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Introduction

Your Bright Horizons Back-Up Care™ benefit is designed to connect you with vetted, high-quality care providers when and where they’re needed, to help you get to work, and ensure that your family members are in good hands. This document addresses common questions about back-up care and guides you through the processes of enrolling in and using the program to find care for your child and adult dependents.

Common Questions

Do I need to register in advance of reserving back-up care?

Yes. Registering helps us create the best experience for your family. Registration is required for Bright Horizons Back-Up Care and for Crisis Care reimbursement.

What information do I need to provide during registration?

You will create your personal account, add care recipients and authorized contacts, and specify the locations where care is needed. All of this information can be easily amended over time, as needed.

Where do I sign up?

The fastest approaches to enrolling in this benefit are:

- Online at backup.brighthorizons.com
- Through the mobile app (search “back-up care” in the Google Play or Apple app store)
Registering Online

Visit: backup.brighthorizons.com
Click the “First-Time User” button to begin registration.

You will be asked to verify your Bright Horizons-supplied company information before entering a personal username and password.
Employer Username: UCI
Employer Password: care4you

Next, create your account by entering the required information, such as:
- First & last name
- Work email
- Mailing address

Helpful Hint: After logging in, you will receive a Welcome Email and request to finish completing your registration profile. In order to request care, you need to be fully registered (continue to the next step).
You will be logged into the Back-Up Care site. From the home page, click “Care Profile” to complete your registration by adding:

- Care recipients
- Care locations
- Authorized users

**Helpful Hint:** You need to complete your profile before you can make a reservation. Additionally, if you do not finish this step, you may have issues logging back in under your account.

Add Care Recipients by completing all of the required fields, specifying authorized contacts, and clicking the blue “Add Care Recipient” button

**Helpful Hint:** Your care recipients can include any child, adult or elder loved one that you have direct caregiving responsibility for. Your elder loved one does not need to live with you or even in the same state in order to be eligible for care.

Add Authorized Contacts by completing the required fields, specifying whether those contacts can request back-up care days on your behalf, and clicking the blue “Add Authorized Contact” button
Add locations, including your home and workplace, and specify whether in-home care can be provided at each address.

To save each one, click the blue “Add Location” button.

**Helpful Hint:** If you plan to use in-home care or Crisis Care reimbursement, you can stop here in the care recipient profile and add another care recipient, if needed. If you plan to use center based care, you will need to complete the remaining information (Care forms, medical, dental, etc).

### Registering Through the Mobile App

The mobile app is the fastest, most convenient way to enroll in your back-up care benefit. Find the app by searching “back-up care” in the [Google Play](https://play.google.com) or [Apple](https://apps.apple.com) app store, download it, and register using the following steps.

**Step 1**
Enter your employer credentials then click “Verify.”

Employer Username: UCI  
Employer Password: care4you

**Step 2**
Create your user profile by completing the required fields, such as:

- First & last name
- Work/primary email
- Mailing address
Step 3
Complete your profile by adding Care Recipients, Authorized Contacts, and Locations.

Step 4
You’re ready to begin reserving back-up care! Reserve through the mobile app for care from Bright Horizons’ network.

For Crisis Care, find your own care providers and apply for reimbursement using the instructions in the Crisis Care section below.

Reserving In-Home Care

The first step is identifying who needs care. Select the dependent for whom you need to request care.

Next, you will select the dates, times, and location where care is needed.
If you have used in-home care in the past, you can request the same caregiver or another person from the same agency.

You can also provide more details about the care environment to help ensure a successful day of care.

You will be able to enter any special care instructions and review your care details before finalizing the care request.

You’re all set! Our team will get to work on your request.
Reserving Center-Based Care

If this is your first time using back-up care, click “Make My First Reservation” from the home screen.

You will be guided through a few simple steps to find the best care providers for your family.

The first step is identifying who needs care.

Next, you will select the dates, times, and location where care is needed.

The location could be near your home, your place of work, a relative’s home, etc.
Once you’ve provided those details, the system will provide any available centers that meet your criteria.

Explore the options, then confirm your selection.

You will be able to enter any special care instructions and review your care details before finalizing the care request.

You’re all set! Our team will get to work on your request.
Reserving Crisis Care

NEW RESERVATIONS

Crisis Care is a component of Bright Horizons Back-Up Care that is activated by Bright Horizons during extreme circumstances, such as hurricanes, wildfires, and during the COVID-19 pandemic. When Crisis Care is activated, employees can find and select their own caregivers and receive a $100 reimbursement per day of care through their back-up care benefit.

Requesting Crisis Care Online

1. From the homepage, click Request Crisis Care Reimbursement.

2. Select the care details, including: Care Recipient(s), Dates, Times, and Center/Caregiver.

3. Enter your Full Name and Today’s Date

   - Read the Release and check the box to acknowledge you elect to use Crisis Care
   - Click Submit
Requesting Crisis Care by Mobile App

- You can now initiate Crisis Care reservations on the back-up care mobile app.
- Once you have submitted the reservation request, you will need to visit backup.brighthorizons.com to finalize the request and initiate the reimbursement process.

1. From the home screen, tap Request Care.

2. Select the Care Recipients needing care.
   - Select Crisis Care as the Care Type.
   - Enter the remaining Care Details.
   - Tap Continue.

3. Read the Crisis Care terms.
   - Select “I accept to use Crisis Care.”
   - Tap Continue.

4. Review and confirm the Care Details.
   - Agree to the terms.
   - Tap Submit Request.

5. Click Reservations from the top menu.

To finalize the Crisis Care reimbursement process, log in to your account at backup.brighthorizons.com and follow the instructions below.
- Navigate to the Crisis Care reservation submitted from your mobile app
- Select View Reservation

- Enter your Full Name and Today's Date
- Read the Release and check the box to acknowledge you elect to use Crisis Care
- Click Submit

- Once you complete these steps, your reimbursement will automatically process after the last date of care in that reservation.
- Please allow up to 10 business days to receive an email with instructions on accepting your reimbursement payment

**Helpful Hint:** Crisis Care reimbursement requests can only be finalized online at this point. A future release of the mobile app will enable you to complete the process from your smartphone.
Canceling a Crisis Care Reservation

- If you no longer require Crisis Care, you can cancel your request through the following steps:

  1. Click **Reservations** from the top menu.

  2. Navigate to the Crisis Care reservation you wish to cancel.
     - Select **View Reservation**.

Once a request is canceled, you will no longer see it listed on among your Reservations on the back-up care site or mobile app.

Helpful Hint: You can only edit or cancel Crisis Care reservations at backup.brighthorizons.com at this time. A future release of the mobile app will allow you to change all reservations on the go.
Modifying a Crisis Care Reservation

- If several aspects of a Crisis Care request have changed, you may find it easier to cancel the existing reservation and create a new account.
- However, you can quickly adjust certain aspects of a Crisis Care request from the reservations page of the back-up care site.

To remove a day of day of care from a multi-day Crisis Care request, select each day of care that you no longer require and then click Cancel Care.
3. Select the care dates you no longer need.

4. Click **Cancel Selected**.

5. A pop-up message will display confirming the canceled date(s).

- To add a care date to the reservation, or an additional care recipient to a care date, select Add Another Entry, enter the required details, and click Submit.
6. Click Add Another Entry

7. Select the Care Recipients
   - Enter the dates of care
   - Enter the hours of care

8. Re-enter your name, the caregiver name, and the date
   - Enter the dates of care
   - Enter the hours of care

9. Agree to the confirmation and release
   - Click Submit
Adding a Funding Account

While logged into your account, click on Care Profile

Next, click on your name under Employee Profile

Next, scroll to the bottom of the screen to Payment Method section, and click Add a Payment Method

A pop-up message will display confirming the successful update
Select the type of account (Checking, Savings, Credit/Debit Card) and enter funding account name, name on account/card, and address.

For credit/debit card, enter card number and expiration date.

For checking/savings account, enter routing number/account number.

Click Save to save payment information.

Each time you place a reservation, you will be prompted to select a Payment Method, which will be saved in a drop-down on Step 5 of the reservation.
Additional Common Questions:

I have not registered before, what do I do when I get an error message when I enter in the Employer Username and Employer Password?

Click on the “Contact the Help Desk” link under “NEED HELP LOGGING IN?” and complete the form. Be sure to click on the “SEND” button once the fields have all been filled. A Bright Horizons Back-Up Care team member will contact you to assist.

What do I do when I get an error message when I submit my Bright Horizons Profile?

Click on the “Contact the Help Desk” link under “NEED HELP LOGGING IN?” and complete the form. Be sure to click on the “SEND” button once the fields have all been filled. A Bright Horizons Back-Up Care team member will contact you to assist.

I have registered before, what do I do when I get an error message when I enter my username and password in the Employer Username and Employer Password?

Click on the “Return to Login Page” link under “ALREADY REGISTERED?” to return to the “Connect to your Bright Horizons Services” page.
Here you can enter your Personal Username and Personal Password. Then click the “LOGIN” button.

What do I do if I have forgotten my Personal Username and/or Personal Password or if I get an error message when I enter my Personal Username and Personal Password

If you have forgotten your Personal Username, please click on “Forgot your username?” and enter your email address associated with your Bright Horizons profile and click Submit. Please check your email for next steps to reset. Please also check your spam or junk folder for the email if you do not see it in your inbox.

If you have forgotten your Personal Password, please click on “Forgot your password?” and enter your email address associated with your Bright Horizons profile and click Submit. Please check your email for next steps to reset. Please also check your spam or junk folder for the email if you do not see it in your inbox.

At any time, you may click on the “Contact the Help Desk” link under “NEED HELP LOGGING IN?” and complete the form. Be sure to click on the “SEND” button once the fields have all been filled. A Bright Horizons Back-Up Care team member will contact you to assist.
How do I submit for reimbursement for Crisis Care?

Once you have registered and created profiles for your care recipients, please see pages 9-11 of this guide for the step by step process.