Smartcare™
Leading Edge for Early Learning

Parent App For iOS User Guide

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Getting Started

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

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

The Smartcare Parent App works with iPhones and iPads installed with iOS 10 or higher:

- iPhone 6s
- iPhone 6s Plus
- iPhone 6
- iPhone 6 Plus
- iPhone SE
- iPhone 5S
- iPhone 5C
- iPhone 5

- iPad Pro 12.9-inch
- iPad Pro 9.7-inch
- iPad Air 2
- iPad Air
- iPad 4th generation
- iPad Mini 4
- iPad Mini 3
- iPad Mini 2

Download the Application

1. On an iOS device, open the **App Store** and search for "SmartCare for Parents."

2. Install the application. You may be prompted to enter your Apple ID and password.
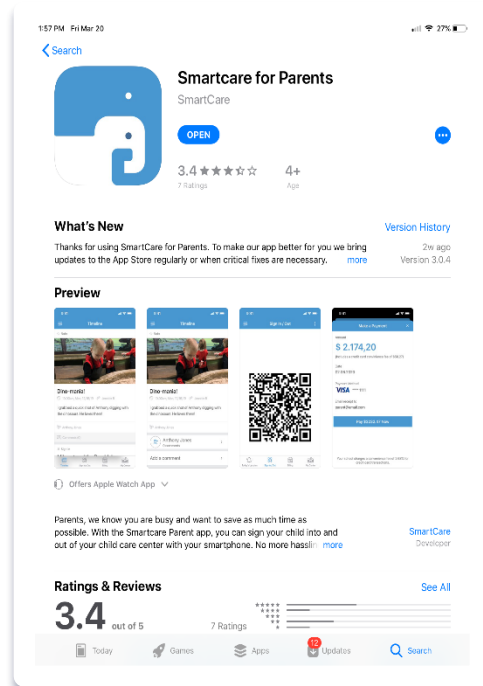
Log In to Your Account

1. Tap on the app to open it.

2. Enter your email and password.

3. Tap **Login**. The Updates screen displays by default.

Add a Smartcare Widget to Your Home Screen

Smartcare widgets enable you to access common features right from the Today View.

- Billing: Displays your current balance and a Pay Now button.

- QR Code: Provides your QR code for easy access when signing in to centers using the Smartcare Kiosk.
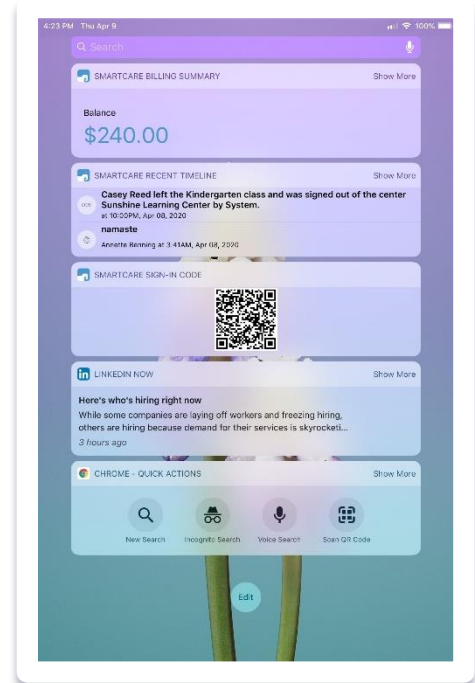
- Timeline: Displays posts sent by the classroom teacher.

1. Swipe right over the Home screen or Lock screen.

2. Scroll to the bottom and tap **Edit**.

3. Locate the Smartcare for Parents widgets and tap the Plus icon next to each one to add them.

4. Tap **Done**.

Add Siri Voice Commands

You can add Siri voice commands that will open up the shortcuts to Billing, QR Code, and Timeline.

- Billing: On the Billing screen, tap the three dots at the top right and select **Add to Siri**. Follow the prompts to record your personal voice command.

- QR Code: On the Sign-In/Out screen, tap **Add to Siri**. Follow the prompts to record your personal voice command.

- Timeline: On the Timeline screen, tap the three dots at the top right and select **Add to Siri**. Follow the prompts to record your personal voice command.

Reset Forgotten Password

1. On the Login screen, tap **Forgot Password?** at the bottom.

2. Follow the prompts to reset your password.

Log Out

1. Tap the Menu icon at the top left and select **Sign Out** at the bottom.

2. Tap **Yes** to confirm.

Change Your Password

1. Tap the Menu icon at the top left and select **Profile Options** under your name.

2. Tap **Change Password** under the Security section.

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 the Menu icon at the top left and select **User Guide** under the Acknowledgements section. The guide opens.

   - Use your finger to scroll through the guide.
   - Double-tap to enlarge the screen.

Report a Technical Problem or Submit Feedback

To report a technical problem or submit feedback, please email support@smartcare.com.

Contact Us

Phone: 1-844-SMARTER
Email: support@smartcare.com

Using Parent App for iOS

Profile Options

Edit Personal Information

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.
2. Tap on a field to update your information.
3. Tap the **checkmark** at the top right to save.

Add or Change Profile Photo

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.
2. Tap **Add Photo** (or tap on your current photo) and follow the prompts to select a photo.

View Family Details

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.
2. Tap on **Family Details**. The Family Details screen opens and displays the children and adults for your account.

Add an Adult

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.
2. Tap on Family Details. The Family Details screen opens.
3. Tap **Add New Adult**.
4. Follow the prompts to enter the details for the adult. You may need to tap **Done** after entering information for each field.

   Once added, the person will receive an email from Smartcare to activate their account.

Make an Adult a Pick-up Person or Emergency Contact

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.

2. Tap on **Family Details**. The Family Details screen opens.

3. Tap on the name of the adult to be a pick-up person or emergency contact. If the adult is not listed, you will need to add them. See Add an Adult.

   a. **Pick-up Person:** Tap on the field under "Pick-up Person For" and tap on the **plus sign** next to a child's name to add them for this person. Tap the back arrow at the top left to finish. This approves them as a pick-up person for that child.

   b. **Emergency Contact:** Tap on the field under "Emergency Contact For" and tap on the **plus sign** next to a child's name to add them for this person. Tap the back arrow at the top left to finish. This approves them as an emergency contact for that child.

Remove a Child from an Adult Pick-up Person or Emergency Contact

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.

2. Tap on Family Details. The Family Details screen opens.

3. Tap on the name of the adult you want to edit.

   a. **Pick-up Person:** Tap on the field under "Pick-up Person For." Tap on the **minus sign** next to a child's name and then tap **Remove**. Tap the back arrow at the top left to finish.

   b. **Emergency Contact:** Tap on the field under "Emergency Contact For." Tap on the **minus sign** next to a child's name and then tap **Remove**. Tap the back arrow at the top left to finish.

View Kiosk Access PIN

1. Tap the Menu icon at the top left and select **Edit Profile** under your name.

2. Scroll to the Security section 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.

Sign Into Or Out of Your Center's Kiosk

If your center uses a Smartcare Kiosk to manage signing children in and out, you can use the Parent app to generate a QR code for the Kiosk.

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 one of the options:
   - Sign Children In
   - Sign Children Out

5. Tap on the child/children you are signing in or out.

6. Tap **Sign In** or **Sign Out**.

Note: If you are visiting the center without signing a child in or out, you can select **Just Visiting** after presenting your QR code.
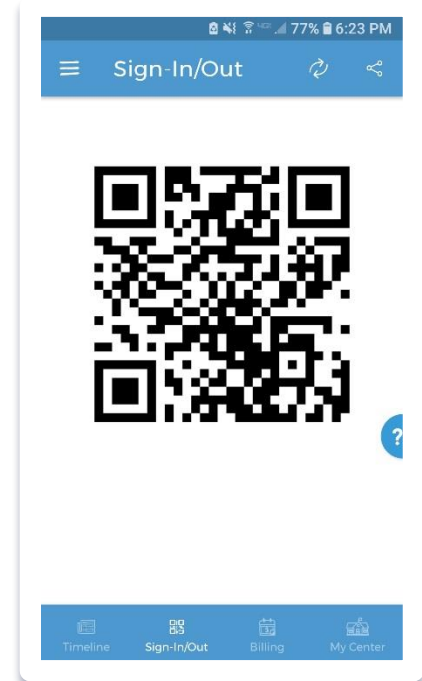
Refresh Your QR Code

If you are unable to see a QR code when you first log in to the app, you can request a new one.

1. On the Sign-in/Out screen, tap the three dots at the top right.

2. Select **Get a new code**. The QR code will then refresh.

Touchless Check In/Out

If your center has enabled Touchless Check In/Out, you can check your child in or out without having to touch your center's Kiosk.

1. Open the app and log in.

2. Tap **Sign-in/Out** at the bottom menu. The Touchless Check In/Out screen opens displaying a scanner.
   Note: You may be prompted to allow Smartcare to take pictures and record video. Tap **Allow** in order for this function to work.

3. Place the scanner in front of the QR code displayed on the Kiosk.

4. Tap the check in/out options on your mobile device.
   Note: Your center may require a signature to confirm the check in/out.

Send Your QR Code for Emergency Pick-up or Drop-off Person

In the event you need someone else to sign your child in or out, you can send that person a QR code that is valid for 24 hours.

1. On the Sign-in/Out screen, tap the three dots at the top right.

2. Select **Send a code**. 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.

3. Tap on any communication app displayed to begin the messaging process.

4. Follow the prompts within the communication app you selected.

Clock a Teacher In or Out

If your center is providing in-home education, you can clock your teacher in or out through the Smartcare Parent App. This option must be enabled by your center.

1. Open the app and log in.

2. Tap **Sign-in/Out** at the bottom menu. The Touchless Check In/Out screen opens.

3. Tap the three dots at the top right and select **Clock In/Out a Teacher**.

4. Ask the teacher to enter their PIN.

5. Tap **Confirm** when prompted.

Billing

Review Billing Statement

1. Tap **Billing** at the bottom menu. The Billing screen opens.

2. Scroll to review your account summary, recent activity, and a list of statements.

3. Tap on a statement date to open and view details.

Set Up 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 follow the prompts to enter the required information. When finished, the Payment Settings screen displays.

4. 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.

    Note: If your center has required Autopay, you may need to add another payment method before being able to delete a former one.
    b. To Add a Payment Method: Tap the Plus icon at the bottom right of the screen, select payment method and enter the required information.

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 Autopay On or Off

1. Tap **Billing** at the bottom menu. The Billing screen opens.
2. Tap **Settings**. The Payment Settings screen opens.
3. Tap the toggle button at the top right to turn Autopay on or off.

    When enabling Autopay, read the Autopay Confirmation and tap **I Accept**.

Make a Donation

This feature enables you to easily send a donation to your center, separate from a payment.

1. Tap **Billing** at the bottom menu. The Billing screen opens.
2. Tap **Make a Donation** and follow the prompts to process the donation.

Generate Tax Statement

1. Tap **Billing** at the bottom menu. The Billing screen opens.
2. Tap the three dots at the top and select **Generate Tax Statement**.
3. Select the start and end dates, and tap **Generate**. The tax statement for the dates you entered displays. From this screen you can tap the **upload** icon at the top and follow the prompts to print or save.
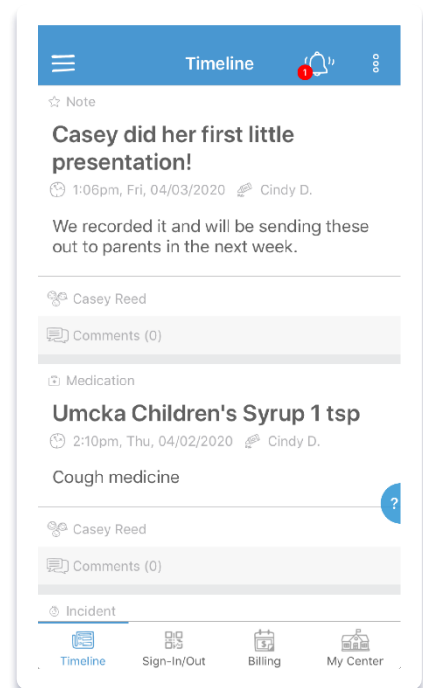
Timeline

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

Read 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 **Send** 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 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 Notifcations Preferences

1. Tap the Menu icon at the top left and select **Notifications Preferences**. The Notifications Preferences screen opens.

2. Select which notifications you want to receive by tapping the circles.
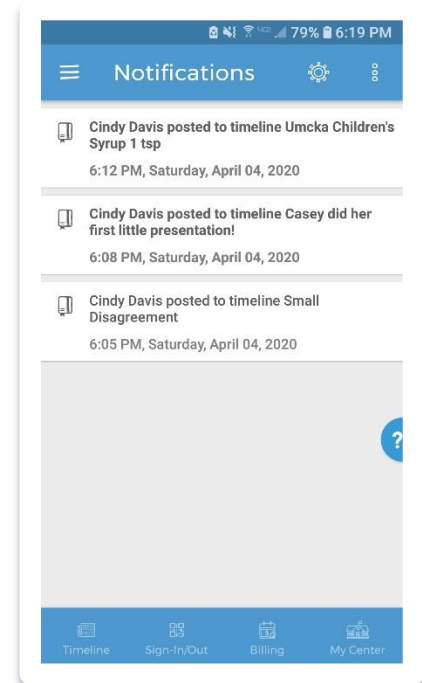
My Center

The My Center section provides the contact information for your center including the phone number, address, and a website if provided by your center.

1. Tap the Menu icon at the top left of the screen.

2. Select **My Center**. The My Center screen opens displaying the contact information.

   If your center has provided a website, tap the link to be directed to it.