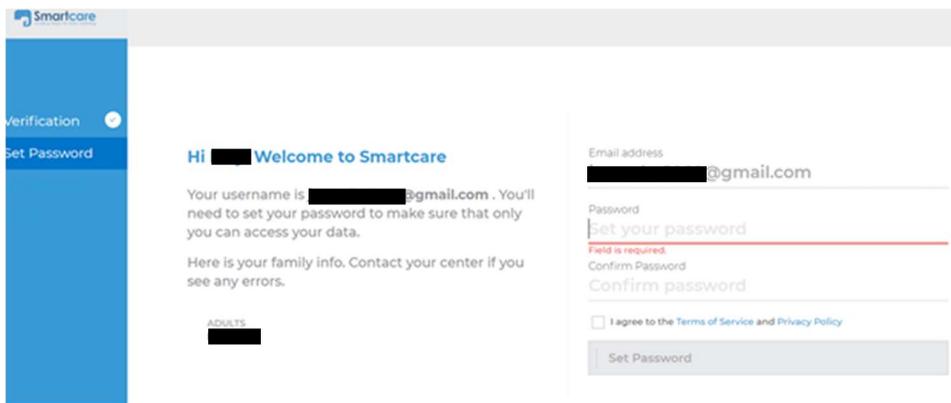


Early Learning Academies has implemented Smartcare™ childcare management system in all of our schools nationwide. Smartcare provides a cohesive platform for real time communication that enables our center, our teachers, and our parents to be connected through mobile devices and the web throughout the day.

Upon enrolling your child in our center, you will be invited to download the Smartcare app to your mobile device and to setup your account. You will receive a confirmation email with a link to set up your Smartcare password and PIN. **Your email will be your login to the app.** If you did not receive your confirmation email, please contact your childcare center.

## Account setup



The screenshot shows the 'Set Password' screen in the Smartcare app. On the left is a blue navigation bar with 'Verification' and 'Set Password' options. The main content area has a welcome message: 'Hi [redacted] Welcome to Smartcare'. Below this, it says: 'Your username is [redacted]@gmail.com. You'll need to set your password to make sure that only you can access your data. Here is your family info. Contact your center if you see any errors.' There is a redacted area for 'ADULTS'. On the right, there is a form with fields for 'Email address' (containing [redacted]@gmail.com), 'Password' (with a red error message 'Field is required'), and 'Confirm Password'. Below the form is a checkbox for 'I agree to the Terms of Service and Privacy Policy' and a 'Set Password' button.

## Download the Application

1. Open the “App Store” (iOS devices) or the “Play Store” (Android devices) and search for “SmartCare for Parents.”
2. Install the application.

## Log In to Your Account

1. Tap on the app to open it.
2. Enter your email and password (provided by your center at the time of enrollment).
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.

## 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

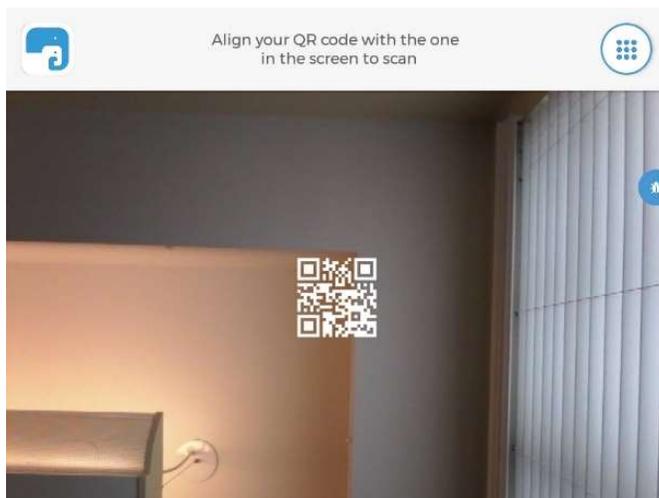
1. Tap Settings at the bottom of the screen. The Settings screen opens.
2. Tap Change Password.
3. Enter your current password.

4. Enter your new password and then enter it again to confirm.
5. Tap Change Password.

### Check in / Check out procedure

Sign-in and out through a kiosk or mobile device with a convenient QR Code. As an alternative or if you forget your phone, you can also enter the PIN that was created when your Smartcare account was created.

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



### Timeline

Our teachers use Smartcare to update families on your child's daily activities. Parents will receive timeline updates on your child throughout the day (photos, meal notes, nap times, milestones, videos, and more). For our younger children, teachers will also note diaper changes. Smartcare is also used to email an individual class (e.g. lesson plans), or the entire school such as special announcements and newsletters.

#### 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.

#### How to 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 your child’s school and are ready for your review. Notifications show as a red icon above the Bell in the upper right corner 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.

### 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.

## Tuition Payments with Smartcare

Early Learning Academies uses Smartcare™ to process all tuition payments via credit card. When you enroll your child(ren), you choose your payment frequency (weekly or monthly) and our staff will apply the appropriate tuition plan to your Smartcare. Weekly tuition payments are processed every Monday, and monthly tuition payments are processed on the first working day of every month.

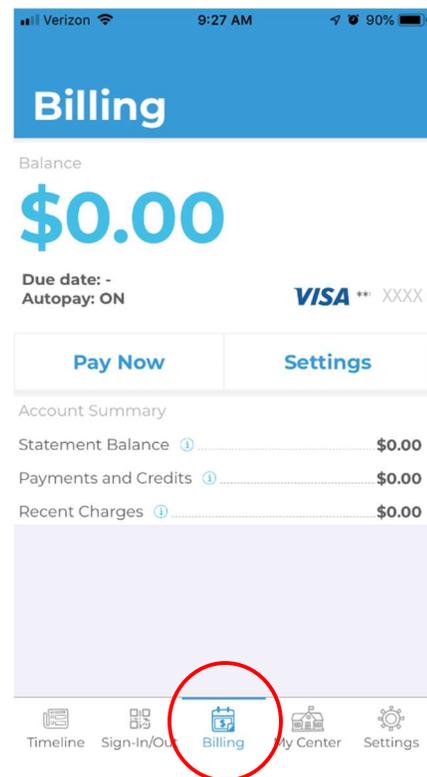
Additional charges such as late fee, field trip fees, summer camp enrollment, etc. will also be applied to your account and processed according to your tuition plan.

### 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.

### 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

Note, simply entering your credit card information **DOES NOT** turn Autopay on. You need to go to the Payment Methods tab and toggle Autopay to “On”.

We recommend selecting Autopay to avoid late fees.

