Back-Up Care: Step-by-Step Guide

Purpose:
This document is for use when you are scheduling Back-Up care.

Resources:
1. Choosewell COVID-19 Resources page
2. Bright Horizons Login Page

Process:

1. From the Choosewell COVID-19 Resources page, select Back-Up Care on the right side.

2. This will take you to Bright Horizons to log in. If you have NOT already created a profile, select First-Time User. Otherwise input your login and password.

First Time User Login:
Employer Username: choosewell
Employer Password: Benefits4You
3. If you haven’t already done so, complete your Care Profile to add all your dependents and their information (enter your relationship, care location(s), health information, and download/complete any required care forms). If you have completed your care profile, move on to step 4.

4. Once your care profile is complete, select “Reservations” from the top of the screen and then click on “Request a New Reservation”:
5. Complete “WHO NEEDS CARE AND WHY?” screen the click Continue at bottom of screen:

6. Complete “WHEN AND WHERE DO YOU NEED CARE?” screen the click Continue at bottom of screen:
7. Choose from the “Available Care Options” to select either in-home or center care. During the reservation process, if you indicate that your child is healthy, you can select either center or in-home care. If your child is ill, only in-home care is available. If you choose adult/elder, only in-home care is available. Complete all the required information and then click Continue at the bottom of the screen.
8. Complete the “CARE INSTRUCTIONS & INFORMATION VERIFICATION” and click on Continue at the bottom of the screen:

![CARE INSTRUCTIONS & INFORMATION VERIFICATION](image)

9. Review your Reservation and Add Payment Details on the final screen. Click Request Reservation at the bottom of the screen.

![BACK-UP RESERVATION](image)
10. To view the status of your reservations on file, click on “Reservations” at the top of screen.

Be sure you are selecting “ALL” from the Reservation Type drop down menu.

11. For questions regarding Back-up care, please visit the Choosewell COVID-19 Resources page for the "Frequently Asked Questions" document.