

How to Use Back-Up Care

STEP 1: REGISTER FOR BACK-UP CARE

Online

1. Visit <https://clients.brighthorizons.com/UCSFGrad>, select “Use It” under **Reserve Back-Up Care** and click the “First-Time User” button to enter your employer credentials:
 - Employer Username: **UCSFGrad**
 - Employer Password: **Benefits4You**

Note: If your benefit eligibility cannot be confirmed, you can still register by calling 877-BH-CARES and your personal username and password will be delayed until confirmation is received from your employer.

By Phone

Contact centers are experiencing high call volumes at this time due to COVID-19. We appreciate your patience.

1. Call **877-BH-CARES (242-2737)** to speak with a care consultant 24/7.
2. You'll receive a confirmation email with a link to create a personalized username and password.
3. Log in to your account with your new credentials.

STEP 2: COMPLETE YOUR CARE PROFILE

On the home page, click on the blue “Create Your Care Profile” button and follow these steps:

1. **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.
2. **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.
3. **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, or friend) as an emergency contact and/or authorized to pick up care recipients.
4. **Enter Care Locations:** Let us know where you will typically need care.

STEP 3: RESERVE BACK-UP CARE

Access up to 10 annual days of back-up care annually at subsidized rates. Child care in a center is \$30 per child/day or \$55 per family/day. In-home care is \$10 per hour (4 hour min.) for well children, adults, and elders. Reservations for back-up care can be made:

1. **Online:** Visit <https://clients.brighthorizons.com/UCSFGrad>. Once you have completed your care profile, visit the home page and click on the blue “Make My First Reservation” button.
2. **By Phone:** Call 877-BH-CARES (242-2737) to speak with a care consultant 24/7.
3. **Via Mobile App:** If you're fully registered and have used care once before, search “Back-Up Care” in the [App Store](#) or [Google Play](#) and download the app to reserve care on the go.

Once care is reserved, you will receive a confirmation email. You may also indicate in your care profile that you'd like to receive care confirmations via phone.