Contents

Getting Started ................................................................. 1
  Download the Application .................................................. 1
  Log In to Your Account ...................................................... 1
  Reset Your Password ........................................................ 2
  Log Out .............................................................................. 2
  Change Your Password ........................................................ 2
  Technical Support .............................................................. 3
    Access the User Guide ........................................................ 3
    Report a Technical Problem ................................................ 3
    Email Feedback and Include Attachments ............................ 3

Using Parent App for Android ............................................. 4
  Sign In/Out to Your Center ................................................... 4
    Refresh Your QR Code ....................................................... 4
    Send Your QR Code for Emergency Pick-up Person ................ 4
  Timeline .............................................................................. 5
    Reading Timeline Entries .................................................. 5
    Reply to an Entry .............................................................. 5
  Notifications ....................................................................... 6
    Review Notifications ......................................................... 6
    Mark a Notification as Read ............................................... 6
    Set Notifications Preferences .......................................... 6
  My Info .............................................................................. 7
    Edit Personal Information .................................................. 7
    Add Profile Photo ............................................................. 7
    View Kiosk Access PIN ....................................................... 7

Billing .................................................................................. 7
  Review Billing Statement .................................................... 7
  Setup Payment Method ....................................................... 7
  Change Payment Method .................................................... 8
  Make a Payment ............................................................... 8
  Turn On Autopay ............................................................... 8
  View Center Information and Class Availability .................... 8
Getting Started

Welcome to Smartcare! This guide is to assist you with using the Smartcare Parent App for Android.

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.

Download the Application

1. On your Android, open the Play Store and search for Smartcare for Parents.
2. Tap Install to download it.

Log In to Your Account

1. Tap on the app to open it.
2. Enter your email and password.
3. Tap Login. The Timeline displays by default.
Reset Your Password

1. On the Login screen, tap I Forgot Password at the bottom of the screen.
2. Follow the prompts to reset your password.

Log Out

1. Tap Settings at the bottom of the screen. The Settings screen opens.
2. Tap Logout and then Yes to confirm.

Change Your Password

1. Tap Settings at the bottom of the screen. The Settings screen opens.
2. Tap Change Password.
3. Enter your current password.
4. Enter your new password and then enter it again to confirm.
5. Tap Change Password.
Technical Support

Access the User Guide
1. Log in to the Smartcare for Parents app.
2. Tap Settings at the bottom of the screen.
3. Tap User Guide.
4. Tap Download now! to open and view the user guide.

Report a Technical Problem
1. Shake your phone until the How can we help you? prompt opens.
2. Tap Report a Problem.
3. Use the draw tools to mark up the screen shot if desired, then tap Report a Problem at the top.
4. Enter your email and a description of the problem.
5. You can also take a screen recording, take a photo, or attach a photo from your phone (tap the options at the bottom).
6. Tap the Send icon at the top right of the screen.

Email Feedback and Include Attachments
1. Shake your phone until the How can we help you? prompt opens.
2. Tap Suggest an Improvement.
3. Enter your email and describe your suggestion.
4. You can also take a screen recording, take a photo, or attach a photo from your phone (tap the options at the bottom).
5. Tap the Send icon at the top right of the screen.

Contact Us
Phone: 1-844-SMARTER
Email: support@smartcare.com
Using Parent App for Android

Sign In/Out to Your Center

1. Open the app and log in.
2. Tap Sign-in/Out at the bottom menu. The QR code opens.
3. Place the code in front of the Kiosk camera.
4. Tap on the circle next to the child you are signing in or out.
5. Tap Login. The Timeline displays by default.

Refresh Your QR Code

1. On the Sign-in/Out screen, tap the Refresh icon at the top. The QR code will automatically refresh.

Send Your QR Code for Emergency Pick-up Person

1. On the Sign-in/Out screen, tap the Upload icon at the top. You may be asked to allow Smartcare to access your photos and media. In order to send the QR code, you must confirm to allow this action.
2. Tap on any communication app displayed to begin the messaging process.
3. Follow the prompts within the communication app you selected.
Timeline

Timeline entries give you insight into what your child is doing throughout the day. Entries are made by childcare staff.

Reading Timeline Entries

1. The Timeline opens by default whenever you log into the app. If you’re on a different screen, tap Timeline at the bottom menu to open it.
2. Scroll to review timeline entries.

Reply to an Entry

1. Tap on an entry to open it.
2. Tap Add a comment at the bottom and enter your message.
3. Tap the arrow on the right when finished.
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. Tap **the Bell icon** in the top right of the screen. The Notifications screen opens.
2. Scroll to review notifications.

Mark a Notification as Read

1. Tap **the Bell icon** in the top right of the screen. The Notifications screen opens.
2. Tap on a notification to view details. This automatically marks it as read.

Set Notifications Preferences

1. Tap **Settings** at the bottom menu. The Settings screen opens.
2. Tap **Notification Preferences**.
3. Select which notifications you want to receive by tapping the circles.
My Info

Edit Personal Information

1. Tap Settings at the bottom menu. The Settings screen opens.
2. Tap Profile. Your Profile opens.
3. Tap on a field to update information.
4. Tap Save when finished.

Add Profile Photo

1. Tap Settings at the bottom menu. The Settings screen opens.
2. Tap Profile. Your Profile opens.
3. Tap Add Photo and follow the prompts.

View Kiosk Access PIN

1. Tap Settings at the bottom menu. The Settings screen opens.
2. Tap Profile. Your Profile opens.
3. Tap 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. Tap Billing at the bottom menu. The Billing screen opens.
2. Scroll to review your account summary and a list of statements.
3. Tap on a statement date to open and view details.

Setup Payment Method

1. Tap Billing at the bottom menu. The Billing screen opens.
2. Tap Settings. The Payment Settings screen opens.
3. Tap Add a Credit Card or Add a Bank Account and enter the required information.
4. Tap Save.
5. Go back to the Billing screen and tap Settings again.
6. Tap the circle next to the payment method to mark it as the default method.
Change Payment Method

1. Tap Billing at the bottom menu. The Billing screen opens.
2. Tap Settings. The Payment Settings screen opens.
   a. To Delete Payment Method: Tap on the payment method in the list and tap the Trash icon.
   b. To Add a Payment Method: Tap the + icon at the bottom right of the screen, select payment method and enter the required information.
   c. Tap Save when finished.

Make a Payment

1. Tap Billing at the bottom menu. The Billing screen opens.
2. Tap Pay Now and follow the prompts to process payment.

Turn On Autopay

1. Tap Billing at the bottom menu. The Billing screen opens.
2. Tap Settings.
3. Tap the toggle button at the top right to turn on Autopay.
4. Read the Autopay Confirmation and tap I Accept. Autopay is now set to ON.

View Center Information and Class Availability

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

1. Tap My Center at the bottom menu. The My Center screen opens displaying contact information.
2. Tap Current Openings at the bottom of the screen to view availability at your childcare center.