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Getting Started

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

The Smartcare administrator at your center will invite you to the Smartcare Teacher Web Portal. You will then be able to set up your password and PIN. If you did not receive your invitation email, please contact the Smartcare administrator at your 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. The Class list for your center 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 Teacher 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!

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 Teacher Web Portal

Classes

When you log into your teacher account, your classes and the class list of children display. From this window you can easily sign-in/out children, move children to other classes, view child profiles, and read Timeline entries.

Sign In Child from Class List

1. Your Class list opens by default whenever you log in. If you’re on a different window, click Classes in the left menu to open it.

2. Locate the child from your default class list and click the + icon. The Sign in/out prompt displays.

3. Select the pick-up person from the list. The child has now been signed into the class.
Sign In Child Not On Class List

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the three dots at the top right and select **Add Children**. A list of children at your center displays.
3. Locate the child from your default class list and click the + icon. The Sign in/out prompt displays.
4. Select the pick-up person from the list. The child has now been signed into the class.

Move Child to New Class

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the X to the right of the child’s name. A prompt opens to move the child to another class or sign the child out.
3. Select the new class from the drop-down menu and click **OK**.

Move Class to New Location

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the three dots at the top right and click **Select Class Location**. A prompt opens to select a new location.
3. Select a new class location from the drop-down menu and click **OK**.

Move Teacher to Another Class

1. Click the Teacher drop-down menu under your name in the top left and select **Switch Class**.
2. Select a new class.

View Child Profile

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the name of a child who is signed in to your class. The child’s profile with personal info displays.

Sign Child Out of Center

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the X to the right of the child’s name. A prompt opens to move the child to another class or sign the child out.
3. Select **Center sign-out** from the drop-down menu and click **OK**.
Timeline

Timeline entries enable you to communicate to parents and your center about daily activities, such as meals, incidents, medication, or milestones. You can also create timeline drafts. Entries are made by teachers and may be subject to approval by a director based on your center’s Smartcare settings.

Add Timeline Entry for Individual Child

1. Click **Classes** in the left menu. Your Class list displays.
2. Click **Add Timeline Entry** at the top. The Add Timeline Entry window opens.
3. Select an Entry Type from the drop-down menu.
4. Click the Select Children field to select a child from the list, then click **OK**.
5. Enter a Description for the entry and a Title (if applicable).
6. Select the date and time for the entry.
7. Click **Save Draft** to edit and post at a later time.
8. If finished, click **Post Entry**, then click **Post Entry** again at the prompt.
Edit a Draft Timeline Entry From Another Teacher

You can contribute to, and post, a timeline entry started by another teacher that is in Draft mode.

1. Click **Timeline** in the left menu. The Timeline window displays.
2. Click **Drafts** at the top.
3. Locate the draft and click on it to open.
4. Make edits or complete the timeline entry and click **Save Draft** or **Post Entry**.

**Note:** Your Center Admin must enable “Timeline allow multiple contributors” under Center Settings in order for this function to work.

Add Quick Post

Using Quick Post works the same as a Timeline Entry but will automatically populate the Entry Type as “Note” and the Title as “Update.” This feature is helpful when you want to reduce the number of clicks/keystrokes when creating a timeline entry.

To launch a Quick Post, simply click **Quick Post** instead of Add Timeline Entry.

Add Pictures to Timeline Entry

1. On the Add Timeline Entry window, click **Choose files to upload** at the top.
2. Follow the prompts to select and add one or more images to the entry.
Add Timeline Entry for Multiple Children

1. Click **Classes** in the left menu. Your Class list displays.
2. Click **Add Timeline Entry** at the top. The Add Timeline Entry window opens.
3. Select an Entry Type from the drop-down menu.
4. Click the Select Children field to choose multiple children from the list, then click **OK**.
5. Enter a Description for the entry and a Title (if applicable).
6. Select the date and time for the entry.
7. Click **Save Draft** to edit and post at a later time or click **Post Entry** if finished.

Add Timeline Entry for Entire Class

1. Click **Classes** in the left menu. Your Class list displays.
2. Click **Add Timeline Entry** at the top. The Add Timeline Entry window opens.
3. Select an Entry Type from the drop-down menu.
4. Click the Select Children field.
5. Click **Select All** at the top of the list, then click **OK**.
6. Enter a Description for the entry and a Title (if applicable).
7. Select the date and time for the entry.
8. Click **Save Draft** to edit and post at a later time or click **Post Entry** if finished.

Create a Draft Timeline Entry

1. On the Timeline Entry screen, click the **Drafts** tab.
2. Click the three dots in the top right and select **Add Timeline Entry**.
3. When finished entering some of the timeline details, click **Save Draft**.

Post a Timeline Entry From a Draft

1. On the Timeline Entry screen, click the **Drafts** tab.
2. Click on the draft in the list you want to finalize and post.
3. When finished, click **Post Entry**.
Read Individual Child Timeline

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the Newspaper icon to the right of the child’s name. The Timeline for that child opens.

Read Individual Class Timeline

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the Newspaper icon next to the class name. The Timeline for that class opens.

![Timeline Interface](image)

Read All Timeline Entries

1. Click **Timeline** in the left menu. The Timeline window opens displaying entries from all your classes.
2. Scroll to review entries.

Read a Teacher Timeline

1. Click **Classes** in the left menu. Your Class list displays.
2. Click the Newspaper icon to the right of your name. The Timeline for that teacher opens.
Reply to a Timeline Entry

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

The Assessment function enables you to provide evaluations for your children using the Vine Assessment standards. Observations are created as timeline entries and can then be attached to an Assessment as evidence.

Create an Observation

1. Click Classes in the left menu. Your Class list displays.
2. Click Add Timeline Entry at the top. The Add Timeline Entry window opens.
3. Select Observation from the Entry Type drop-down list.
4. Click the Select Children field to select a child from the list, then click OK.
5. Enter a Title and Description for the entry.
6. Complete the additional fields as desired.
7. Check “Use as evidence” if you want to attach this to an Assessment.
8. Select the date of entry and click Post Entry when finished.

Create an Assessment

1. Click Learning in the left menu. The list of Assessments displays.
2. Click the three dots at the top right and select New Assessment. The New Assessment window opens.
3. Select the classroom from the Classroom drop-down list.
4. Select a child from the Child drop-down list.
5. Select the Assessment Date.
6. Click Save. The Learning Goals are now displayed for you to complete as necessary. It is not necessary to complete all goals but you must fill out at least one to finalize the Assessment.
7. Select the appropriate Learning Goals that you want to rate and mark a rating for each of the related attributes: Not Scored, With Help, Nearly There, or Achieved.

   Note: when rating a Learning Goal, it is required that all attributes within the specific Learning Goal are rated

8. Click Add Observation, if desired, to attach any Observation entries that were created.
9. Click Save to save a PDF of the Assessment to your computer.
10. Click Save and Send to Parent to email a PDF attachment of the Assessment to the parent.
View and Send Assessments

1. Click **Learning** in the left menu. The list of Assessments displays.
2. You can either download or send the assessment to the parent.
   a. **To View Assessment:** Click on the assessment row. Follow the prompts to download it.
   b. **To Send Assessment to Parent:** Click the **Send** icon to the right of the assessment (the icon appears after the Assessment has been saved. Click **Yes** at the prompt to send.

Child Notes

Add a Child Note

1. Click **Classes** in the left menu. Your list of classes opens.
2. Select a child from the list. The child’s record opens.
3. Select the **Notes** tab at the top. The Notes window opens.
4. Click the three dots in the top right and select **Add a Note**.
5. Enter the note and select the date.
6. Click **Add Note** to save.

**Note:** Notes can only be edited or deleted by the original user who created the note on the profile.

Edit a Child Note

1. Click the **Notes** tab at the top of the child’s record.
2. Click the note you want to edit.
3. Make your edits and click **Save changes**.

Delete a Child Note

1. Click the **Notes** tab at the top of the child’s record.
2. Click the note you want to delete.
3. Click the three dots in the top right and select **Delete this note**.
4. Click **Yes** to confirm.
View Child Documents

1. Click **Classes** in the left menu. Your list of classes opens.
2. Select a child from the list. The child’s record opens.
3. Select the **Documents** tab at the top. The Documents window opens.
4. Click on a document to open and view.

Notifications

Notifications let you know that timeline entries have been made among 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.

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.