Procare Engagement Functionality Training Guide for Families

This guide helps parents and guardians get started with Procare, the app and website your child's school uses to share updates with you. Work through the setup steps at your own pace, then use the Learn more links to go deeper. If you ever need help, contact your child's school.

What Is Engagement Functionality?

Engagement Functionality is how Procare keeps your child's school and your family connected. Your school can share updates, photos and important information with you in real time through the Procare Child Care Mobile app and the Procare website.

Start here: Watch the Parent intro video for a quick, friendly overview of Procare and how families use it.
Mobile app: See the Family app flyer for a quick overview of the Procare Child Care Mobile app.

What you can do with it

- See your child's daily activities, such as meals, naptime and photos, in the app throughout the day as staff record them
- See when your child is signed in and out
- Read and reply to messages from school staff
- Receive a Daily Summary email after your child is signed out
- View your family balance and pay online, if your school has turned this on

What your school controls

- Your school chooses which activities are shared with you.
- Your school manages the Daily Summary email, so you cannot opt out.
- Your school decides whether online payments are available.

Reference: For a full list of what parents see in the app, please see this Procare Online help article: https://www.procaresupport.com/procare-online/docs/parents-getting-to-know-your-procare-app-1

Setup Steps for Parents

Follow the steps in order. If you get stuck, contact your school.

Step	When	What to do	Learn more
Step 1: Check your inbox for an email from Procare and verify your email address	First	Check your inbox for an email from connect-hello@online.procaresoftware.com. Check spam and junk folders. Verify your email, then use the link to create your account.	Sign-up guide
Step 2: Create your account on the website	After you verify your email	You will receive another email from Procare to set up your account. Click the Procare Web Portal link in step 1 of the email. Set and confirm your password. Click Sign Up.	Sign-up guide
Step 3: Download the mobile app	After your account is created	Download the free Procare Child Care Mobile app from the Apple App Store or Google Play. Log in with your new email and password, not your invitation code.	Download the mobile app
Step 4: Set up online payments (optional)	Any time after your account is created	If your school offers online payments, add a payment method in the app or on the website. Change or remove it any time in your account settings.	Payment method guide
Step 5: Sign your child in or out (if needed)	As needed	Some schools ask parents to sign children in or out in the app. Your school decides which method it uses, such as a kiosk, QR code or GPS. Ask your school which one applies to you.	Sign-In/Out options
Step 6: Explore the Daily Activity Feed	After you log in	Your home screen shows your child's day, latest first. Select Load More Activities for older ones. Filter by activity type or date, and react to photos.	Daily activities guide
Step 7: Watch for the Daily Summary email	Each time your child is signed out	Procare emails a summary of your child's day. If there are several pickups, the last email is the full report.	Daily Summary guide
Step 8: Message your child's teacher	Any time	Select Messages at the upper right corner of the app. Use Classroom Chat for classroom topics and Office Chat for billing or registration questions. A pink dot shows a new message.	Message your child's teacher

What Parents Need to Know

- Two emails come first: a request to verify your email address, then your school's invitation with steps to create an account. If they do not arrive, check spam and junk folders.
- Use the same email address the invitation was sent to, or account creation fails. To use a different one, contact your school before signing up.
- Invitation codes expire after one week and cannot be shared. Each parent or guardian needs their own, and your school can re-invite you if your code expires.
- Passwords need at least 12 characters, with a number, a special character, and upper- and lowercase letters.
- Already have a Procare account from another school? Log in with your existing email and password instead of creating a second one. To switch schools, use Switch School in the app menu or the arrow next to the school name on the website.
- Each school chooses which activities to share. If you do not see something you expect, contact your school.

Need help? Contact your school

How to get help

1. Contact your child's school with your question or problem.
2. Your school can reach out to Procare if it needs more help.

Good to know: Procare does not directly assist families, so always start with your school.

Open the sign-up guide: https://www.procaresupport.com/procare-online/docs/parents-how-to-sign-up-for-a-procare-account