



Parent Web Portal User Guide

Contents

Getting Started.....	1
System Requirements.....	1
Log In to Your Account.....	1
Reset Your Password	1
Log Out	1
Change Your Password	1
Technical Support	2
Access the User Guide	2
Report a Technical Problem	2
Email Feedback and Include Attachments	2
Using Parent Web Portal	3
My Info	3
Edit Personal Information	3
Add Profile Photo.....	3
View Kiosk Access PIN	3
Billing.....	3
Review Billing Statement	3
Setup Payment Method.....	3
Change Payment Method	4
Make a Payment	4
Turn On Autopay	4
View Center Information	4
Drop Off Form.....	4
Submit New Form.....	4
View Completed Forms	6
Media Gallery.....	7

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.

System Requirements

Google Chrome is the preferred browser for optimal compatibility and best user experience with the Smartcare platform.

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

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

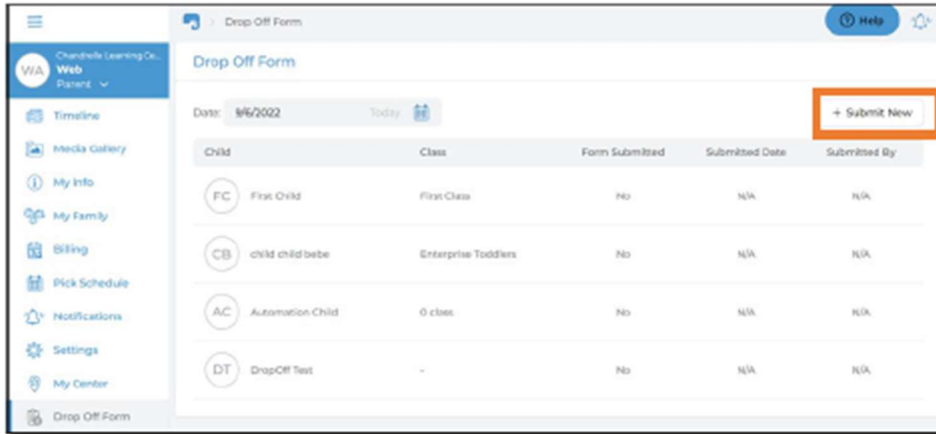
This feature is available only if your center has enabled it.

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

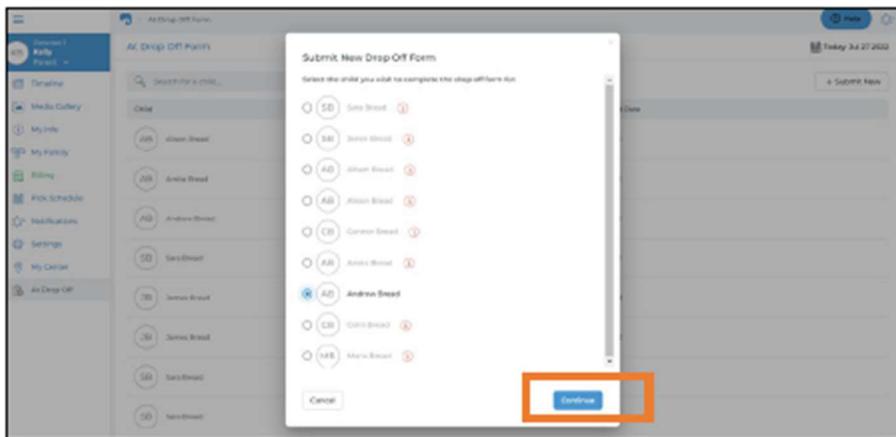
Drop Off Form

Submit New Form

Select "Drop Off Form" on far left of screen Click >>+ Submit New<< on top right of screen



Select the child for which you want to submit a drop off form and then click >>Continue<<



Complete the form then select >>Submit Form<<

Andrew Bread - Jul 27 2022, 09:11

1. Last Ate *
Sour

2. At (24h) *
09:00

3. Last Diaper Change (24h) *
10:00

4. Diaper Rash *
No

5. Notes *
OK

6. I slept well *
Yes

Cancel Submit Form

Chandrelle Learning Co...
Web Parent

Timeline
Media Gallery

Drop Off Form

Date: 9/6/2022 Today

+ Submit New

Drop Off Form successfully added

Child	Class	Form Submitted	Submitted Date	Submitted By
-------	-------	----------------	----------------	--------------

View Completed Forms

Once the form is submitted, parents can click on the calendar icon next to "Date" to view specific forms that were previously submitted

Drop Off Form

Date: 9/5/2022 Today

+ Submit New

Child	Class	Form Submitted	Submitted Date	Submitted By
F	st Class	No	N/A	N/A
C	terprise Toddlers	No	N/A	N/A
A	Class	No	N/A	N/A
D		No	N/A	N/A

Then, the parent can view the submitted form

Albert Bread - Jul 27 2022, 07:45

1. I was out of sorts *

Yes

2. I slept well *

Yes

3. Notes *

Ok

4. At (24h) *

06:44

5. Last Ate *

Soup

6. I wasn't feeling well *

No

Cancel

Media Gallery

Access media (pictures and video)

1. Click **Media Gallery** in the left menu. The Media Gallery window opens displaying the pictures and videos tagged to your child(ren).
2. Filters
 - a. All – All media will be shown
 - b. By Child – select an individual child and the media displayed will be specific to the child selected
 - c. By Type
 - i. All – Shows both photos and videos
 - ii. Photos Only
 - iii. Videos Only
 - d. By Date
 - i. Newest to Oldest
 - ii. By Date
 1. Specific Date
 2. Date Range

