

# 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 GrandCare system, is to log in. You can use GrandCare from any computer with Internet access. You have two choices:

1. In a browser, go to GrandCare's website (www.grandcare.com) and click the Sign In link at the top of the page;
2. In a browser, type in the URL to access GCMange or my.GrandCare. The URL may vary, so check with your GrandCare provider. For example:

- gcmange.grandcare.com
- my.GrandCare.com

The Sign In screen will open. Enter your username and password, and 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 GrandCare. 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 10 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 GrandCare licensing agreement.

## Forgot Your Password?

On the Sign In screen is a button or link labeled "Forgot Your Username/Password?" or "Forgot My Password." If you forgot your username or password, or didn't activate your user account before the 10-day deadline expired, then click this link or button, and follow the directions.