billing** in the left menu. The Billing screen opens.
2. Click **Turn Auto-Pay On**.
3. Read the Autopay Confirmation and click **I Accept**. Autopay is now set to ON.

View Center Information

This feature is available only if your center has enabled it.

1. Click **My Center** in the left menu. The My Center window opens displaying the address and contact information for your center.