

USING YOUR BACK-UP CARE BENEFIT

User Guide and FAQ

Last Updated: April 2020



Contents

- Introduction..... 1
- Common Questions 1
- Registering Online 2
- Registering Through the Mobile App..... 4
- Reserving In-Home Care 5
- Reserving Center-Based Care 7
- Reserving Crisis Care 9
- Cancelling Reservations..... 12
- Modifying a Crisis Care Reservation 14
- Adding a Funding Account..... 17



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?

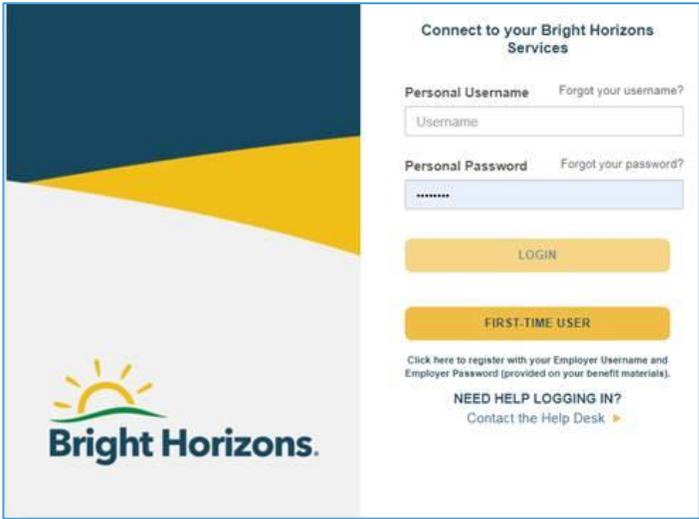
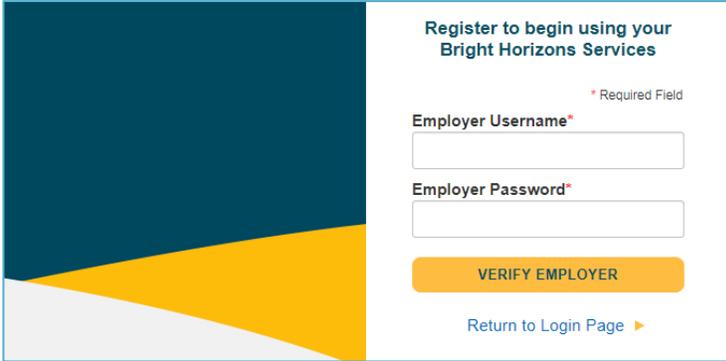
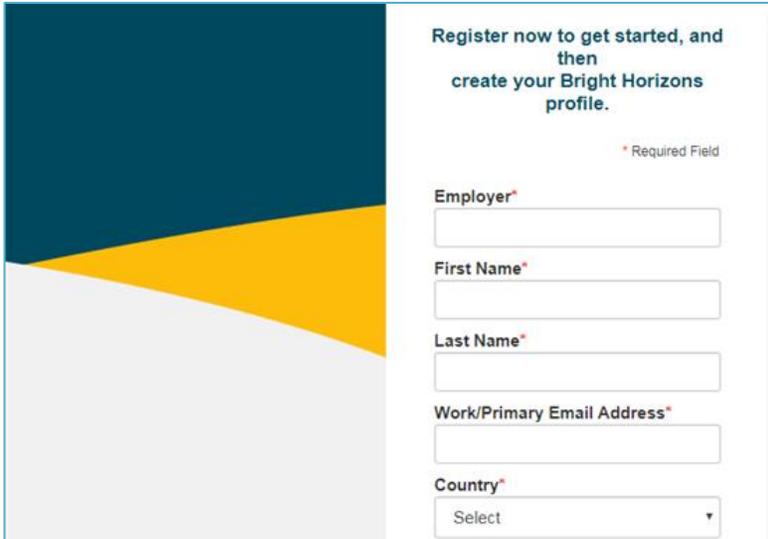
You will create your personal account, add care recipients and authorized contacts, and specify the locations where care is needed. All of this information can be easily amended over time, as needed.

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

<p>Visit: backup.brighthorizons.com Click the "First-Time User" button to begin registration.</p>	
<p>You will be asked to verify your Bright Horizons-supplied company information before entering a personal username and password.</p> <p>Employer Username: UCI</p> <p>Employer Password: care4you</p>	
<p>Next, create your account by entering the required information, such as:</p> <ul style="list-style-type: none"> First & last name Work email Mailing address <p>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).</p>	

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)

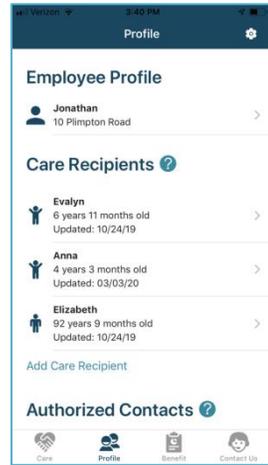
Registering Through the Mobile App

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](#) or [Apple](#) app store, download it, and register using the following steps.

<p>Step 1</p> <p>Enter your employer credentials then click “Verify.”</p> <p>Employer Username: UCI</p> <p>Employer Password: care4you</p>		<p>Step 2</p> <p>Create your user profile by completing the required fields, such as:</p> <ul style="list-style-type: none"> First & last name Work/primary email Mailing address 	
---	--	---	--

Step 3

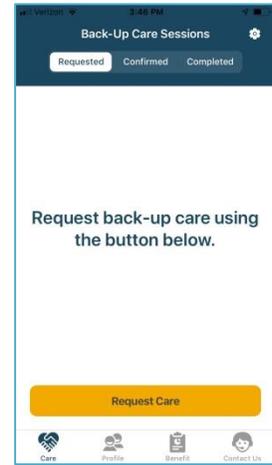
Complete your profile by adding Care Recipients, Authorized Contacts, and Locations.



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.

WHO NEEDS CARE AND WHY?

Please select all recipients that require care. If you have multiple recipients who need different types of care or different days and locations, please complete them as separate reservations.

1. Select a Reason For Care

Care Recipient Recovering from illness or surgery

2. Select Who Needs Care

Julie Smith (3yrs 6mths - 8/26/2016) HEALTH STATUS: Healthy

Jacob Smith (86yrs - 1/26/1934) HEALTH STATUS: Healthy

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

WHEN AND WHERE DO YOU NEED CARE?

1. Select The Date And Time For Care

You can select a single date or multiple dates and the start and end time. Dates with different times should be added separately.

CARE RECIPIENT(S)	DATE(S) OF CARE (MM/DD/YYYY)	START TIME	END TIME
<input checked="" type="checkbox"/> Jacob	3/31/2020	9:00 AM	5:00 PM

ADD ANOTHER DATE

2. Select The Location For Care

Please tell us where you would like care to take place. You can choose to search at or near a location, or you can search for care along a route between two locations.

SEARCHTYPE	DISTANCE	LOCATION	ADD NEW LOCATION
<input checked="" type="radio"/> At/Near a Location	10 Miles	Home	200 Talcott Ave, Watertown, MA 02471
<input type="radio"/> Along a Route			

<p>If you have used in-home care in the past, you can request the same caregiver or another person from the same agency.</p> <p>You can also provide more details about the care environment to help ensure a successful day of care.</p>	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin-top: 0;">PROVIDER PREFERENCES</h3> <p>If you have a preferred in-home care agency, indicate to the right. If the in-home care agency is not available we will continue to search with other in-home agencies. <input style="width: 150px; height: 20px;" type="text"/></p> <p>If you have a preferred caregiver, indicate to the right. Otherwise please leave blank. <input style="width: 150px; height: 20px;" type="text"/></p> <p>If there is an in-home care agency you do not wish to use, indicate to the right. Otherwise please leave it blank. <input style="width: 150px; height: 20px;" type="text"/></p> <p>Special Instructions (i.e. speaks Spanish) <input style="width: 150px; height: 20px;" type="text"/></p> <hr/> <h3 style="margin-top: 0;">TELL US ABOUT THE CARE ENVIRONMENT</h3> <p>Helpful instructions to find this location: <input style="width: 150px; height: 20px;" type="text"/></p> <p>Does anyone smoke in the care location?* <input type="radio"/> No <input type="radio"/> Yes</p> <p>Are there any pets in the care location?* <input type="radio"/> No <input type="radio"/> Yes</p> <p>Is anyone other than the care recipient(s) expected to be at the care location?* <input type="radio"/> No <input type="radio"/> Yes</p> </div>
<p>You will be able to enter any special care instructions and review your care details before finalizing the care request.</p>	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin-top: 0;">CARE INSTRUCTIONS & INFORMATION VERIFICATION</h3> <p style="font-size: 0.8em; margin: 0;">Please list any special care instructions and verify that the information is up to date and there haven't been any changes to medical information, allergies, or custody/visitation rights. Any changes that you make will be updated in the profile for future reservations.</p> <p style="margin: 5px 0 0 20px;">JACOB SMITH (Last Updated: 3/17/2020)</p> <p style="margin: 0 0 0 20px;">Care / Special Instructions</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%; margin: 5px 0 0 20px;"></div> <p style="margin: 5px 0 0 20px;">Any changes to profile details like allergies, etc.?</p> <p style="margin: 0 0 0 20px;"><input type="radio"/> No <input type="radio"/> Yes</p> </div>
<p>You're all set!</p> <p>Our team will get to work on your request.</p>	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin-top: 0;">RESERVATION: CAS-5689077-Z0V1B4 (In Progress)</h3> <p style="text-align: right; font-size: 0.8em; margin: 0;">Home // Reservations // Reservation CAS-5689077-Z0V1B4</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <h4 style="margin: 0;">NEXT STEPS</h4> <p style="font-size: 0.8em; margin: 0;">Thank you for requesting a back-up care reservation. If at any time you choose to change providers, please contact us at 877-BH-CARES and your Care Consultant will instruct you on the proper enrollment requirements and assist you with accessing any forms that may be required. A care confirmation will be sent electronically once all care arrangements have been confirmed.</p> <p style="font-size: 0.8em; margin: 0;">Please note that while our call center operates 24/7, some of our providers do not. As such, requests made during non-business hours for next-day care will be researched promptly, but care may not be confirmed until the provider opens for business.</p> <p style="font-size: 0.8em; margin: 0;">Based on your care request, you can expect to receive your reservation update or confirmation no later than 06:41 pm on 3/21</p> <p style="font-size: 0.8em; margin: 0;">What you need for care: you must have up-to-date immunization records and other documents needed for care.</p> </div> <div style="text-align: right; margin-top: 10px;"> Cancel Entire Reservation Edit/Cancel Care Sessions </div> </div>

Reserving Center-Based Care

<p>If this is your first time using back-up care, click “Make My First Reservation” from the home screen.</p> <p>You will be guided through a few simple steps to find the best care providers for your family.</p>	
<p>The first step is identifying who needs care.</p>	
<p>Next, you will select the dates, times, and location where care is needed.</p> <p>The location could be near your home, your place of work, a relative’s home, etc.</p>	

Once you've provided those details, the system will provide any available centers that meet your criteria.

Explore the options, then confirm your selection.

Search Criteria

Book Now Only
Instantly confirm care by clicking "Book Now" for available locations.

Distance: 10 Miles

Near Home
2655 W Midway Blvd
Broomfield, CO 80020
Julie Smith
03/23/20 09:00 am - 04:00 pm

RESULTS MAP

Instant Book
Get instant confirmation of your reservation at instant book centers.
Try this center near you:
1.20 mi. away

Bright Horizons Montessori at Interlocken
575 Eldorado Blvd
Broomfield, CO 80021
Mon - Fri: 7:00 AM - 6:00 PM MST
Ages Served: 1 month - 6 years

Bright Horizons at The Ranch Reserve
11305 Decatur Street
Westminster, CO 80234
Mon - Fri: 6:30 AM - 6:00 PM MST
Ages Served: 2 months - 12 years

Bright Horizons at Louisville, Colorado
1818 Centennial Drive
Louisville, CO 80027
Mon - Fri: 7:00 AM - 6:00 PM MST
Ages Served: 1 month - 5 years

Cadence Academy Preschool Broomfield - #523
900 East 1st Ave
BROOMFIELD, CO 80020
Mon - Fri: 6:30 AM - 6:30 PM MST
Ages Served: 6 Weeks to 12 Years

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

CARE INSTRUCTIONS & INFORMATION VERIFICATION

Please list any special care instructions and verify that the information is up to date and there haven't been any changes to medical information, allergies, or custody/visitation rights. Any changes that you make will be updated in the profile for future reservations.

JULIE SMITH (Last Updated: 3/17/2020)

Care / Special Instructions

Any changes to profile details like allergies, etc.?
 No Yes

You're all set!
Our team will get to work on your request.

RESERVATION: CAS-5689075-J9P8T2 (Confirmed)

[Home](#) // [Reservations](#) // Reservation CAS-5689075-J9P8T2

[Cancel Entire Reservation](#) [Edit/Cancel Care Sessions](#)

What You Need For Care

0646 - BRIGHT HORIZONS MONTESSORI AT INTERLOCKEN

Phone:
303 466 4411

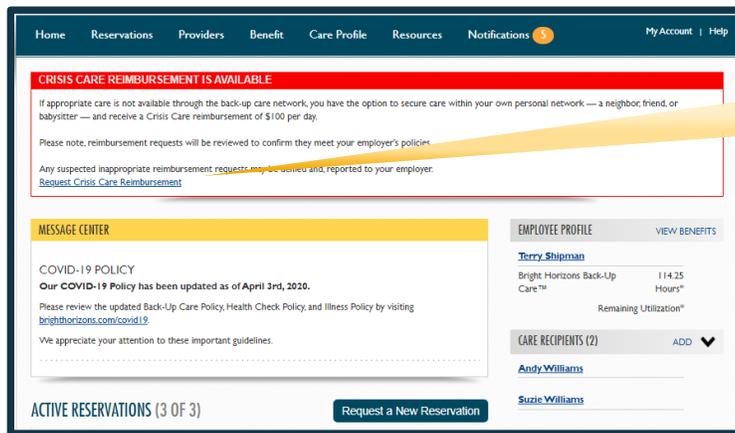
Address
575 Eldorado Blvd Broomfield, CO 80021

Reserving Crisis Care

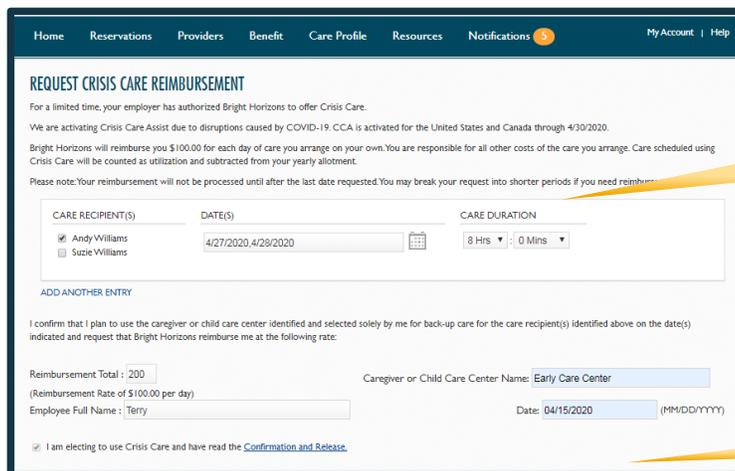
NEW RESERVATIONS

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



- From the homepage, click **Request Crisis Care Reimbursement**.



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

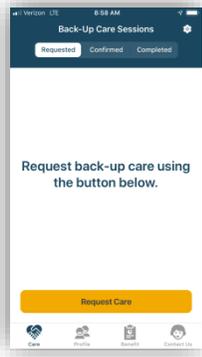
- Enter your **Full Name** and **Today's Date**
- **Read the Release and check the box** to acknowledge you elect to use Crisis Care
- Click **Submit**

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

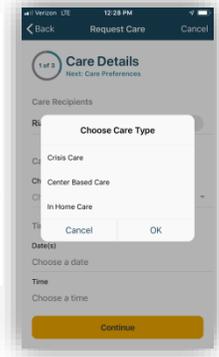
1

- 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**.



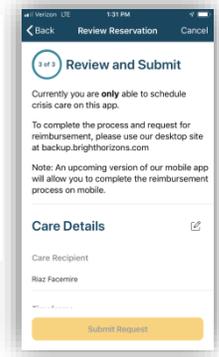
3

- Read the **Crisis Care terms**
- Select "I accept to use Crisis Care"
- Tap **Continue**.

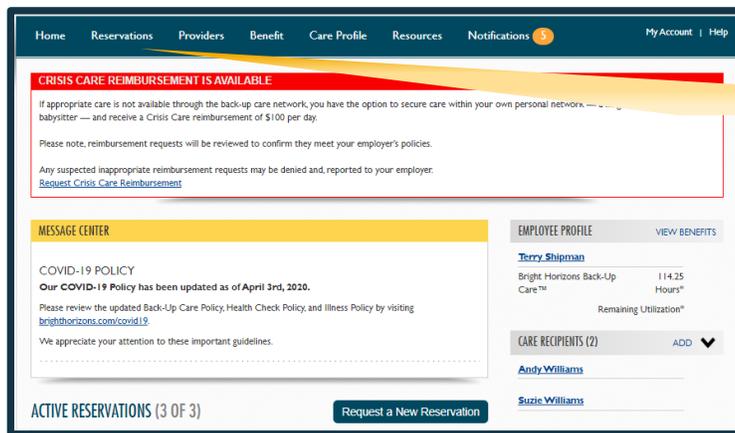


4

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



- To finalize the Crisis Care reimbursement process, log in to your account at backup.brighthorizons.com and follow the instructions below



5

- Click **Reservations** from the top menu

Home Reservations Providers Benefit Care Profile Resources Notifications 1 My Account | Help

RESERVATIONS

Request a New Reservation

Viewing 4 of 4 Reservation Type: All Active

Reservation ID	Date	Status	Action
CAS-5691729-80G8K1	April 22nd, 2020	IN PROGRESS	VIEW RESERVATION
CAS-5691239-H7Q4V7	April 20th, 21st, 2020	IN PROGRESS	VIEW RESERVATION
CAS-5691730-D8C8R1	April 20th, 2020	IN PROGRESS	VIEW RESERVATION

EMPLOYEE PROFILE: Terry, Bright Horizons Back-Up Care™, 116.25 Hours* (Remaining Utilization)

CARE RECIPIENTS (2): Andy Williams, Suzie Williams

AUTHORIZED CONTACTS (1): ADD

MY LOCATIONS (1): ADD

6

- Navigate to the Crisis Care reservation submitted from your mobile app
- Select **View Reservation**

Home Reservations Providers Benefit Care Profile Resources Notifications 5 My Account | Help

REQUEST CRISIS CARE REIMBURSEMENT

For a limited time, your employer has authorized Bright Horizons to offer Crisis Care. We are activating Crisis Care Assist due to disruptions caused by COVID-19. CCA is activated for the United States and Canada through 4/30/2020. Bright Horizons will reimburse you \$100.00 for each day of care you arrange on your own. You are responsible for all other costs of the care you arrange. Care scheduled using Crisis Care will be counted as utilization and subtracted from your yearly allotment.

Please note: Your reimbursement will not be processed until after the last date requested. You may break your request into shorter periods if you need reimbursement sooner.

CARE RECIPIENT(S)	DATE(S)	CARE DURATION
<input checked="" type="checkbox"/> Andy Williams <input type="checkbox"/> Suzie Williams	4/27/2020, 4/28/2020	8 Hrs 0 Mins

ADD ANOTHER ENTRY

I confirm that I plan to use the caregiver or child care center identified and selected solely by me for back-up care for the care recipient(s) identified above on the date(s) indicated and request that Bright Horizons reimburse me at the following rate:

Reimbursement Total: 200 (Reimbursement Rate of \$100.00 per day)

Caregiver or Child Care Center Name: Early Care Center

Employee Full Name: Terry Date: 04/15/2020 (MM/DD/YYYY)

I am electing to use Crisis Care and have read the [Confirmation and Release](#).

7

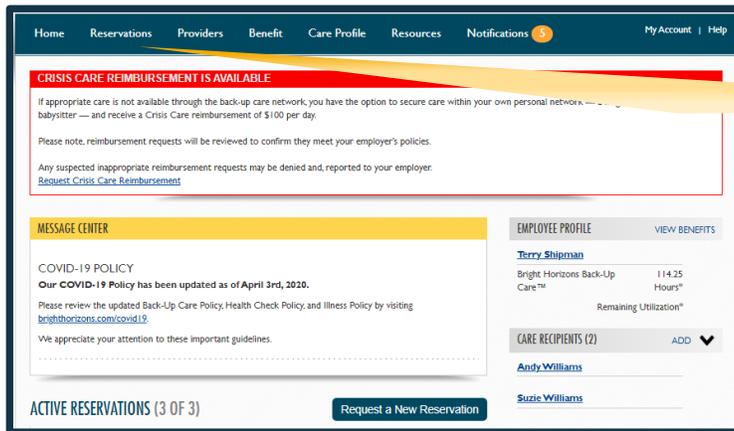
- Enter your **Full Name** and **Today's Date**
- **Read the Release** and **check the box** to acknowledge you elect to use Crisis Care
- Click **Submit**

- 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.

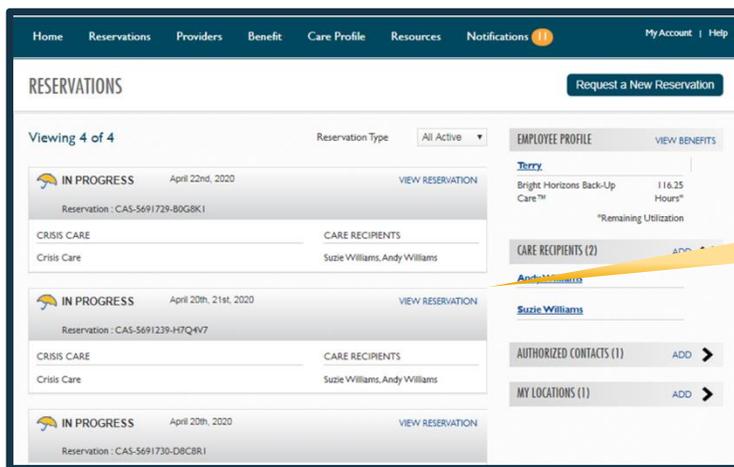
Canceling a Crisis Care Reservation

- 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**

3

- Click **Cancel Reservation**

The screenshot shows the 'REQUEST CRISIS CARE REIMBURSEMENT' page. At the top right, the reservation ID is 'RESERVATION # CAS-5691738-J3X865'. A 'Cancel Reservation' button is highlighted with a yellow callout. Below the header, there is a table with the following data:

CARE RECIPIENT(S)	DATE(S)	CARE DURATION
<input type="checkbox"/> Andy Williams	4/29/2020	4 Hrs 0 Mins

Below the table, there are fields for 'Reimbursement Total' (set to 100), 'Caregiver or Child Care Center Name' (Early Care Center), 'Employee Full Name' (Terry), and 'Date' (4/19/2020). A 'Submit' button is at the bottom right.

4

- A pop-up message will display confirming the cancelation

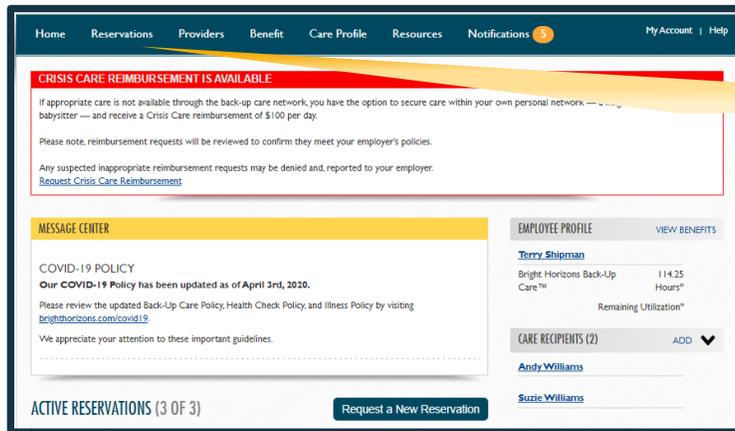
The screenshot shows the same 'REQUEST CRISIS CARE REIMBURSEMENT' page, but with a 'CRISIS CARE' pop-up message overlaying the 'Cancel Reservation' button. The message reads: 'Reservation successfully canceled.' with an 'Ok' button. The background form is dimmed.

- 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.

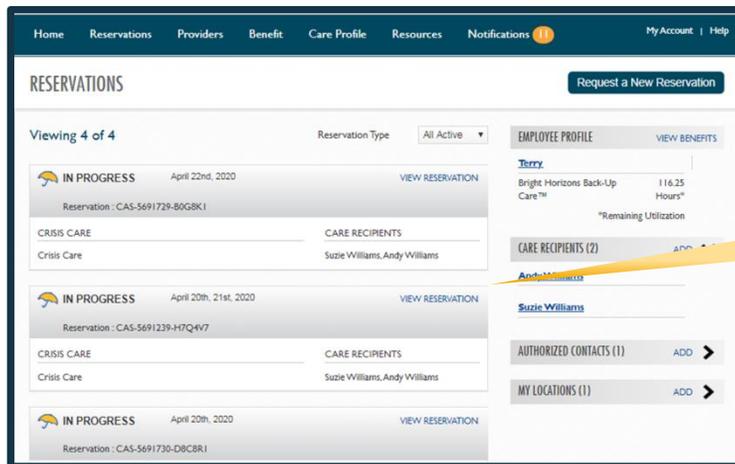
Modifying a Crisis Care Reservation

- 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



1

- Click **Reservations** from the top menu



2

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

- 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

Home Reservations Providers Benefit Care Profile Resources Notifications 13 My Account | Help

REQUEST CRISIS CARE REIMBURSEMENT

RESERVATION # CAS-5691779-X5C3V6
 Cancel Reservation

For a limited time, your employer has authorized Bright Horizons to offer Crisis Care.
 We are activating Crisis Care Assist due to disruptions caused by COVID-19. CCA is activated for the United States and Canada through 4/30/2020.
 Bright Horizons will reimburse you \$100 for each day of care you arrange on your own. You are responsible for all other costs of the care you arrange. Care dates reimbursed through Crisis Care will be counted as back-up care utilization and subtracted from your yearly allotment.
 Please note: Your reimbursement will not be processed until after the last date requested. You may break your request into shorter periods if you need reimbursement sooner.

* USE CHECKBOXES TO CANCEL CARE

CARE RECIPIENT(S)	DATE(S)	CARE DURATION
<input type="checkbox"/> Andy Williams	4/23/2020	9 Hrs : 30 Mins
<input type="checkbox"/> Suzie Williams	4/23/2020	
<input type="checkbox"/> Andy Williams	4/24/2020	9 Hrs : 30 Mins

ADD ANOTHER ENTRY | CANCEL SELECTED

I confirm that I plan to use the caregiver or child care center identified and selected solely by me for back-up care for the care recipient(s) identified above on the date(s) indicated and request that Bright Horizons reimburse me at the following rate:

Reimbursement Total : 200
 (Reimbursement Rate of \$100.00 per day)

Caregiver or Child Care Center Name: _____
 Employee Full Name: _____ Date: _____ (MM/DD/yyyy)

I am electing to use Crisis Care and have read the [Confirmation and Release](#).

Back Submit

6

- Click **Add Another Entry**

Home Reservations Providers Benefit Care Profile Resources Notifications 13 My Account | Help

REQUEST CRISIS CARE REIMBURSEMENT

RESERVATION # CAS-5691779-X5C3V6
 Cancel Reservation

For a limited time, your employer has authorized Bright Horizons to offer Crisis Care.
 We are activating Crisis Care Assist due to disruptions caused by COVID-19. CCA is activated for the United States and Canada through 4/30/2020.
 Bright Horizons will reimburse you \$100 for each day of care you arrange on your own. You are responsible for all other costs of the care you arrange. Care dates reimbursed through Crisis Care will be counted as back-up care utilization and subtracted from your yearly allotment.
 Please note: Your reimbursement will not be processed until after the last date requested. You may break your request into shorter periods if you need reimbursement sooner.

* USE CHECKBOXES TO CANCEL CARE

CARE RECIPIENT(S)	DATE(S)	CARE DURATION
<input type="checkbox"/> Andy Williams	4/23/2020	9 Hrs : 30 Mins
<input type="checkbox"/> Suzie Williams	4/23/2020	
<input type="checkbox"/> Andy Williams	4/24/2020	9 Hrs : 30 Mins
<input type="checkbox"/> Andy Williams <input type="checkbox"/> Suzie Williams		4 Hrs : 0 Mins REMOVE

ADD ANOTHER ENTRY | CANCEL SELECTED

I confirm that I plan to use the caregiver or child care center identified and selected solely by me for back-up care for the care recipient(s) identified above on the date(s) indicated and request that Bright Horizons reimburse me at the following rate:

Reimbursement Total : 200
 (Reimbursement Rate of \$100.00 per day)

Caregiver or Child Care Center Name: _____
 Employee Full Name: _____ Date: _____ (MM/DD/yyyy)

I am electing to use Crisis Care and have read the [Confirmation and Release](#).

7

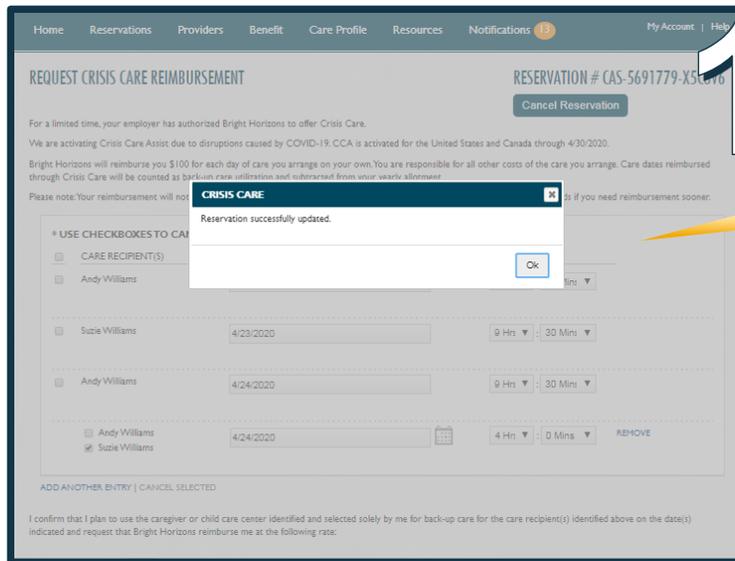
- Select the **Care Recipients**
- Enter the dates of care
- Enter the hours of care

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**



10

A pop-up message will display confirming the successful update

Adding a Funding Account

<p>While logged into your account, click on Care Profile</p>	<p>The screenshot shows the top navigation bar of the application with 'Care Profile' highlighted in blue. Below the navigation bar is a yellow banner for 'MESSAGE CENTER'.</p>
<p>Next, click on your name under Employee Profile</p>	<p>The screenshot shows the 'CARE PROFILE' page. Under the 'Employee Profile' section, it displays 'Last Updated: 3/11/2020 By (Client Employee)' and 'Updated: 3/11/2020'.</p>
<p>Next, scroll to the bottom of the screen to Payment Method section, and click Add a Payment Method</p>	<p>The screenshot shows the 'PAYMENT METHOD' section. It includes a heading 'PAYMENT METHOD', a sub-heading 'Current Payment Method', and an 'ADD A PAYMENT METHOD' button. Below the button is a 'Please Note' section explaining that payment methods cannot be removed if they are associated with an active reservation.</p>

Select the type of account (Checking, Savings, Credit/Debit Card) and enter funding account name, name on account/card, and address

CURRENT PAYMENT METHOD ✕

Account Information

Funding Account Name*

Name on Account/Card*

Address Line 1*

Address Line 2

City*

State*

Zip Code*

Payment Information

Account Type.* Checking Savings Credit/Debit Card

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

Payment Information

Account Type.* Checking Savings Credit/Debit Card

Card Number*

Expiration Date*
 Month* Year*

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

Payment Information

Account Type.* Checking Savings Credit/Debit Card

Bank Routing Number*

Bank 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

Payment Information ADD A FEE

Last Updated: 2/20/2020 7:35:50 PM By _____ (Client Employee)

Co-payments are payable by credit card, debit card or Electronic Fund Transfer (EFT). Co-payment information is collected on the day care is reserved; co-payments are processed on the day following the utilization. You will need to provide payment information in order to place a reservation request. The applicable charges for services provided will be processed after the services are rendered.

Estimated Summary of Charges *	
Charge Description	Amount Charged
Co-Pay	\$120.00

* This is an estimate based on current reservation details. Charges are subject to change if any reservation details that affect charges are later changed.

Payment Method

ADD/MANAGE PAYMENT METHOD(S)
 Please Note: You may not remove a payment method currently associated with an active reservation. You must change the payment method or add a new payment method on the active reservation(s) before your payment method can be removed.

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.

NEED HELP LOGGING IN?

Contact the Help Desk

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.

NEED HELP LOGGING IN?

Contact the Help Desk

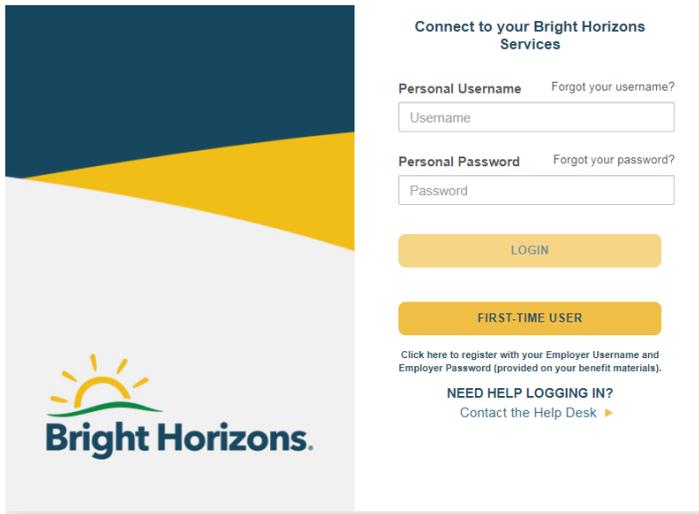
I have registered before, what do I do when I get an error message when I enter my username and password in the Employer Username and Employer Password?

Click on the “Return to Login Page” link under “ALREADY REGISTERED?” to return to the “Connect to your Bright Horizons Services” page.

ALREADY REGISTERED?

Return to Login Page

Here you can enter your Personal Username and Personal Password. Then click the “LOGIN” button.



Connect to your Bright Horizons Services

Personal Username [Forgot your username?](#)
Username

Personal Password [Forgot your password?](#)
Password

LOGIN

FIRST-TIME USER

Click here to register with your Employer Username and Employer Password (provided on your benefit materials).

NEED HELP LOGGING IN?
[Contact the Help Desk](#) ▶

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 in box.

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 in box.

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.

Connect to your Bright Horizons Services

We can't find that Personal Username and/or Password. Not signed up yet? Click the button below to sign up by entering the Employer Username and Employer Password found on your Bright Horizons benefit materials.

Personal Username [Forgot your username?](#)

Personal Password [Forgot your password?](#)

LOGIN

FIRST-TIME USER

Click here to register with your Employer Username and Employer Password (provided on your benefit materials).

NEED HELP LOGGING IN?

[Contact the Help Desk](#) ▶

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.