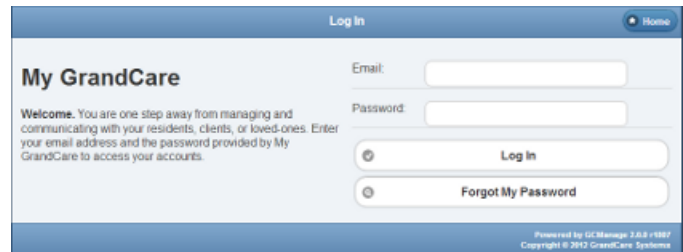


Logging In

help.grandcare.com → help for caregivers → logging in

Normal Login

The first step for any caregiver who wants remote access to a loved one's system, is to log in. You can use the Online Care Portal from any computer with Internet access. Your installer or support specialist will provide you with the URL for logging in.

The screenshot shows the 'My GrandCare' login interface. At the top, there's a blue header with 'Log In' and a 'Home' link. Below the header, the 'My GrandCare' logo is on the left, followed by a welcome message: 'Welcome. You are one step away from managing and communicating with your residents, clients, or loved-ones. Enter your email address and the password provided by My GrandCare to access your accounts.' To the right of the text are two input fields: 'Email:' and 'Password:'. Below these fields are two buttons: 'Log In' and 'Forgot My Password'. At the bottom right, there is small text: 'Powered by UCManage 3.0.0 (10807) Copyright © 2012 GrandCare Systems'.

1. Enter the URL in a browser, and the Sign-In screen will open.
2. Enter your username and password, then click the Log In button.

Activate Your User Account

Before you can login the first time, you need to activate your user account.

At the time that your user account is setup, you will receive an email from the system. In the email is a link to the screen for activating your user account. Click the link and follow the instructions for setting a password. Note that the link will only be active for a few days. If you do not activate your user account within that time frame, the link will expire. If that happens, follow the steps for a forgotten password.

After you log in for the first time, you will need to read and accept the licensing agreement.

Forgot Your Password?

On the Sign In screen is a button labeled "Forgot My Password." If you forgot your username or password, or didn't activate your user account before the deadline expired, then click this button, and follow the simple instructions.