



## Parent App 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 iPhone or iPad.

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 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.

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## 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 **Support**.
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.

## Contact Us

Phone: 1-844-SMARTER

Email: [support@smartcare.com](mailto:support@smartcare.com)

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## 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.

## Using Parent App for iOS

### 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.

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## Send Your QR Code for Emergency Pick-up Person

1. On the Sign-in/Out screen, tap the three dots at the top right and select **Send a code**.

**Note:** 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. You may need to tap **More** to view messaging options.
3. Follow the prompts within the communication app you selected.

## 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 chlidcare 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.



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## Reply to an Entry

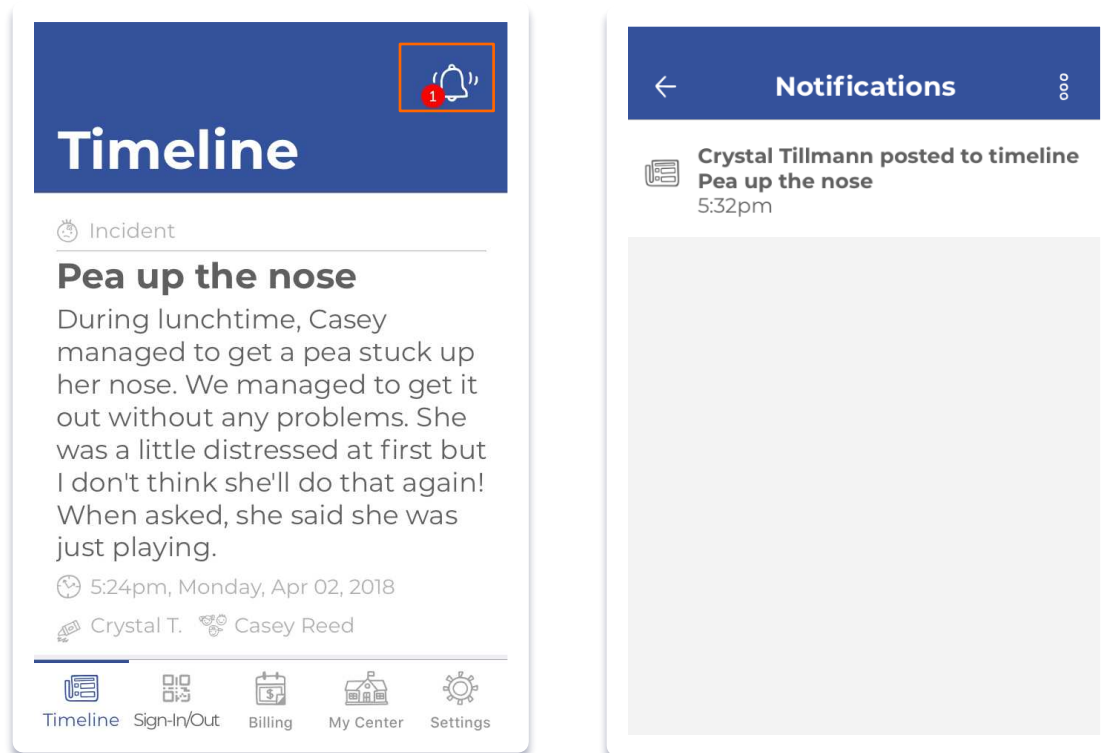
1. Tap on an entry to open it.
2. Tap **Add a comment** at the bottom and enter your message.
3. Tap the arrow on the right when finished.

## 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.

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## 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.



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## 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.

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## 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.

